


Primary care update: Southampton

Access to appointments and patient satisfaction

1. In the past year we have continued to see more appointments being made available to Southampton residents.
2. **Access at an all-time high:** In response to increasing patient demand, GP practices are offering more appointments year-on-year; demand for these services continues to rise significantly due at least in part to the increasing complexity of our population's health in Southampton. October 2024 saw the highest ever recorded number of appointments in primary care in the city: 182k appointments in one month. This is 12k more appointments than the same period in 2023. This shows productivity rates of GP practices are exceptionally high and that the health need of patients is very high.
3. **Timely appointments and better service:** latest data shows 48% of appointments take place on the same day or next day from point of booking. 70% of appointments were face to face in October – this is 10% above the Hampshire and Isle of Wight average.
4. **Leading the way on managing workforce:** 55% appointments are with wider clinicians than just GPs. This is future proofing a way of working to help tackle well-known workforce issues across the country.

Context

5. This progress represents continued year-on-year improvement in patient access to appointments. There is more work to do as demand for services is growing at a faster rate than the increase in appointments. We are fully aware some people are still finding it hard to get an appointment when they would like one. To help mitigate this, we are also extending access routes for our patients with options to be seen by other members of the Primary Care Multi-Disciplinary Team such as a nurse, pharmacist or physiotherapist.
 6. Providing more appointments does not always equate to providing a better service, or improve the health of local people, and we are working with our
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GPs and wider partners to implement short and long-term measures to improve the care and support local people receive.

7. We have been delivering the national Primary Care Recovery Plan and have a new local Primary Care Strategy that focuses on improving resilience of general practice in the short term and on changing how it works in future to better meet the needs of local people. This includes developing 'integrated neighbourhood teams' that will see teams of professionals working across local communities to provide more proactive and preventative care closer to home. These integrated neighbourhood teams will be integral to how health services are delivered locally out of hospital in your constituency in future.

Wider improvement initiatives to support primary care

8. More than 130,000 people across Hampshire and the Isle of Wight have used services offered by community pharmacists since December 2023 which has freed up many GP appointments. Following the initiative launched by the previous government, patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription. This programme is known as 'Pharmacy First'. This has been very successful in Hampshire and Isle of Wight, where take-up rates are higher than other parts of England. It helps to relieve pressures on GP services and forms a key part of the overall agenda on prevention of ill-health.
9. We continue to work with Primary Care Networks (PCNs) to support full utilisation of the Additional Roles Reimbursement Scheme funding and are again forecasting 100% utilisation in Southampton this year.
10. We have also continued to support bids for transition funding enabling progression to modern general practice models, in line with national strategy. We have seen a high uptake of this offer across the city with more practices now having clinical input at the point of access as well as an increasing number proactively risk stratifying their patient lists which helps ensure continuity of care where that offers greatest impact.
11. Supporting our primary care providers with modern and fit for purpose estate remains a priority. In the past year, Shirley Health Partnership has moved into its new building on Shirley High Street. A former supermarket now renovated for clinical use, the building has more spacious waiting areas, dedicated clinical rooms, improved personal health space for blood pressure readings, and better toilet and parking facilities. The new building is located closer to public transport links and it plays a part in the urban regeneration of our high streets in the city.

Key areas of future focus

12. Key areas of focus over the coming year will be on our 'signature moves' (as explained in our paper on integrated neighbourhood working) and supporting colleagues working in primary care roles to deliver on them. Much of this will be through the continued development of integrated neighbourhood working.
13. We will continue to support transition to a modern general practice model ensuring those who need it receive continuity of care and that patients are seen in the right place by the right person when they need to be.
14. There will be ongoing engagement and communication with the public and the promotion of the broad range of professionals working in primary care will continue to be a focus for NHS Hampshire and Isle of Wight. This includes the 'It Takes a Team' campaign which aims to explain the benefits of the expanded workforce being utilised in primary care and why sometimes it is much more useful to see a member of the team other than a GP such as a social prescriber, pharmacist and physiotherapist.
15. There are some exciting opportunities to explore doing things differently for the cohorts of our population who fall under the 'health inclusion' umbrella to improve outcomes for those who find it more difficult to access mainstream services and we have begun engagement with partners and service users around this.

Data sets

16. The following set of tables provides an overview of the most recent data over a twelve-month period (December 2023 to November 2024).

GP Practice	Number of overall appointments	Total list size	Rate of appointments per 1,000 patients
Aldermoor Surgery	47,689	8,485	470
Alma Road Surgery (Southampton)	50,321	11,219	367
Atherley House Surgery	30,489	5,841	437
Brook House Surgery	35,952	6,366	469
Burgess Road Surgery	37,103	10,065	311
Cheviot Road Surgery	106,327	15,573	568
Highfield Health	13,185	*see note 1	200
Hill Lane Surgery	48,865	11,579	360
Living Well Partnership	242,814	46,582	438
Lordshill Health Centre	108,098	14,502	642
Mulberry House Surgery	10,932	*see note 2	370
Old Fire Station Surgery	41,586	8,674	399
Raymond Road Surgery	24,385	4,707	434
Solent GP Surgery	132,951	22,597	501
St. Mary's Surgery	153,257	27,814	487
St. Peters Surgery	52,528	7,009	654
Stoneham Lane Surgery	49,980	7,493	563
The Peartree Practice	128,398	19,457	557
The Shirley Health Partnership	64,778	13,829	394
University Health Service Southampton	64,928	38,588	171
Victor Street Surgery	52,633	11,380	377
Walnut Tree Surgery	40,979	4,660	736
West End Road Surgery	89,935	17,501	441
Woolston And Chartwell Partnership	128,406	22,177	483

- Note 1: Highfield Health merged its contract with University Health Service Southampton in July 2024.
- Note 2: Mulberry House Surgery merged its contract with St Mary's Surgery in April 2024.
- Note 3: for the purposes of this report we have not included the Homeless Healthcare Service in Southampton, which is a bespoke service on a primary care contract and has a specific patient list of people aged 18 and over who are homeless or vulnerably housed.



Hampshire and Isle of Wight

Appointments by Mode

Appointment Mode	Appointments	Percentage
Face-to-Face	1,169,204	66.20%
Home Visit	15,757	0.89%
Telephone	495,319	28.05%
Unknown	30,645	1.74%
Video Conference/Online	55,207	3.13%
Grand Total	1,766,132	100.00%

Appointments by Waiting Time

Time Between Book And Appt	Appointmen..	Percentage
Same Day	737,355	41.75%
1 Day	154,316	8.74%
2 to 7 Days	347,420	19.67%
8 to 14 Days	228,995	12.97%
15 to 21 Days	135,474	7.67%
22 to 28 Days	83,080	4.70%
More than 28 Days	78,388	4.44%
Unknown / Data Issue	1,104	0.06%
Grand Total	1,766,132	100.00%

Appointments by Status

Status	Appointmen..	Percentage
Attended	1,593,344	90.22%
DNA	87,220	4.94%
Unknown	85,568	4.84%
Grand Total	1,766,132	100.00%

Appointments by Healthcare Professional

Healthcare Professional Type	Appointme..	Percentage
GP	772,694	43.75%
Other Practice staff	970,425	54.95%
Unknown	23,013	1.30%
Grand Total	1,766,132	100.00%

Appointments by Category

National Category	Appointments	Percentage
Care Home Needs Assessment & Personalised Care and Support Planning	996	0.06%
Care Home Visit	2,100	0.12%
Care Related Encounter but does not fit into any other category	40,816	2.31%
Clinical Triage	104,221	5.90%
General Consultation Acute	313,552	17.75%
General Consultation Routine	480,416	27.20%
Group Consultation and Group Education	424	0.02%
Home Visit	26,938	1.53%
Inconsistent Mapping	149,437	8.46%
Non-contractual chargeable work	1,013	0.06%
Patient contact during Care Home Round	6,305	0.36%
Planned Clinical Procedure	189,323	10.72%
Planned Clinics	369,937	20.95%
Service provided by organisation external to the practice	2,650	0.15%
Social Prescribing Service	9,195	0.52%
Structured Medication Review	4,177	0.24%
Unmapped	39,155	2.22%
Unplanned Clinical Activity	24,185	1.37%
Walk-in	1,292	0.07%
Grand Total	1,766,132	100.00%

