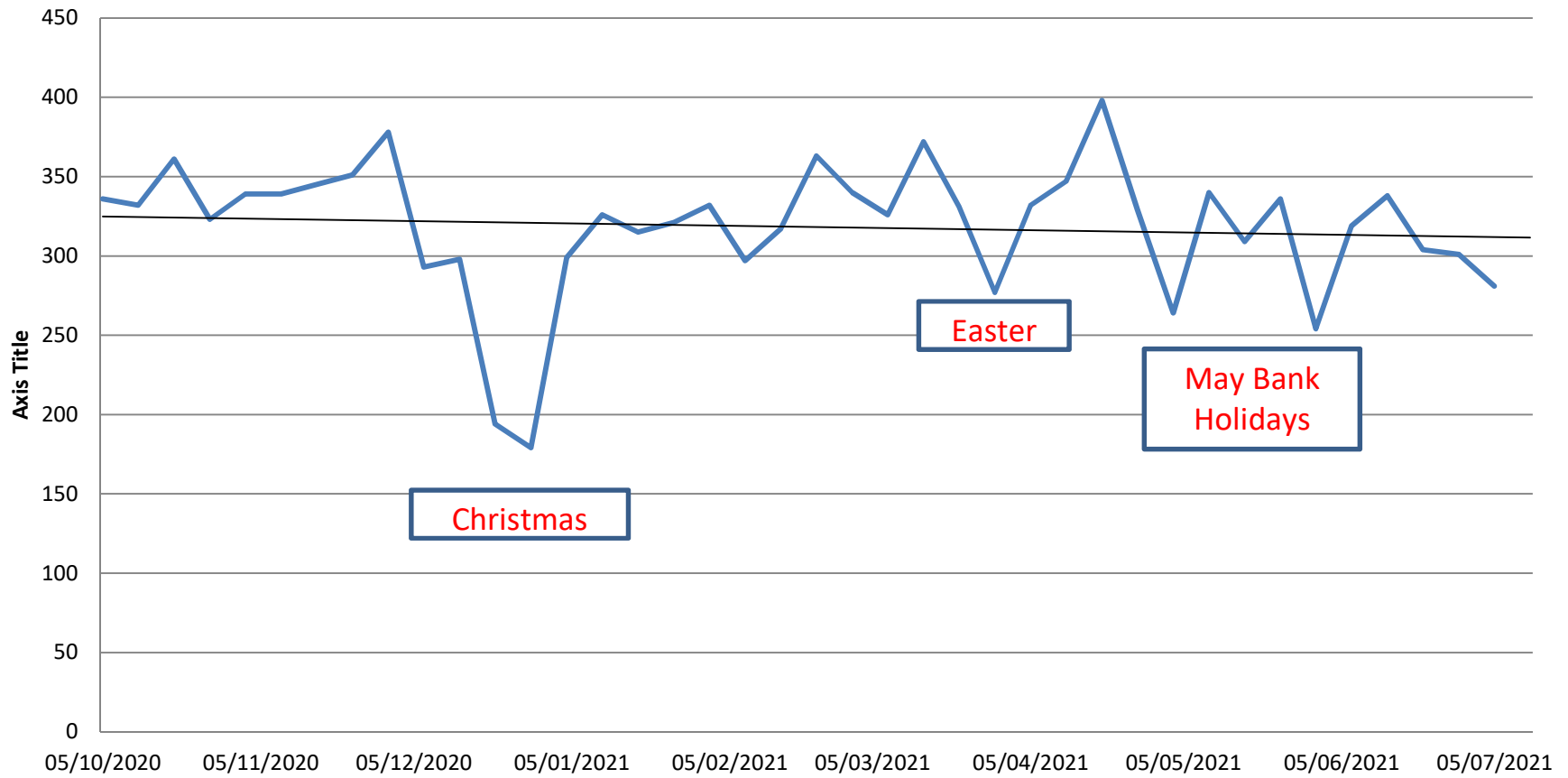


Demand and Activity Update

Bruton Surgery

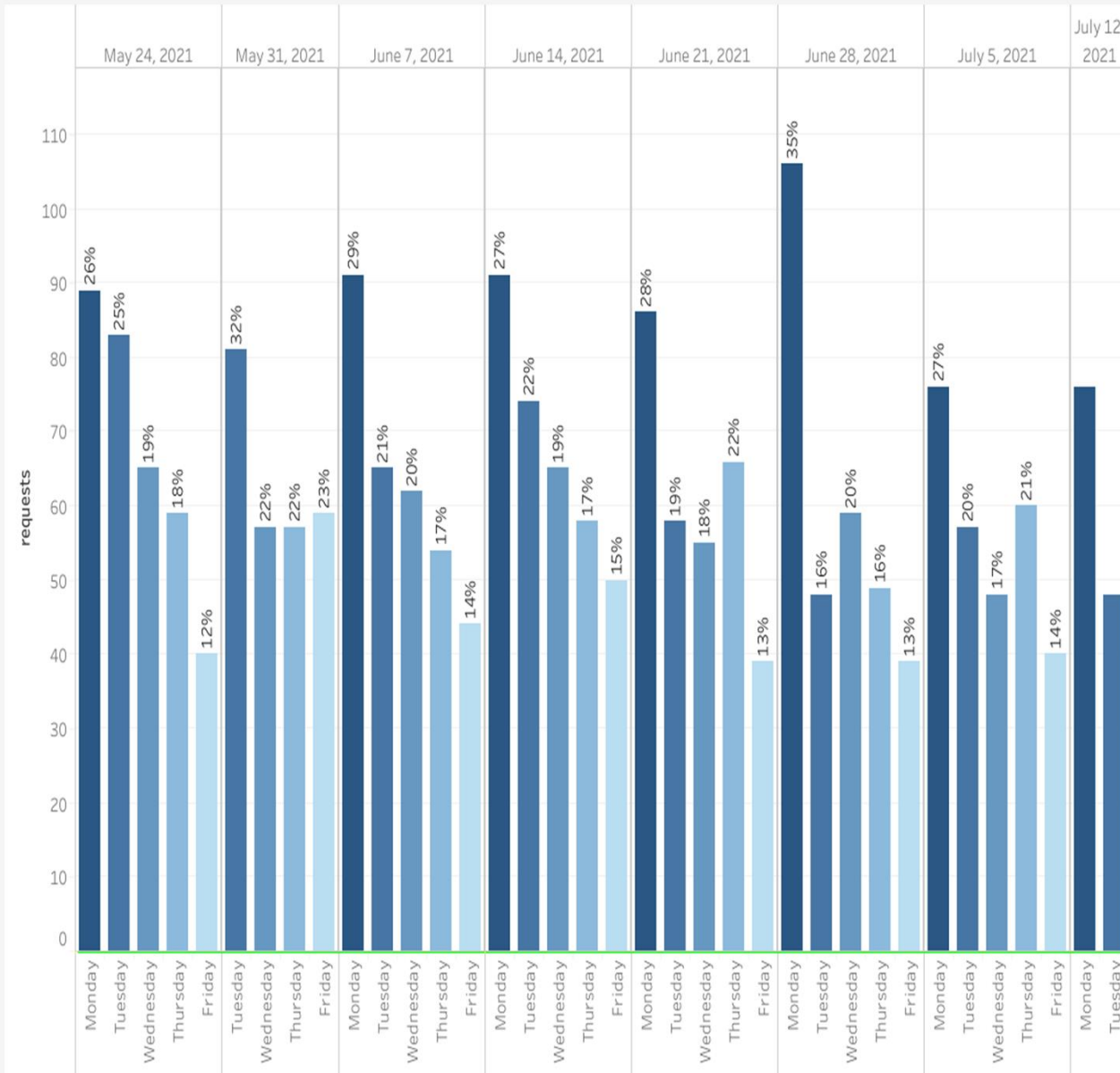
Ask My GP Demand Total





incoming requests per day

select time range
5/24/2021 12:00:00 AM to 7/..



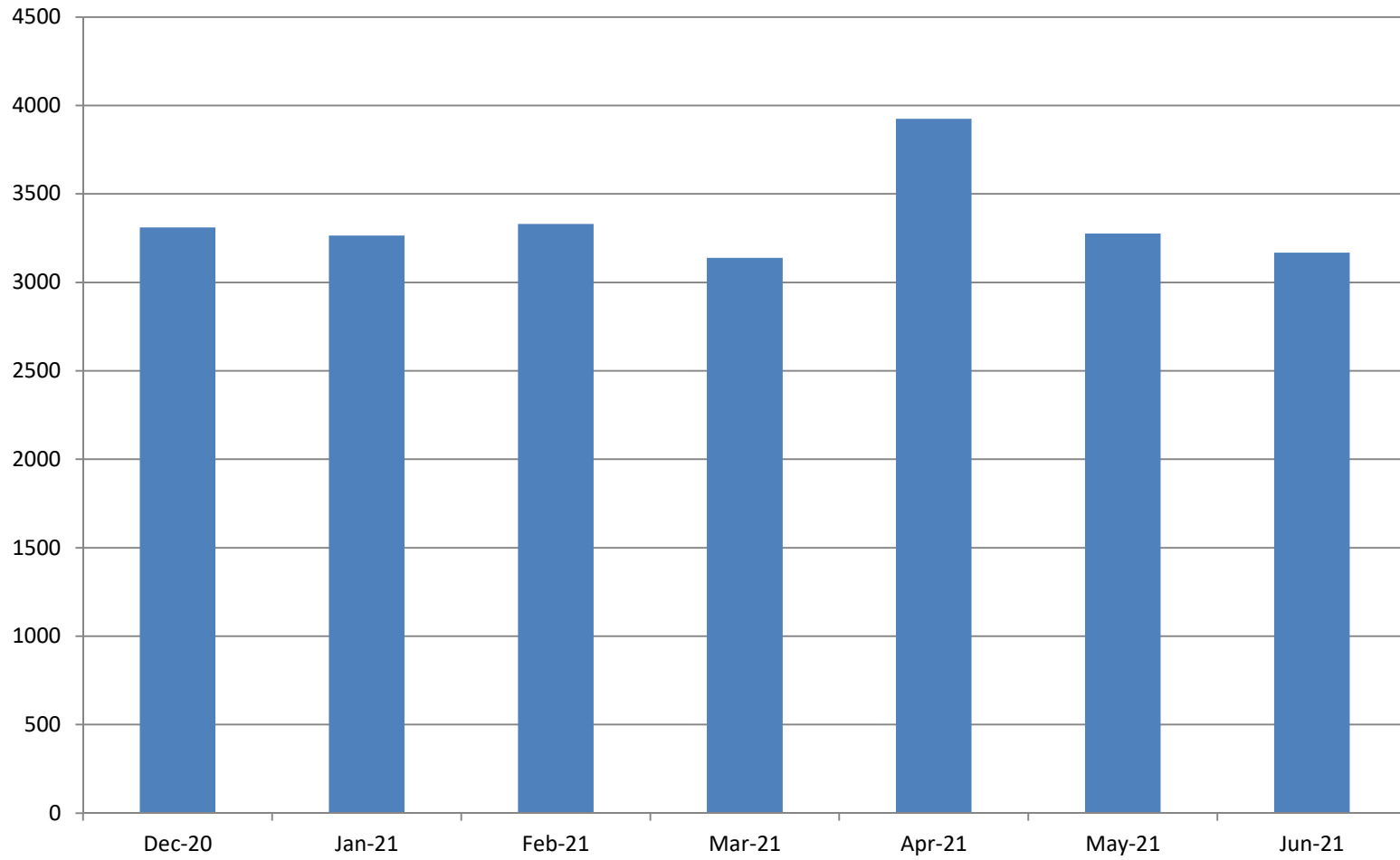
- weekday
- Monday
 - Tuesday
 - Wednesday
 - Thursday
 - Friday

Note:
the labels show the percentage of incoming activity for each day of each week. These percentages will only be meaningful for comparisons for complete weeks.

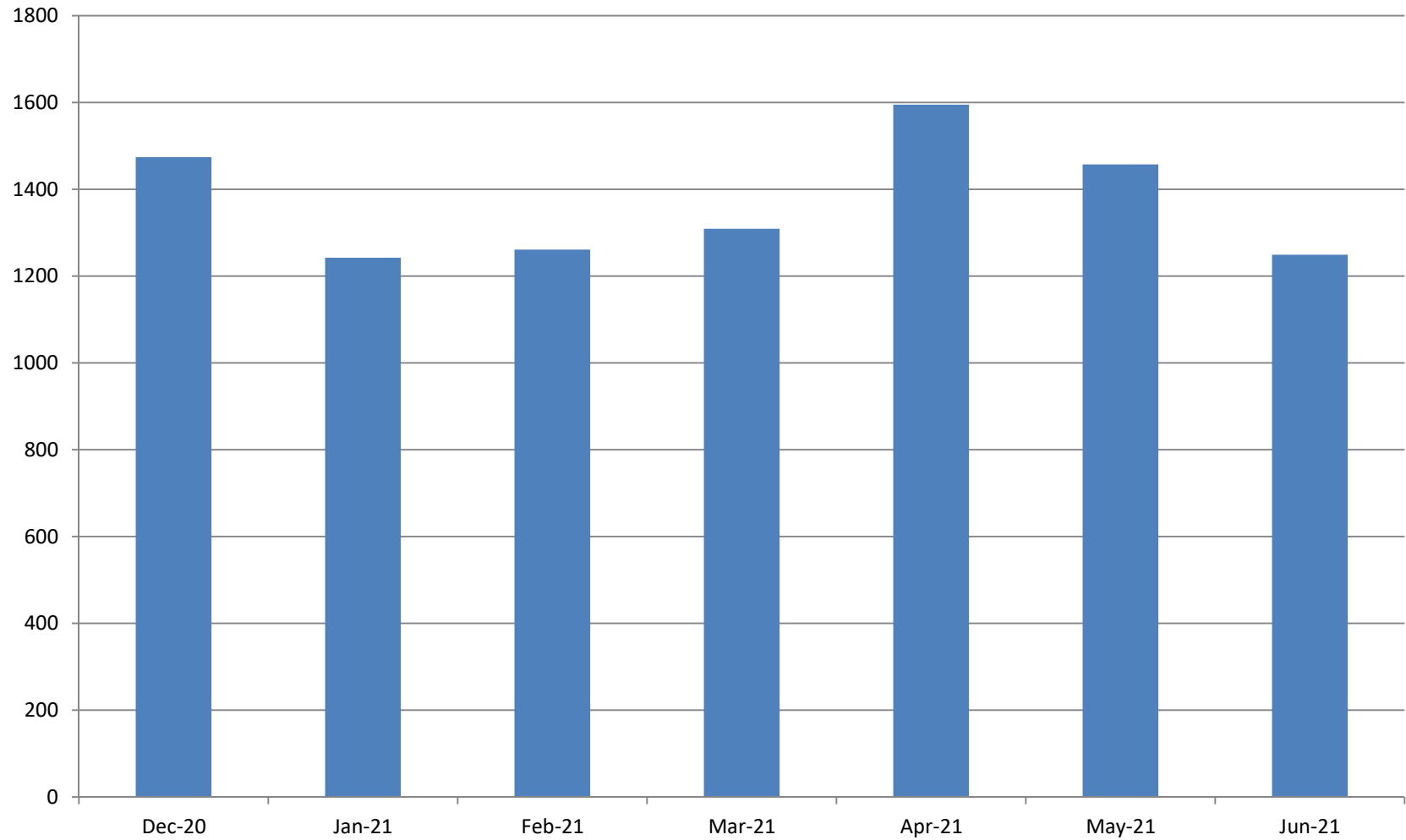
Activity

Activity	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21
Phone calls in	3310	3265	3331	3139	3925	3276	3168	3343
AMGP requests	1474	1242	1261	1309	1595	1457	1249	1428
Medications issued	6935	6870	7299	7192	7964	7824	7540	8112
Referrals made	220	191	143	162	250	206	185	210
Test Results	1648	1649	1477	1790	1905	2329	2197	2449
Documents coded	808	793	784	725	836	854	855	1020
FFT Good/Very Good	84%	77%	87%%	100%	78%	71%	90%	50%

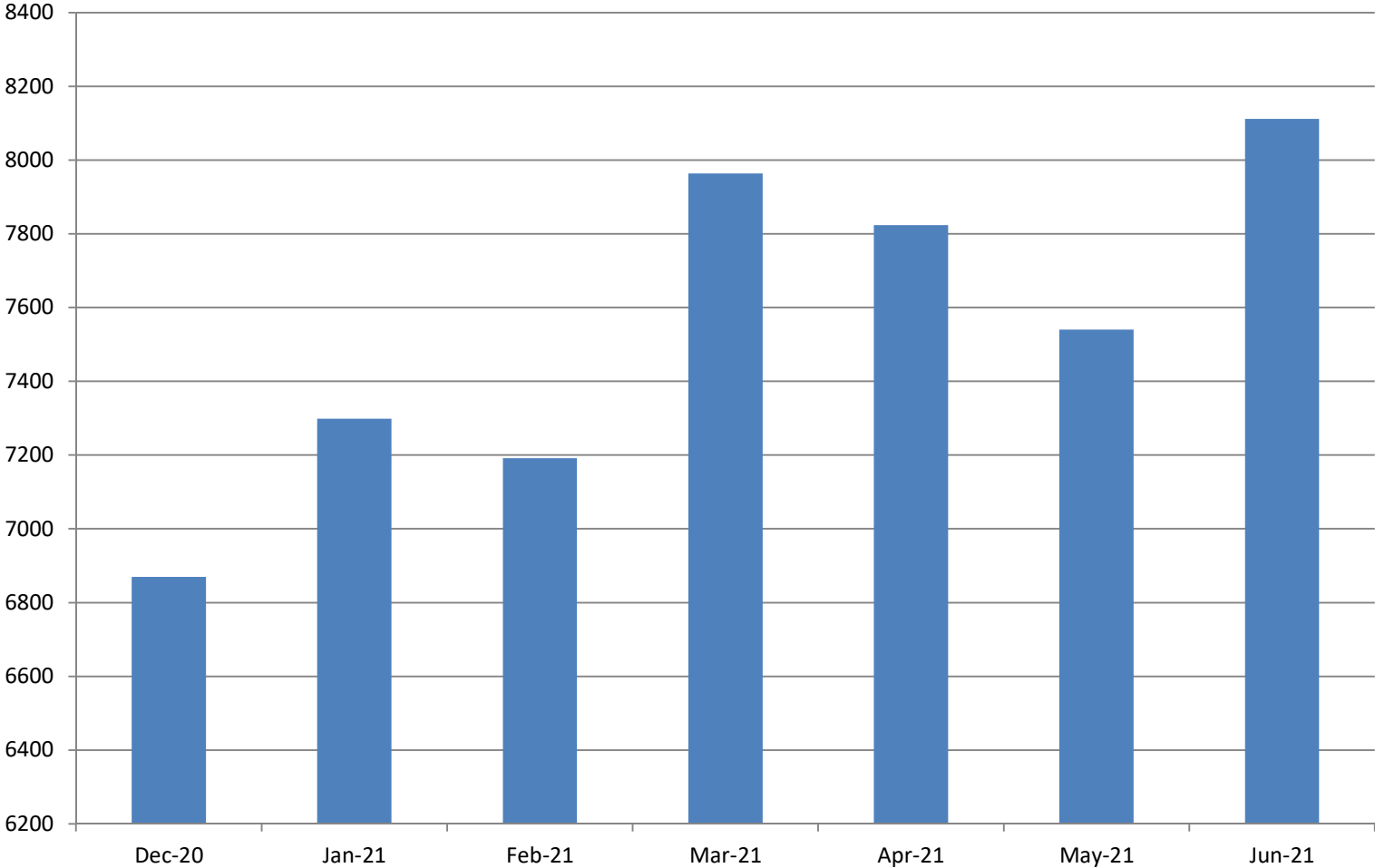
Phone Calls



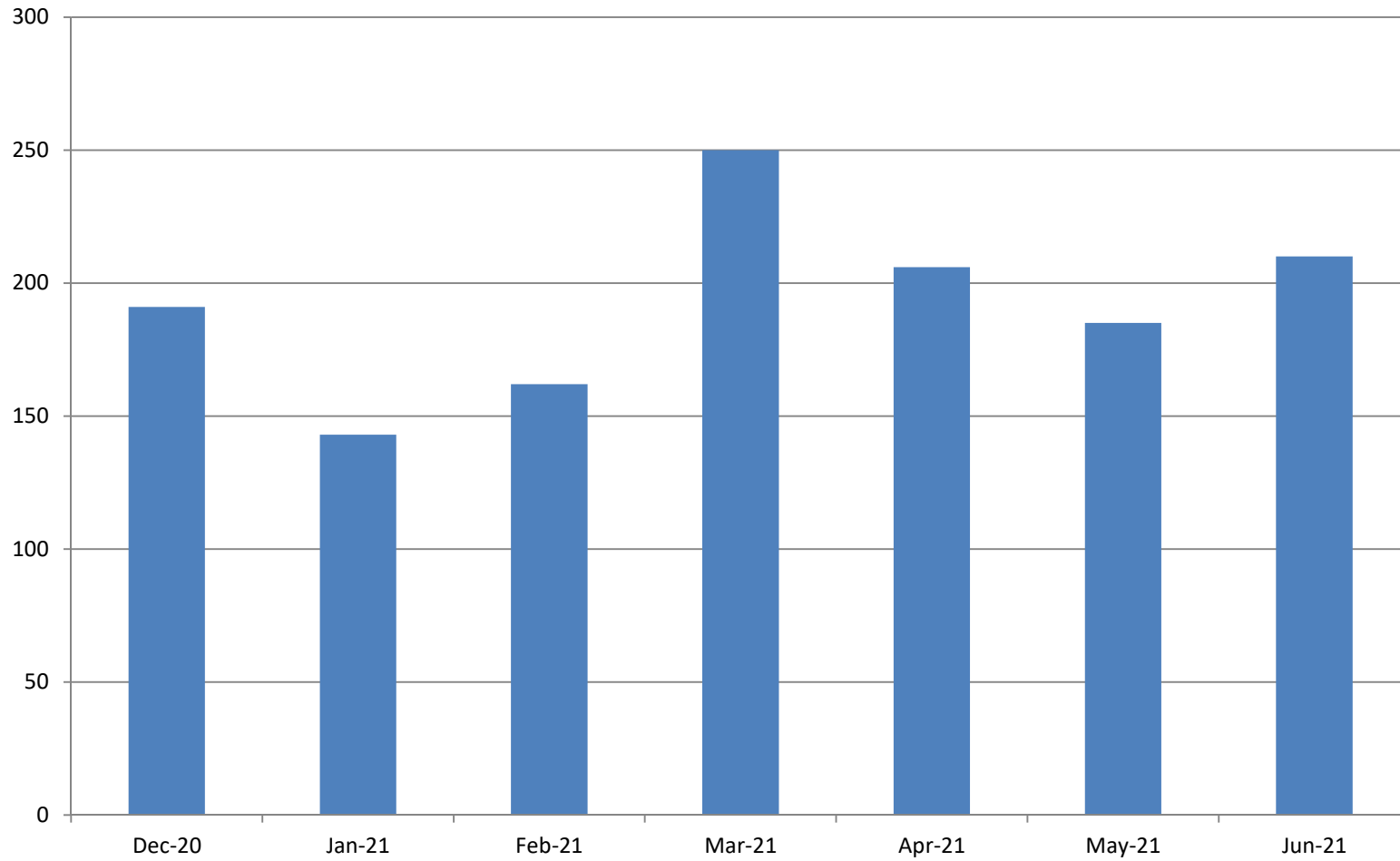
AMGP Requests



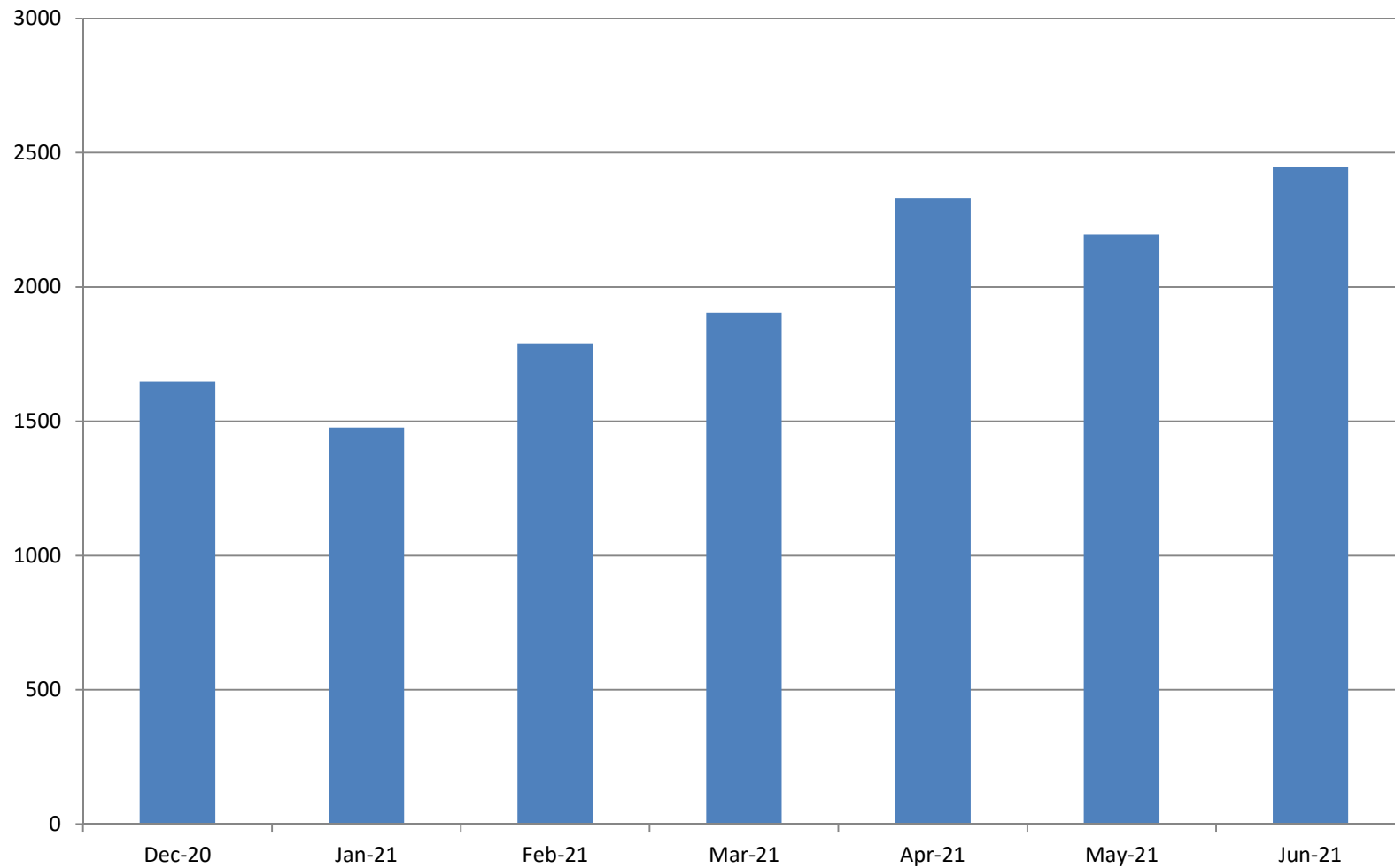
Medications issued



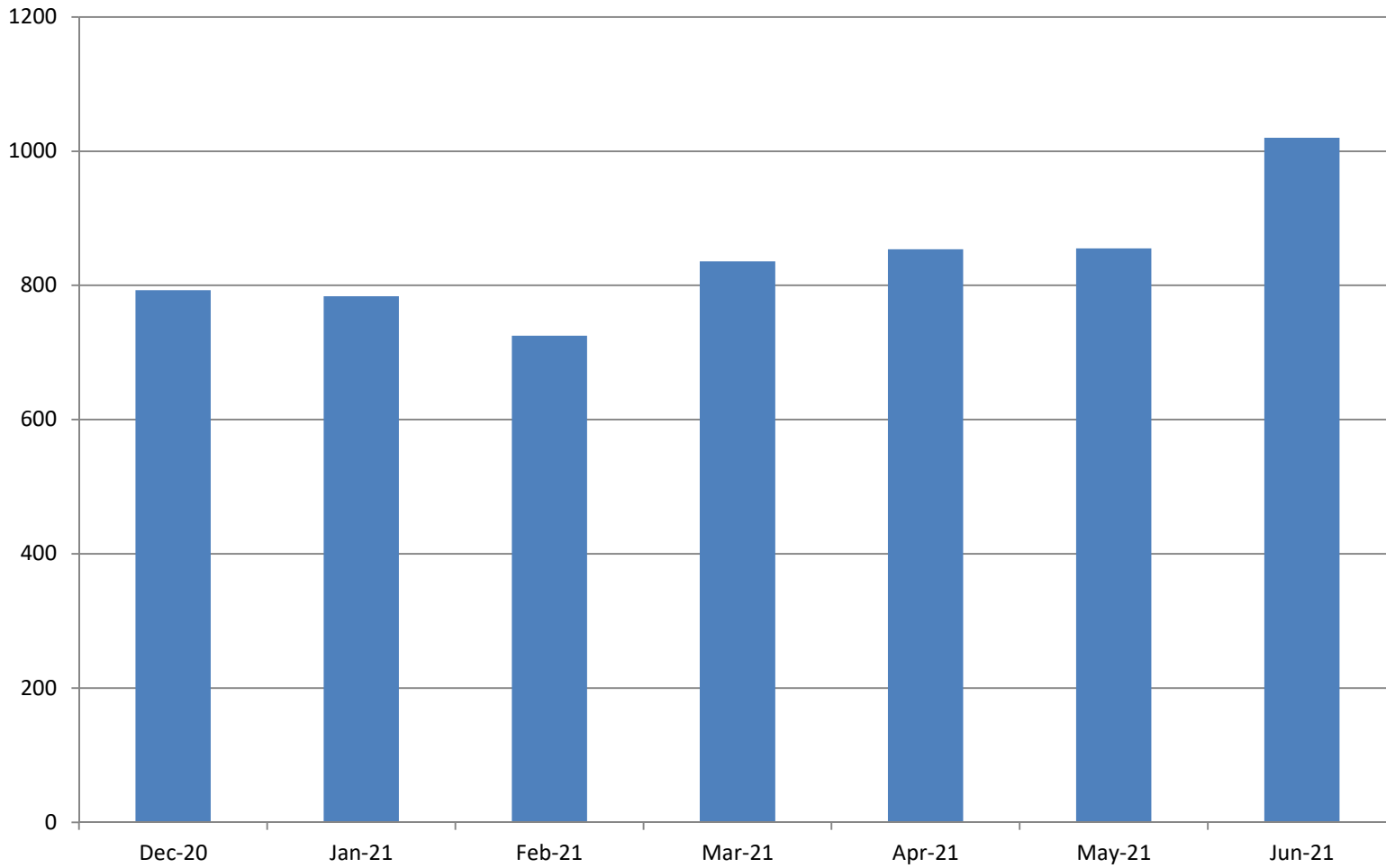
Referrals made



Tests ordered



Documents coded



Other work

- **Appointments:** Nurse, HCA, Healthcoach, MSK, womens health, pharmacist
- **COVID:** Vaccination clinics including booking & staffing, guidance and information
- **Practice administration:** 443 registrations/deductions, prescriptions, private fee work eg HGV medicals
- **Service development:** Contracts, Green Impact, Early Cancer Diagnosis, etc. Birthday month recalls
- **Meetings:** GSF, safeguarding, staff, clinical, GET, PCN, PPG, huddles
- **Information:** emails, bulletins, webinars, website, Facebook, etc
- **Practice maintenance:** staff & HR, finance, premises, safety alerts, prescribing updates, websites, newsletters, complaints

Practice Financial Overview

How practices are funded

Contracts

- GP practices are usually independent, privately owned businesses owned and run by the GP partners.
- Services are provided under contract to the NHS, with fees earned according to contracts
- Profits are retained as earnings by the Partners
 - Symphony Healthcare Services Ltd is owned solely by Yeovil Hospital Trust and any profits are reinvested into practices rather than taken from the system

Types of Contract

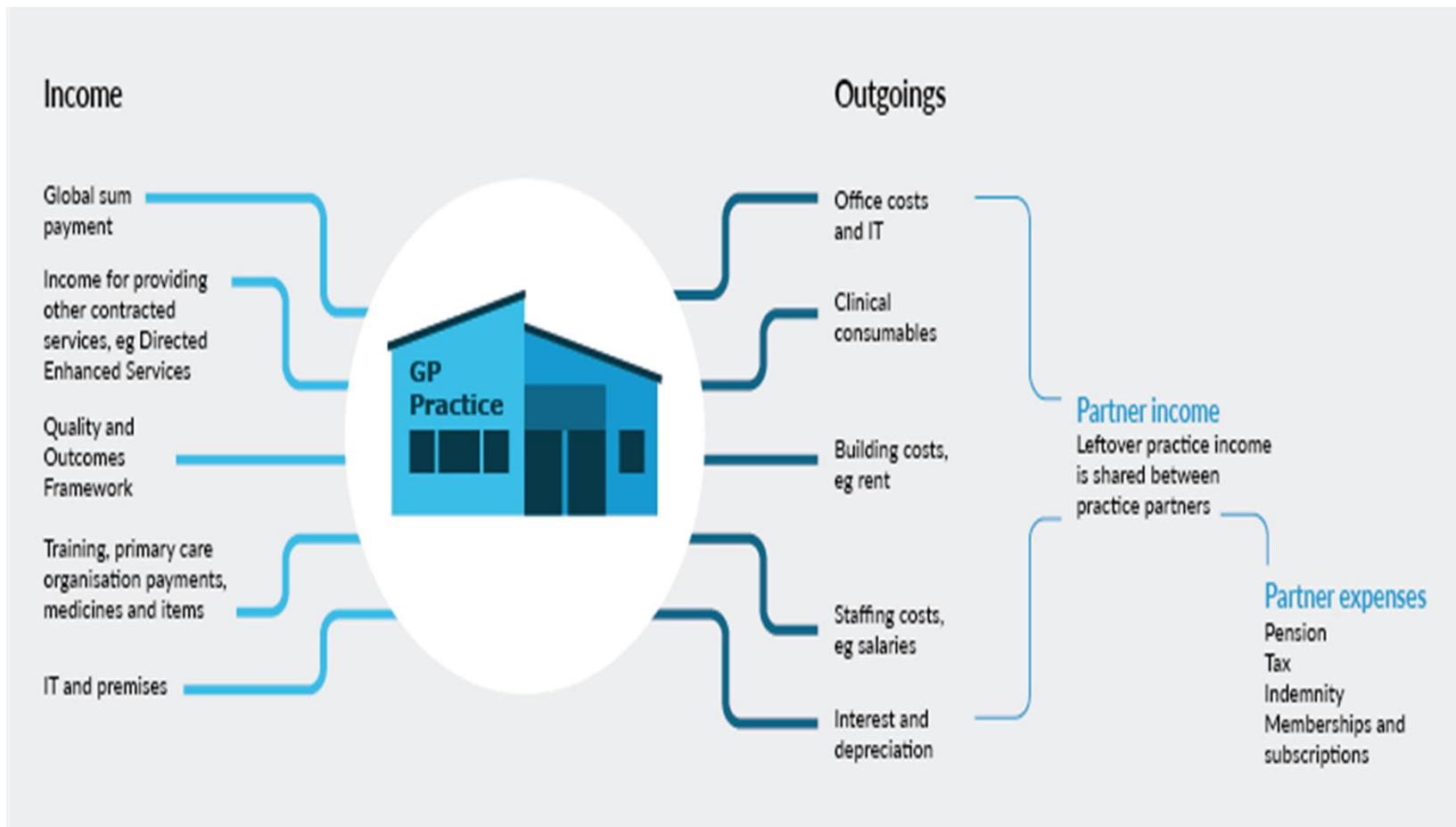
- Core Contract
 - Known as GMS or PMS, this is for the provision of ‘primary medical services’ but does not cover everything a practice does
- Quality and Outcomes Framework (QOF)
 - Performance related contract, with payment linked to points earned against different indicators
- Enhanced Services
 - Separate contracts, specifications and payments for different services eg minor operations, LARCs

Income

- Core Contract Global sum - **£96.78** per weighted patient, per year
- QOF: £201.16 per point, up to 635 points
- Enhanced Services – range from a few pence to a few pounds, depending on terms
- Reimbursement of some costs eg some drug costs, property costs.

Expenditure

- Staffing – highest spend area
- Clinical consumables
- Office and IT costs
- Building maintenance and equipment costs



Practice Update

Staffing Changes

- **Dr Nick Gompertz** resigned to pursue outside interests, leaving mid August and post advertised
- **Emma Goldsworth** appointed to Nurse Practitioner position, starts August
- Locums currently in extremely short supply so the team is very, very busy despite a slight reduction in demand

Premises

- Continuing to maintain COVID precautions due to size and layout of building meaning social distancing is very difficult
- Protection of building for safety of vulnerable patients and staff as outbreak would mean practice closure
- Waiting room and front door have now been improved

Appointments

- Clinical Team (GP/ANP) appointments continue to be managed through AskMyGP and be telephone consultation first with F2F arranged if medically appropriate
- Nursing & HCA appointments can be booked directly
- **Birthday Month recalls** – introduced April 2021 to invite patients based on birthday month for chronic disease annual reviews

Governance and Complaints

- Spike in recent complaints
 - Wanting to directly book face to face appointments when the practice is operating a triage-first system
 - Waiting time for response despite being advised of expected waiting time and priority first
 - Complaining to us about hospital delays
- Patient went to press instead of practice.
 - Full response to issues provided but not printed
 - Concerns raised were not justified or correct
 - Patients now perceive a 'data breach' when this did not happen

Covid Vaccinations

COVID Vaccinations

- GP Practices required to provide clinics as PCN group not individually
- Service moved to Haynes in May due to larger space
- Invitations sent by text or phone call. Some appointments made available to 119

COVID Vaccinations

Cohort	Fully Vaccinated	%	Partially Vaccinated	%	Not vaccinated	%
1 – Residential care	<10	100%	-	-	-	-
2 – Age 80+ / HSC	285	97%	<10	1%	<10	3%
3 – Age 75-79	235	96%	-	-	11	4%
4 – Age 70-74 & CEV	415	94%	<10	1%	24	5%
5 – Aged 65-69	265	93%	<10	1%	17	6%
6 – Age 16-64 UHC	353	86%	16	4%	43	10%
7 – Age 60-64	254	89%	<10	1%	29	10%
8 – Age 55-59	316	86%	13	4%	40	11%
9 – Age 50-54	279	82%	11	3%	51	15%
10 – Age 40-49	358	69%	62	12%	100	19%
11 – Age 30-39	207	47%	96	22%	136	31%
12 – Age 18-29	116	12%	299	31%	561	57%
TOTAL	3089	65%	505	11%	1020	21%