

BWIS closure impact monitoring – baseline data at October 2015

Contents

Baseline data monitoring of SCCC and East GP registered patients' activity within the urgent care system

- Slide 2 - reporting time line
- Slide 3 - utilisation of Pharmacy First minor ailments scheme
- Slide 4 - GP patient access and experience
- Slide 5 - referrals to PCMF hubs (Southampton Primary Care Ltd, SPCL)
- Slide 6 - calls to 111 (SCAS)
- Slide 7 - 111 patient experience
- Slide 8 - calls to GP Out of Hours (OOH, PHL)
- Slide 9 - OOH patient experience
- Slide 10 - utilisation of COAST (Solent)
- Slide 11 - attendances to Minor Injuries Unit (MIU, Care UK)
- Slide 12- MIU patient experience
- Slide 13 - attendances to Emergency Department (ED UHS)

Impact monitoring and reporting timeline

Month	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sept 16	Oct 16
Report	Baseline	1	2	3	4	5	6	7	8	9	10	11	12
CPT	28 th	11 th	2 nd	6 th	3 rd	9 th							
SMT	29 th	12 th	3 rd	7 th	4 th	10 th							
CEG		18 th	9 th	13 th	10 th	16 th							
GB (*public)		25 th *		27 th *	24 th	23 rd *							
HOSP		26 th		28 th		24 th							
Check points	Baseline			1st impact review		Add dates for 16/14	2 nd impact review			3 rd impact review			Final impact review
Notes	All baseline data to be received by 30/10	First reports received and reporting format approved	Reports timely and working	Follow up GP survey		Confirm reports will continue into 16/17		Follow up GP survey				Follow up GP survey	
NB:	Data will be mainly M5 (Aug)	Data will be mainly M6 (Sept)	Data will be mainly M7 (Oct)	Data will be mainly M8 (Nov)	Data will be mainly M9 (Dec)	Data will be mainly 10 (Jan)	Data will be mainly M11 (Feb)	Data will be mainly M12 (Mar)	Data will be mainly M1 (Apr)	Data will be mainly M2 (May)	Data will be mainly M3 (June)	Data will be mainly M4 (July)	Data will be mainly M5 (Aug)

BWIS closure impact monitoring – baseline data at October 2015

Pharmacy First minor ailments scheme utilisation

GP registered practice	Weekly activity			% of total utilisation		
	East	West	Central	East	West	Central
Baseline	4	4	7	28%	24%	48%

Pharmacy accessed	Weekly activity			% of total utilisation		
	East	West	Central	East	West	Central
Baseline	3	3	9	22%	17%	61%

Would otherwise have attended	Weekly feedback			
	GP	WIC	ED	Other
Baseline	85%	4%	0%	11%

Baseline date : 8 weeks data 7th September to 30th October 2015

- 28% of activity is from patients registered with an East practice GP
- 22% of activity is at an accredited pharmacy in the East locality
- 4% of patients would otherwise have gone to the BWIS

BWIS closure impact monitoring – baseline data at October 2015

GP access and patient experience

Question	SCCCG	National	East locality practice notes
Overall, how would you describe your experience of your GP surgery?	84% good	85% good	6/10 practices at or above national average
Generally, how easy is it to get through to someone at your GP surgery on the phone?	68% easy	71% easy	5/10 practices at or above national average
How helpful do you find the receptionist at your surgery?	87% helpful	87% helpful	7/10 practices at or above national average
The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?	84% yes	85% yes	4/10 practices at or above national average
How convenient was the appointment you were able to get?	90% convenient	92% convenient	4/10 practices at or above national average
Overall, how would you describe your experience of making an appointment?	72% good	73% good	4/10 practices at or above national average
How do you feel about how long you normally have to wait to be seen?	51% don't wait too long	58% don't wait too long	2/10 practices at or above national average
Did you have confidence and trust in the GP you saw or spoke to?	91% yes	92% yes	5/10 practices at or above national average
Did you have confidence and trust in the nurse you saw or spoke to?	84% yes	85% yes	8/10 practices at or above national average
How satisfied are you with the hours that your GP surgery is open?	76% satisfied	75% satisfied	4/10 practices at or above national average

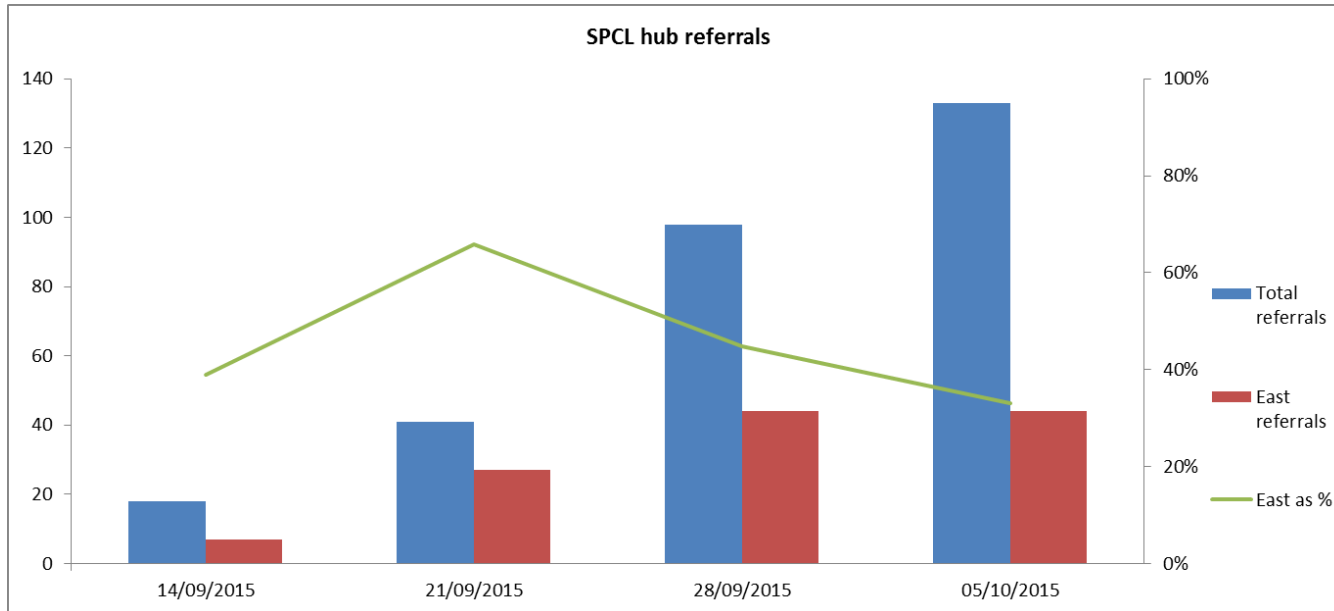
Baseline data: GP patient survey – NHS SCCC published July 2015 (Data July – September 2014 and January – March 2015)

- Patient complaints, issues and feedback will be collated on a monthly basis and form part of the qualitative reporting
- Next surveys due in January and July 2016

Note GP feedback and experience will be reported in the qualitative impact monitoring

BWIS closure impact monitoring – baseline data at October 2015

Referrals to SPCL hub



Baseline data: 4 weeks w/c 14th September to w/c 5th October 2015

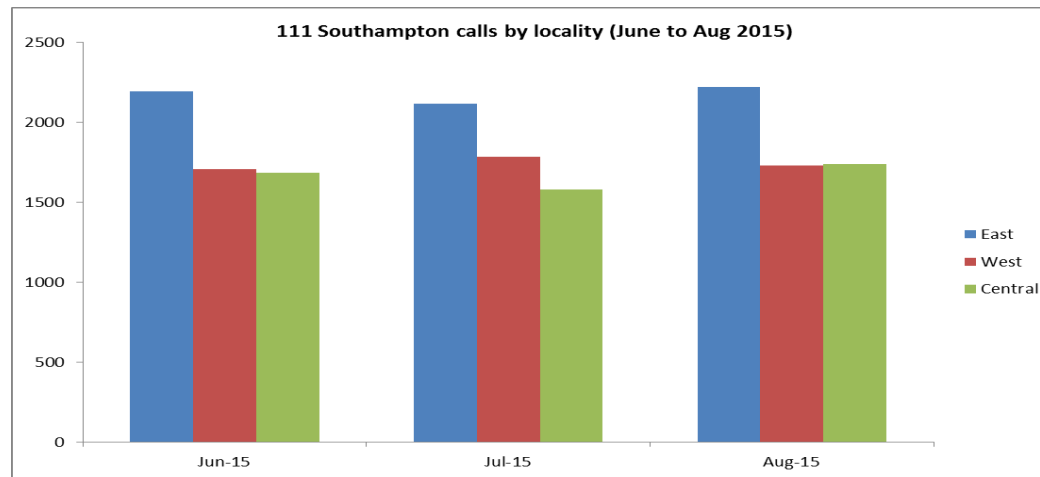
- 3 hubs in city (1 in each locality, first went live in July)
- Activity started to increase from September
- Expecting to see activity trend increase further when hubs on 111 DoS

BWIS closure impact monitoring – baseline data at October 2015

Calls to 111

111 calls	Jun-15	Jul-15	Aug-15
Total calls answered	37945	38115	40722
Calls answered within 60 seconds ($\geq 95\%$)	98%	96%	97%
Calls abandoned before answered ($< 5\%$)	0.2%	0.4%	0.7%
Southampton patient call volume	5582	5480	5687
Southampton as % of all	15%	14%	14%
East	2193	2117	2221
West	1707	1782	1727
Central	1682	1581	1739

Southampton 111 calls by East practice	Registered population	Jun-15	Jul-15	Aug-15
Bath Lodge	12351	208	231	259
Bitterne Park	8979	185	148	139
Chessel	12758	331	280	343
Ladies Walk	8223	133	154	138
Old Fire Station	8605	157	138	112
St Peter's	5223	103	98	75
Townhill	5465	109	98	108
West End Road	11627	244	206	231
Weston Lane	9369	193	210	211
Woolston Lodge	13749	229	248	271
SO18/19 no GP recorded		301	306	334



Baseline data: 3 months (1st June to 31st August 2015)

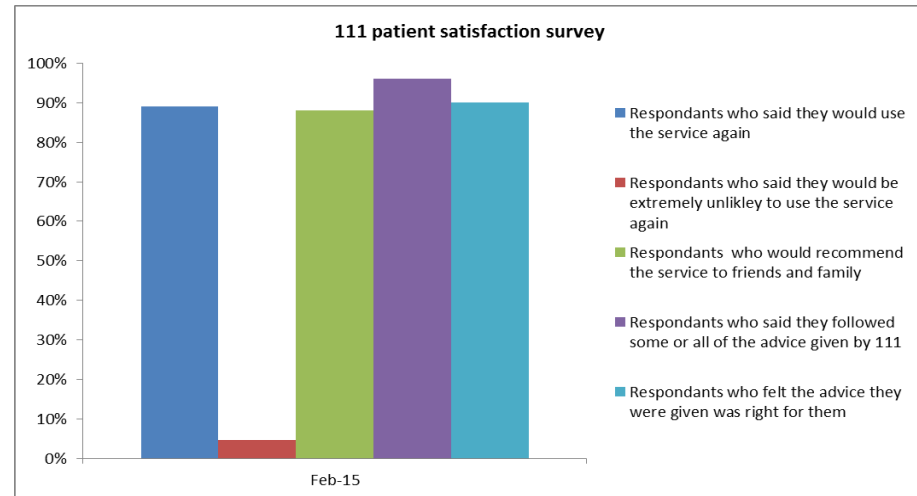
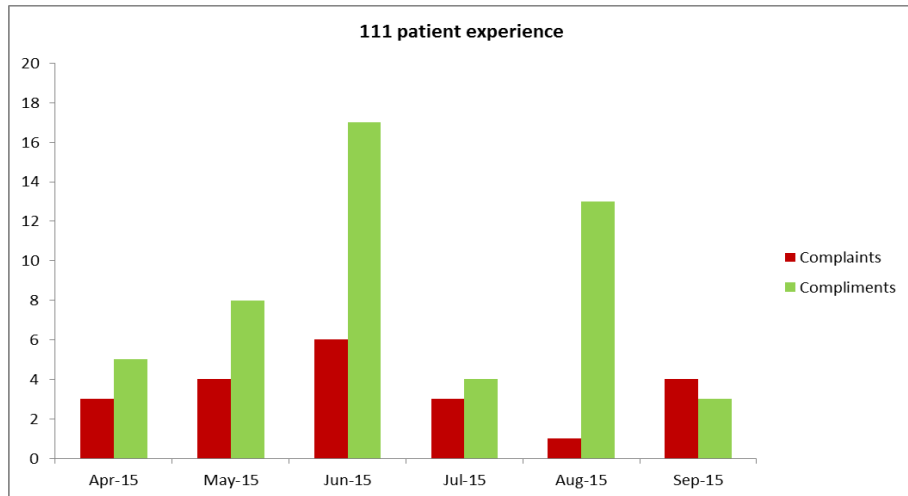
- Calls from Southampton GP registered patients represent ~14% of all calls to the local 111 service
- Across the city, East locality patients are the highest user of the service (averaging 39% of Southampton calls)

BWIS closure impact monitoring – baseline data at October 2015

111 patient experience

111 patient experience (SHIP)	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Complaints	3	4	6	3	1	4
Compliments	5	8	17	4	13	3

Patient satisfaction survey 6 monthly (SHIP - contract level)	Feb-15
Respondants who said they would use the service again	89%
Respondants who said they would be extremely unlikely to use the service again	4.6%
Respondants who would recommend the service to friends and family	88%
Respondants who said they followed some or all of the advice given by 111	96%
Respondants who felt the advice they were given was right for them	90%



Baseline data: 6 months patient experience (April to September 2015) and bi-annual patient satisfaction Feb 2015

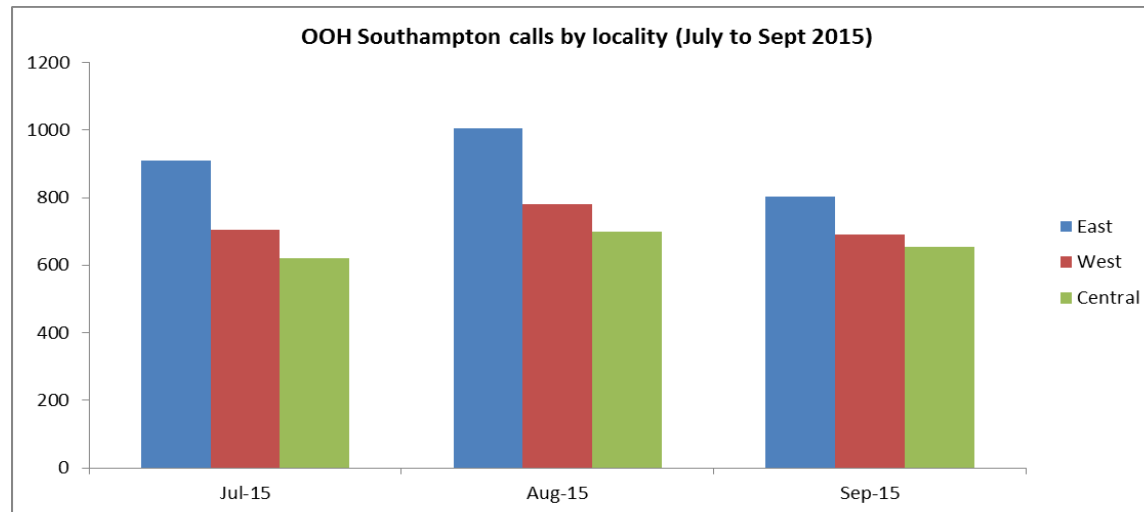
- next 6 monthly patient satisfaction survey results expected later in November
- Feb 15 patient satisfaction shows almost 90% of respondents would recommend the service and use it again, with the majority feeling the advice given was both appropriate and applied
- the service generally receives more compliments from patients than complaints

BWIS closure impact monitoring – baseline data at October 2015

Calls to GP OOH

OOH calls	Jul-15	Aug-15	Sep-15
Total patient call volume (SHIP)	13329	15351	12812
Southampton patient call volume	2237	2485	2150
Southampton as % of all	17%	16%	17%
East	909	1005	804
West	706	781	692
Central	622	699	654

Southampton OOH calls by East practice	Registered population	Jul-15	Aug-15	Sep-15
Bath Lodge	12351	112	140	126
Bitterne Park	8979	55	80	72
Chessel	12758	151	188	124
Ladies Walk	8223	81	81	63
Old Fire Station	8605	66	58	50
St Peter's	5223	54	41	30
Townhill	5465	32	56	48
West End Road	11627	112	100	89
Weston Lane	9369	109	118	85
Woolston Lodge	13749	137	143	117



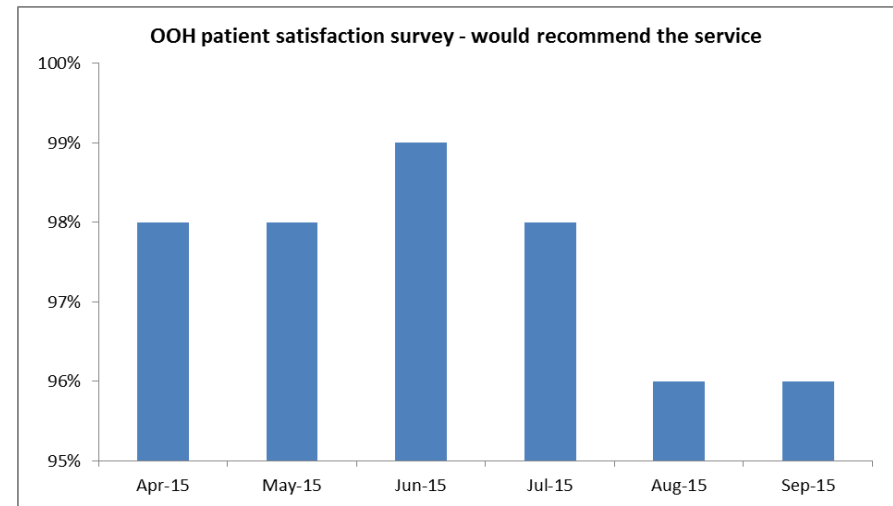
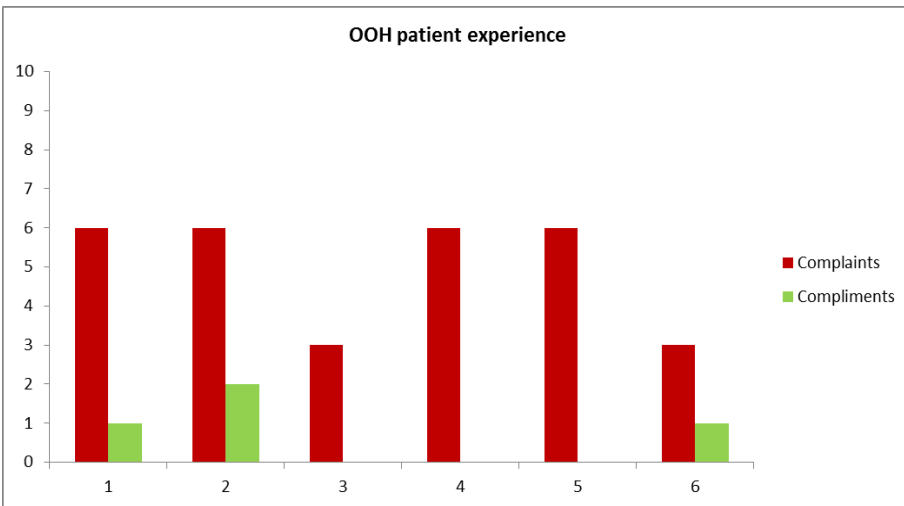
Baseline data: 3 months (1st July to 30th September 2015)

- Calls from Southampton GP registered patients represent ~17% of all calls to the local OOH service
- Across the city, East locality patients are the highest user of the service (averaging 39% of Southampton calls)

BWIS closure impact monitoring – baseline data at October 2015

OOH patient experience

Patient satisfaction with OOH (SHIP)	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Total patient call volume	16791	17960	13078	13329	15351	12812
% respondents who say they would recommend the service	98%	98%	99%	98%	96%	96%
Complaints	6	6	3	6	6	3
Compliments	1	2	0	N/A	N/A	1



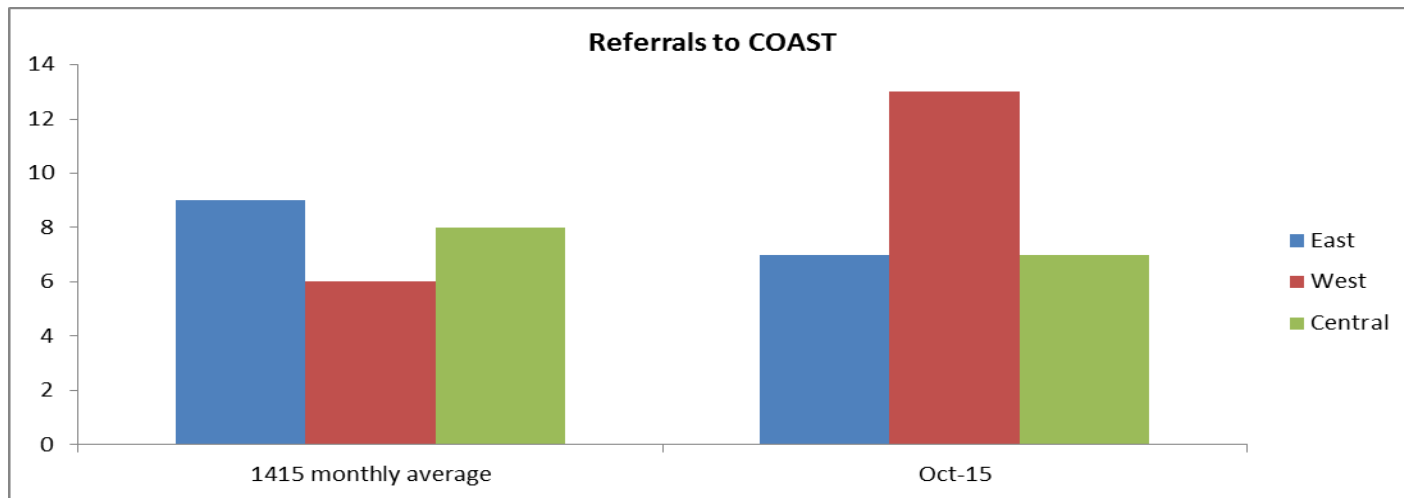
Baseline data: 6 months patient experience (April to September 2015)

- on average, 98% of respondents say they would recommend the service to family and friends
- complaints exceed compliments, but in relation to the total call volume, complaint rate averages at 0.03%

BWIS closure impact monitoring – baseline data at October 2015

Utilisation of COAST

	1415 monthly average	Oct-15
Referrals to COAST		
East	9	7
West	6	13
Central	8	7

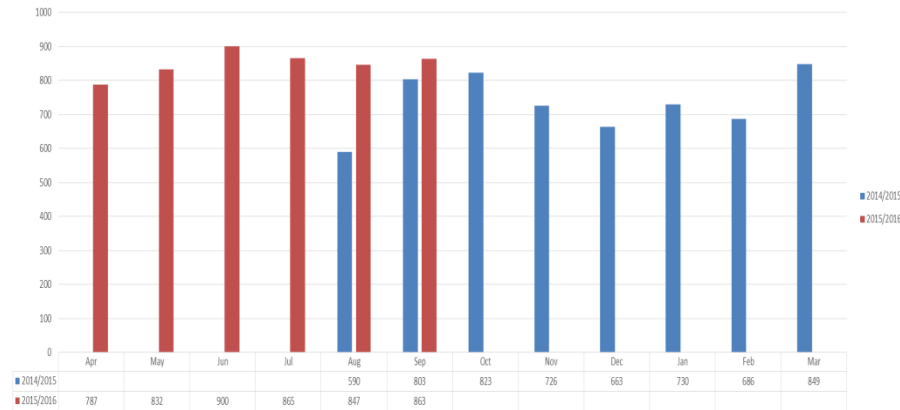


Baseline data: 2014/15 M1-9 and October 2015 (service suspended from M1-6 2015/16)

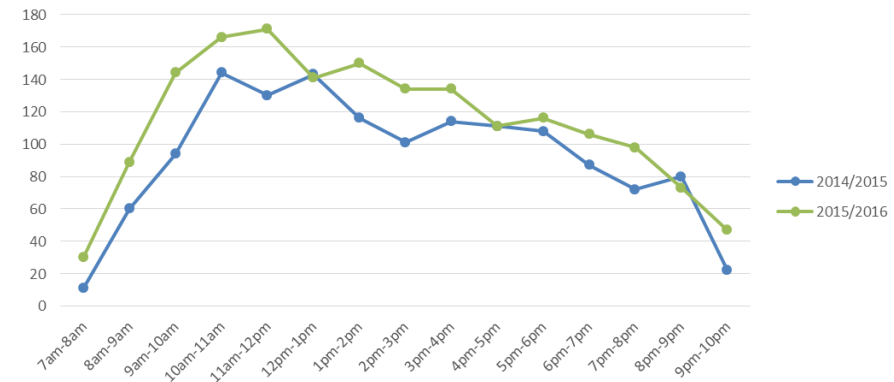
BWIS closure impact monitoring – baseline data at October 2015

MIU attendances

Southampton City CCG Attendances to Care UK MIU
East & South Locality



Care UK MIU Attendances by Arrival Hour - East & South Locality
M5 - M6



Minor illness presentations	Jul-15	Aug-15	Sep-15
% Southampton attendances with minor illness	28%	30%	28%

Wound dressings	Jul-15	Aug-15	Sep-15
Southampton attendances for wound dressings	39	90	51
% East locality patients for wound dressings	13%	22%	22%

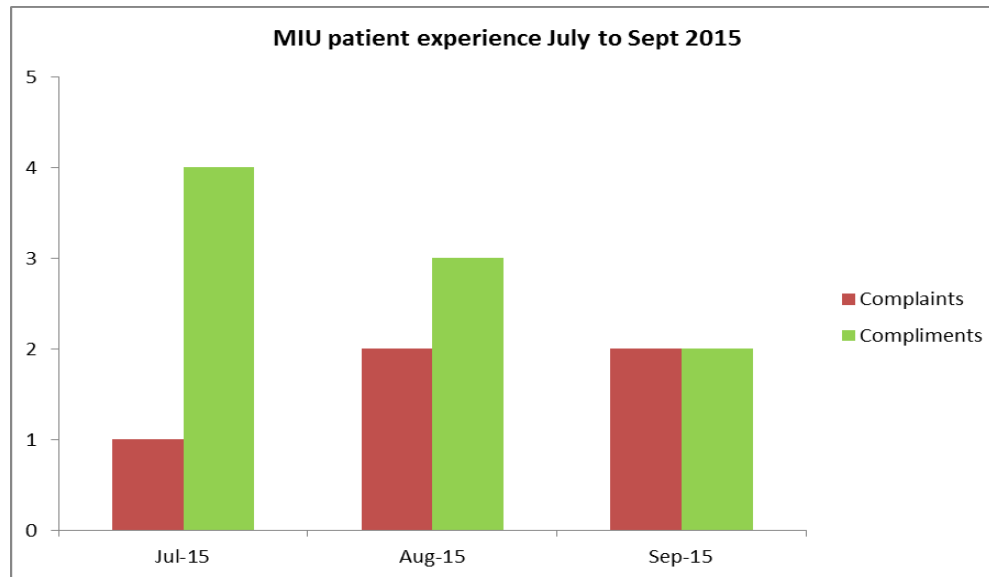
Baseline data: 2014/15 and 2015/16 activity to month 6 (September), July to September 2015 non-minor injury presentations

- East locality patient activity showing gradual increase in line with rest of city
- East locality patient activity across the day follows a similar pattern to rest of the city
- Minor illness presentations account for an average of 29% of Southampton attendances (>90% are given 'choose well' advice)
- Monitor wound dressing activity – if required out of hours can now be provided by SPCL hubs

BWIS closure impact monitoring – baseline data at October 2015

MIU patient experience

Patient experineece	Jul-15	Aug-15	Sep-15
Complaints	1	2	2
Compliments	4	3	2



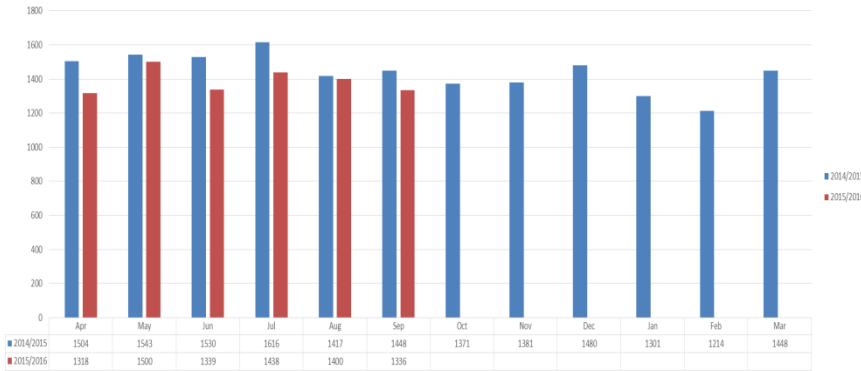
Baseline data: July to September 2015

- Friends and family test September 2015 showed 95% of patients would be extremely/very likely to recommend service
- Generally the service is receiving more compliments than complaints

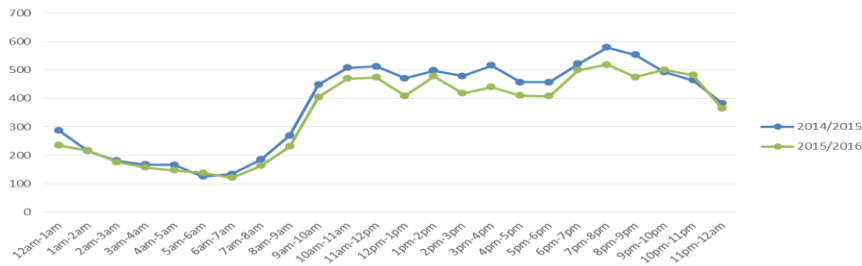
BWIS closure impact monitoring – baseline data at October 2015

ED attendances

Southampton City CCG Main ED Attendances at UHS
East & South Locality



UHS Main ED Attendances by Arrival Hour - East & South Locality
M1 - M6



Baseline data: 2014/15 and 15/16 to month 6 (September)

- Attendances are lower than previous year on a month by month comparison – in line with the rest of the city
- * NB: Canute surgery has now merged with Woolston Lodge, this will be reflected in future reports (the combined activity would show a decrease in ED attendances 2015/16 compared to 2014/15 at M6)
- Attendances by time of day for East locality patients mirrors that on the rest of the city

UHS Main ED Attendances by GP Practice - East & South Locality
M1 - M6

Sum of Activity	Column Label	2014/2015	2015/2016
J82040 - West End Road Surgery		1140	1097
J82076 - Woolston Lodge Surgery		821	* 1113
J82101 - Chessel Practice		1299	1094
J82128 - Old Fire Station Surgery		676	698
J82141 - Bath Lodge Practice		1194	1088
J82171 - Bitterne Park Surgery		757	848
J82180 - Townhill Surgery		455	430
J82182 - Canute Surgery		408	* 1
J82187 - Weston Lane Surgery		1051	885
J82208 - St.Peters Surgery		452	404
J82622 - Ladies Walk Practice		805	673
Grand Total		9058	8331

KEY:

- Activity has decreased by 10% or higher than last year
- Activity has decreased from last year, but less than 10%
- Activity is equal to last year
- Activity is higher than last year, but less than 10%
- Activity is more than 10% higher than last year

