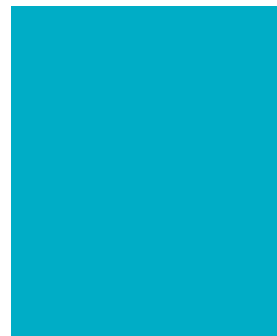
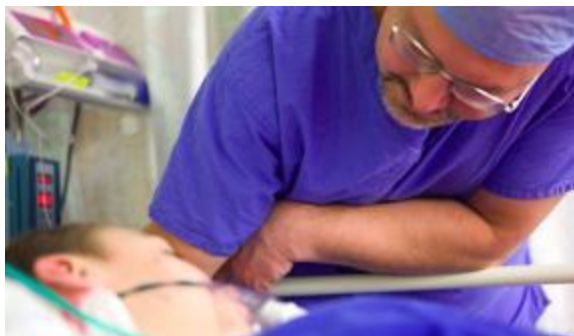


# An overview of Direct Commissioning Shropshire and Staffordshire AT



# NHS England at a glance



- We exist to save and improve lives: to make people better when they are ill.
- We exist to uphold the NHS Constitution.
- As the overall health system convenor we exist to deliver the NHS Mandate agreed between the government and NHS England.
- We comprise
  - 1 Board
  - 1 National Support Team
  - 4 Regional Teams
  - 27 Area Teams

# All Area Teams



- 27 Area Teams responsible for Primary Care and Public Health commissioning (including Dental, Pharmacy, Optical)
- Family Health Services
- Deliver National screening and immunisation programmes
- Responsible for Healthy Child 0-5 programme (including Health Visitor and Family Nurse Partnership)

Direct Commissioning of Primary Care Services, Offender Health and Public Health (Imms and Screening).

Overall Health System Convenor for a population of 1.5m people and a Direct Commissioning Budget in excess of £400m

Manage Local Relationships, LAs, HWBs

Emergency planning, resilience and response

The Area Team is part of one statutory body with a common purpose, which binds us together across area teams, regional teams and the national support centre

**Graham Urwin- Area Director**

**Brigid Stacey- Director of Nursing**

**Dr Ken Deacon- Medical Director**

**Dawn Wickham- Director of Operations**

**Ros Francke- Director of Finance**

**Sultan Mahmud- Director of Commissioning**

# Primary Medical Care : At a glance

- Number of GP practices = 22
- Number of WTE GPs = 70
- **GP to patient ratio (Telford) = 2,416**
- GP to patient ratio (Area Team) = 2,101
- GP to patient ratio (England) = 1,900

## Contract type

GMS = 19

PMS = 1

APMS = 2

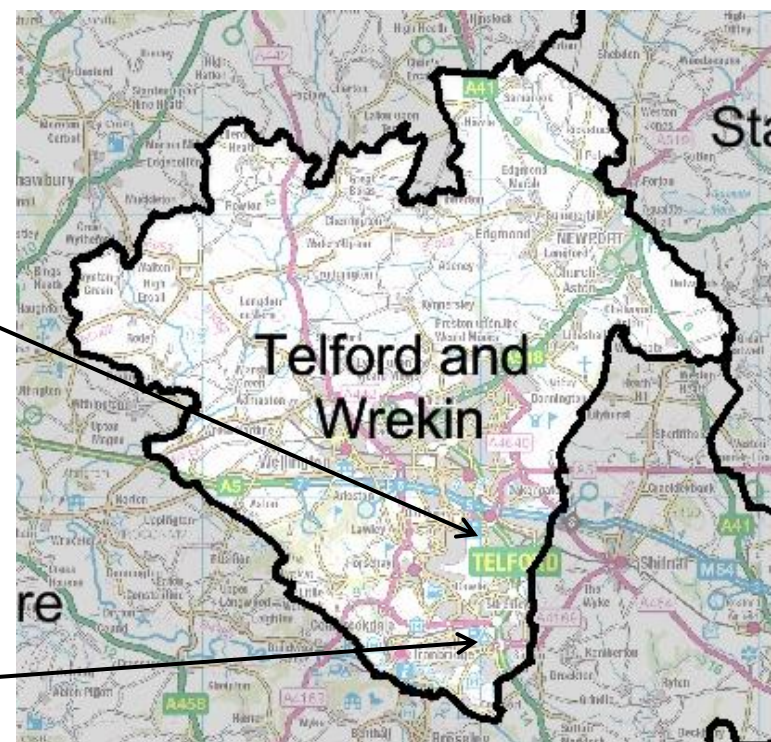
# Number of partners to contract

## 22 practices

Single handers	2	(9%)
2 partners	3	(14%)
3 partners	4	(18%)
4 partners	2	(9%)
5 or more partners	11	(50%)

# Single Handed Practices

- M82612 Holliwell Practice
- M82001 Madeley Health Centre



# Age Profile (all practices in Telford)

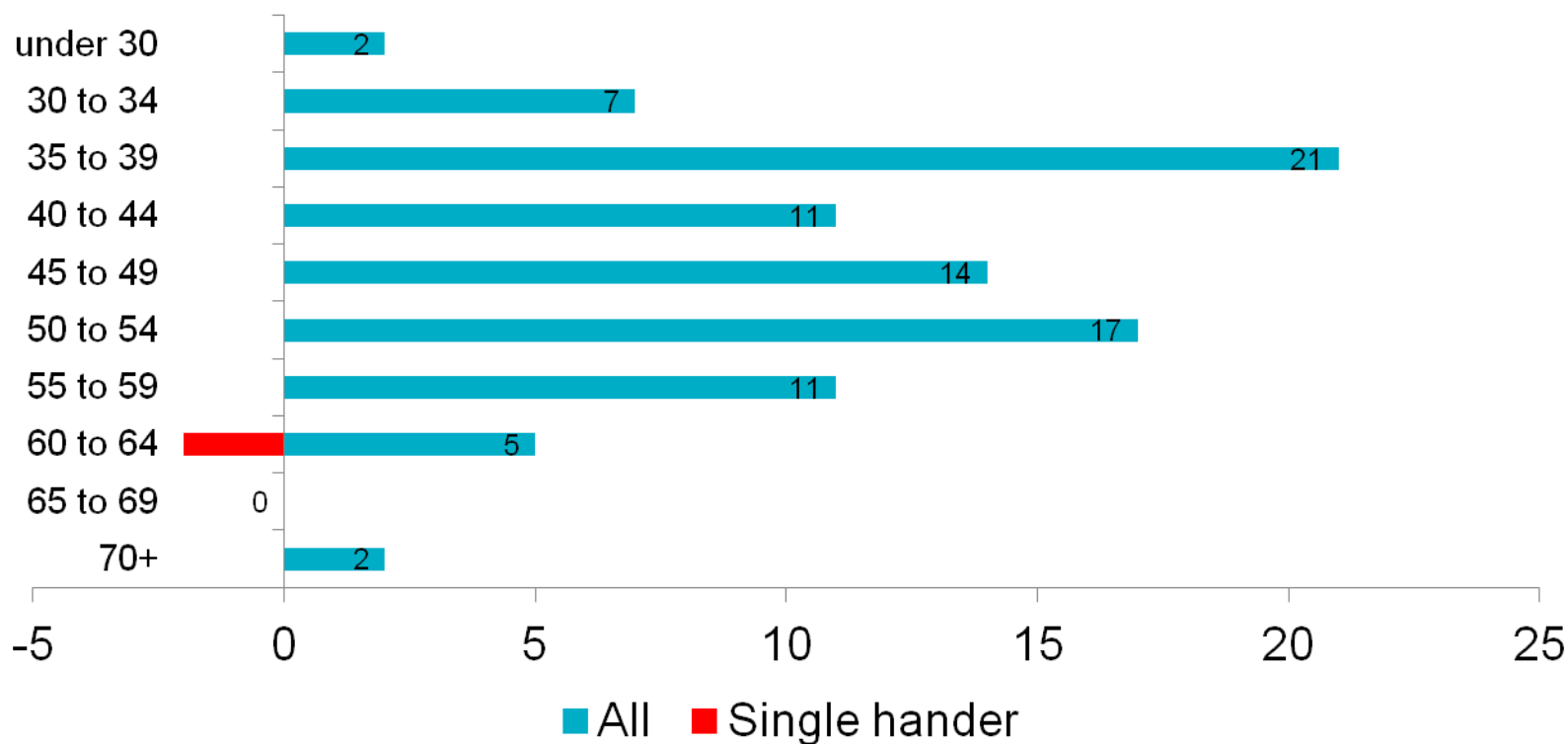
- All general medical practitioners (excluding retainers & registrars)  
FTE

Aged 70+	2
65 – 69	0
60 – 65	5
55 – 59	11
50 – 54	17
45 – 49	14
40 – 44	11
35 – 39	21
30 – 34	7
Under 30	2

Telford total aged 55+ = 19.8%

England total aged 55+ = 23.0%

# Age profile single handers versus total



## Gender of practitioners in Telford

- Headcount excluding retainers and registrars
- Male 63 (61%)
- Female 40 (39%)
- Practices where all practitioners are male = 4
- Practices where all practitioners are female = 1
- Practices with access to both male and female 77.3%  
(England 76.8%)

## Does Single Hander status inhibit quality?

- Holliwell – weighted list size 2,094
- The practice is open 52.5 hours / week
- The practice offers 1 hour of extended access per week (in line with list size)
- The GP Higher Level indicators (assurance data) flags one outlier (COPD diagnosis low versus model prediction - but note data set is small)
- Patient survey, 81% would recommend the practice (England 80%)

## Does Single Hander status inhibit quality?

- Madeley Health Centre – weighted list size 2,534
- The practice is open 47.5 hours / week
- The practice offers 1.5 hours of extended access per week (in line with list size)
- The GP Higher Level indicators (assurance data) flags no outliers
- Patient survey, 69% would recommend the practice (England 80%)

## Opening hours and out of hours provision

- Number of practices open 8am – 6:30pm (52.5 hours) = 3 (14%)
- Average number of hours open = 48.2
- Number of practices with half day closing = Nil
- Practices using more than one OOH provider = Nil
  
- Practices open more than 52.5 hours / week = 2
  - Malling Health Telford
  - Malling Health Wrekin

# Patient Survey: Telford and Wrekin

Shropshire & Staffordshire Area Team - summary of GP patient satisfaction - data published June 2013

Area	Able to get appointment	Trust and confidence in GP	Recommend to someone new to area
ENGLAND	86%	93%	80%
NHS NORTH STAFFORDSHIRE CCG	89%	92%	80%
NHS STOKE ON TRENT CCG	87%	92%	79%
NHS SHROPSHIRE CCG	90%	95%	84%
NHS TELFORD AND WREKIN CCG	83%	93%	77%
NHS CANNOCK CHASE CCG	86%	92%	81%
NHS EAST STAFFORDSHIRE CCG	88%	94%	82%
NHS SOUTH EAST STAFFS AND SEISDON PENINSULAR CCG	89%	95%	84%
NHS STAFFORD AND SURROUNDS CCG	90%	95%	84%

- (1) yes + yes but had to call back nearer appointment time
- (2) yes + yes to some extent
- (3) yes definite + yes probably

< England overall

Source: GP patient survey (Ipsos MORI) Y7 W2 (aggregated July - Sept 12 and Jan to March 13 returns)

Weighted results

# Primary Dental Services at a glance



## NHS Dental Services

### **How many people in Telford use an NHS dentist?**

In the last 24 months 105,142 patients have received NHS dental care.

This equates to 63.0 % of the population (England 56.0%)

Adults	59.8% (England 52.4%)
Children	73.8% (England 69.0%)

### **For patients in Telford who wanted an NHS dental appointment in the last two years how many were successful?**

94% (England 92%)

### **For patients who used NHS dental services in Telford how many were satisfied with the treatment they received?**

93.7% (England 93.2%)

### **For patients who used NHS dental services in Telford how many were satisfied with the length of time to get an appointment?**

92.1% (England 88.7%)

# Conclusions

- **GP to patient ratio is materially higher than the AT and England Average**
- There are only two single handed practices in Telford both located in the South of the patch.
- Practices with access to both male and female is better than the England Average.
- 5/22 practices open 52.5 Hours Per Week or more.
- 2/22 practices are single handers, both of GPs are 60+ years
- Continuity of care between OOH providers and GP practices is excellent.
- **Patient Survey Results in 2 out of the 3 key questions show Telford to be worse than the NHS England Average.**
- **NHS Primary Care Dental Access is better than the NHS England Average.**

# Response to Francis Report – Immediate Steps

## **Standards & methods of compliance:**

- Review of NHS approach to safety and national dashboard to identify safety failures in providers (Don Berwick)
- National review of hospitals with outlier patient mortality rates
- Quality Surveillance Groups introduced in all Area Teams April 13 (multi-agency approach to surveillance and response to quality and safety of local NHS services)

## **Openness, transparency and candour:**

- A 'duty of candour' requirement for all NHS providers introduced into NHS Contract from April 13

## **Improved support for compassionate nursing:**

- National nursing strategy to improve culture of compassionate care introduced (led by Chief Nurse)

## **Strong, patient-centred leadership:**

- 'Friends-and-family test', on patients recommending a hospital to a loved one, extended to all acute and A&E services
- Patient involvement and feedback strengthened in NHS Constitution

## **Accurate, useful and relevant information:**

- Publication of consultant level outcomes data in ten surgical specialties, including mortality rates.