

BRIEFING NOTE:**IMPLEMENTATION OF THE RECOMMENDATIONS OF THE PROVISION OF GP SERVICES TASK AND FINISH GROUP****Introduction**

The Provision of GP Services in Milton Keynes Task and Finish Group was established in 2015 to address the concerns raised by the poor results for Milton Keynes in the 2014 GP Patient Satisfaction Survey. The Group met during 2015 and 2016, presenting its report to the Health and Adult Social Care Committee on 25 June 2016.

The report made 9 major recommendations directed at either the Milton Keynes Clinical Commissioning Group or the NHS (England) Area Team. This briefing note is an update on the progress made against those recommendations.

Update on Recommendations

Dominic Cox, NHS England's Locality Director (South) Central Midlands and Matthew Webb, Chief Officer at Milton Keynes Clinical Commissioning Group, attended the meeting of full Council held on 11 January 2017 to update councillors on progress against the Task and Finish Group's recommendations as follows:

1. *That better communications and education from healthcare providers is needed so that clear messages about alternative sources of healthcare were given.*

NHSE-MKCCG response:

- New roles within general practice are being introduced and promoted, including clinical pharmacists and paramedics with one practice investigating the recruitment of a mental health practitioner. This has increased capacity and access to healthcare professionals within primary care;
- Reception and clerical staff training has been set up, thus increasing capacity within general practice and releasing clinician time to provide care for patients;
- 'Releasing Time for Patients' is an initiative consisting of ten High Impact Actions designed to release capacity. The Milton Keynes Clinical Commissioning Group will be working with all member practices to ensure that clinicians are working at the top of their licence and that they provide training to reception and clerical staff to develop new skills in read coding and incoming clinical correspondence, thus releasing GP time to provide more care for their patients.

2. *That better training be provided for reception staff so that they can advise patients about extended hours appointments provided by the Prime Minister's Challenge Fund, Walk-in Centres etc but without patients feeling they are being "fobbed off".*

NHSE-MKCCG response:

- Initial training has commenced across all member practices for receptionist staff to enable them to sign-post patients to the most relevant healthcare professional within general practice and also offer the choice of using the GP Access Fund MK (formerly the Prime Minister's Challenge Fund).

3. *That GP practices consider the introduction of more GP triage and telephone consultations.*

NHSE-MKCCG response:

- New roles within general practice are being developed, along with the trialling of new appointments, telephone appointments, telephone triaging and online consultations; this is increasing access and capacity within general practice;

- The use of online ordering of repeat prescriptions is being widely promoted.

4. *That the Milton Keynes Clinical Commissioning Group launches a concerted campaign to attract more GPs to work in Milton Keynes.*

NHSE-MKCCG response:

- One practice in Milton Keynes has been successful in the Targeted Investment in Recruiting Returning Doctors Programme – this assists practices in the marketing of their establishments and the recruitment of GPs, particularly GPs returning to the NHS. There are plans to use the knowledge gained through the specialised marketing programme across the whole of the Milton Keynes Clinical Commissioning Group;
- Two practices have been prioritised for the General Practice Resilience Programme; this programme aims to deliver a menu of support that will help practices to become more sustainable and resilient, better placed to tackle the challenges they face now and into the future, and securing continuing high quality care for patients;
- The new practice being built on the Eastern Flank has been commissioned as a GP training practice, which will assist with attracting more GPs into the area.

5. *That the Clinical Commissioning Group and the NHS England Area Team need to adapt their forward planning models to be more responsive to the data on future population growth / number of new houses to be built in any particular area provided by the Council.*

NHSE-MKCCG response:

- Milton Keynes CCG is working closely with Milton Keynes Council and the NHS England Premises Team on all future housing growth and using their combined skills to place future healthcare needs;
- The NHS England Estates and Technology Transformation Fund is a national programme supporting GP practices to make service improvements, including more modern, expanded facilities and the use of new technologies. In Milton Keynes, 2 estates projects have been supported in principle:
 - Brooklands Health Centre – a 1,246 sq m net internal area, purpose built, fully compliant GP surgery over 3 floors;
 - Remodelling Central Milton Keynes Surgery to provide additional clinical space, increasing the total floor area by 153 sq m (net);
 - Plans are underway to increase Milton Keynes Village Practice and the development of Red House Surgery is also being explored.

6. *That the Council be requested to consider inviting NHS England to attend a meeting of the full Council to provide the Council with an up-date on the healthcare provision in Milton Keynes and respond to the issues identified in the report.*

- Representatives of the NHS England Area Team and the Milton Keynes Clinical Commissioning Group attended the meeting of full Council on 11 January 2017, presenting the information contained in this Briefing Note.

7. *That the extended hours and enhanced services currently provided by the Prime Minister's Challenge Fund (now the GP Access Fund MK) pilot continue and become embedded into the local provision of primary healthcare in Milton Keynes.*

NHSE-MKCCG response:

- The GP Access Fund MK is being commissioned for the local population – the contract length will be for three years.

8. *That the Clinical Commissioning Group investigates what makes the patient experience considerably better at some surgeries compared to others.*

NHSE-MKCCG response:

- Milton Keynes Clinical Commissioning Group is planning a series of visits to every practice in Milton Keynes, commencing April 2017. Data will be used to identify outliers in care management, referrals, emergency care and patient experience and will be benchmarked to show CCG and national averages. Action plans will then be agreed and worked upon with the support of the Primary Care Team.

9. *That the Clinical Commissioning Group be asked to consider ways in which healthcare services for the homeless can be better provided, possibly in conjunction with the 'one-stop shop' service recommended by the Homelessness Task and Finish Group in its recent report.*

NHSE-MKCCG response:

- One member practice, Broughton Gate, is currently working with the Salvation Army to provide an outreach and drop-in service for the homeless population of Milton Keynes.

Update on the GP Patient Satisfaction Survey

The results of the GP Satisfaction Survey are published annually in July, based on data collected from the previous July through to the following March. The latest results were published in July 2016 (based on data collected from July 2015 to March 2016), with the overall rating for the Milton Keynes Clinical Commissioning Group increasing by 2.2%. This is the biggest improvement by a Clinical Commissioning Group in the Central Midlands area, although Milton Keynes is still only ranked 203 out of the 209 Clinical Commissioning Groups in England.

The Satisfaction Survey measures four main indicators:

- Ease of getting through on the telephone;
- Overall experience of making an appointment;
- Overall experience of the GP practice; and
- Recommending the GP practice to someone who has just moved to the local area.

Of the 27 GP practices in Milton Keynes, 16 practices have increased their satisfaction results in the 4 indicators, the biggest overall increase being by 15%. Although a "headline positive", this has to be offset against an overall fall in satisfaction at another practice of 16%. Despite some marked improvements at some practices, there appears to be an equal proportion of declining performances in other practices which explains why there has been very little movement up the national ranking for Milton Keynes.

However, the results of the current Survey were collected during the period in which the Task and Finish Group was taking evidence and writing its report. The figures from the 2017 GP Patient Satisfaction Survey will provide a much more significant indication as to whether the measures outlined above to address the Task and Finish Group's recommendations are starting to produce results.

Tables showing the basic data from the 2016 GP Satisfaction Survey are attached.

Results of GP Patient Survey Jul15 - Mar16 – by CCG within Central Midlands

Key patient access & overall indicators

England average	70%	73%	85%	78%	77%	0.1%
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CCG name	Ease of getting through on the phone	Overall experience of making an appointment	Overall experience of GP surgery	Recommend GP surgery to someone who has just moved to the local area	Average of 4 indicators	Change in av % vs Jul-15 results	National Rank (209)
NHS MILTON KEYNES CCG	57%	64%	79%	71%	68%	2.2%	203
NHS LINCOLNSHIRE WEST CCG	74%	77%	89%	82%	80%	1.6%	49
NHS HERTS VALLEYS CCG	75%	78%	89%	84%	81%	1.3%	29
NHS SOUTH WEST LINCOLNSHIRE CCG	72%	75%	85%	75%	77%	1.2%	100
NHS NENE CCG	68%	73%	84%	76%	75%	0.7%	123
NHS LEICESTER CITY CCG	66%	68%	80%	69%	71%	0.6%	182
NHS EAST AND NORTH HERTFORDSHIRE CCG	61%	66%	82%	74%	71%	0.0%	183
NHS LINCOLNSHIRE EAST CCG	59%	67%	83%	72%	70%	0.0%	191
NHS WEST LEICESTERSHIRE CCG	69%	72%	85%	76%	75%	-0.8%	124
NHS LUTON CCG	64%	66%	79%	70%	70%	-0.8%	194
NHS EAST LEICESTERSHIRE AND RUTLAND CCG	64%	72%	84%	78%	74%	-0.8%	140
NHS SOUTH LINCOLNSHIRE CCG	74%	77%	86%	81%	79%	-0.8%	65
NHS BEDFORDSHIRE CCG	74%	75%	86%	78%	78%	-1.2%	81
NHS CORBY CCG	71%	72%	84%	75%	75%	-2.4%	125

Weighted results

Weighting adjusts the data to account for differences between all patients at a practice and patients who actually complete the questionnaire

The weighted data has been adjusted to give a more accurate picture of how all patients would feel about a practice if every patient had responded.

<https://gp-patient.co.uk/faq/weighted-data>

Results of GP Patient Survey July 15 – March 16 – Central Midlands

Key Patient Access and Overall Indicators

	National lowest 10%
	National top 10%

Practice name	Ease of getting through on the phone	Overall experience of making an appointment	Overall experience of GP surgery	Recommend GP surgery to someone who has just moved to the local area	Average of 4 indicators	Change in av % vs Jul-14 results	Central Midlands Rank (558)	National Rank (7732)
COBBS GARDEN SURGERY	93%	88%	93%	94%	92%	6%	41	662
THE STONEDEAN PRACTICE	88%	83%	90%	93%	88%	-2%	90	1459
MILTON KEYNES VILLAGE SURG	82%	83%	94%	92%	88%	0%	98	1563
SOVEREIGN MEDICAL CENTRE	82%	84%	95%	89%	87%	-2%	112	1719
THE RED HOUSE SURGERY	76%	80%	93%	92%	85%	-6%	146	2286
NEWPORT PAGNELL MED.CTR.	73%	78%	88%	85%	81%	9%	228	3379
DRAYTON ROAD SURGERY	87%	81%	87%	67%	80%	-1%	240	3570
CTRL.MILTON KEYNES MED.CT	61%	77%	93%	87%	80%	9%	261	3814
NEATH HILL HEALTH CENTRE	76%	76%	87%	74%	78%	-5%	287	4144
THE GROVE SURGERY	62%	75%	83%	76%	74%	8%	353	5080
PARKSIDE MEDICAL CENTRE	65%	70%	82%	70%	72%	8%	385	5565
FISHERMEAD MEDICAL CENTRE	77%	75%	77%	54%	71%	9%	395	5744
WESTFIELD ROAD SURGERY	53%	64%	78%	72%	66%	1%	449	6420
PURBECK HEALTH CENTRE	66%	65%	70%	62%	66%	15%	461	6528

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STONY MEDICAL CENTRE	56%	58%	75%	70%	65%	-5%	468	6642
WALNUT TREE HEALTH CENTRE	46%	61%	73%	71%	63%	-6%	486	6825
WHADDON MEDICAL CENTRE	47%	53%	72%	75%	62%	-9%	491	6933
WATLING VALE MEDICAL CTR.	33%	54%	79%	76%	61%	5%	502	7031
BROUGHTON GATE HEALTH CENTRE	53%	63%	69%	57%	60%	7%	503	7051
OAKRIDGE PARK MEDICAL CENTRE	62%	49%	67%	60%	59%	-16%	509	7128
BEDFORD STREET SURGERY	45%	60%	64%	60%	57%	-6%	523	7293
ASHFIELD MEDICAL CENTRE	33%	52%	77%	62%	56%	9%	527	7323
WOLVERTON HEALTH CENTRE	33%	52%	74%	56%	54%	12%	531	7416
WATER EATON HEALTH CENTRE	29%	51%	71%	51%	51%	-7%	539	7526
KINGFISHER SURGERY	62%	50%	54%	36%	50%	11%	540	7530
WESTCROFT HEALTH CENTRE	34%	43%	63%	47%	47%	6%	550	7617
HILLTOPS MEDICAL CENTRE	27%	35%	67%	54%	46%	1%	552	7638

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