

# BWIS closure impact monitoring – data at January 2016 (mainly M8)

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January update report for monitoring of SCCC and East GP registered patients' activity within the urgent care system

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# 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 <sup>th</sup>	11 <sup>th</sup>	2 <sup>nd</sup>	6 <sup>th</sup>	3 <sup>rd</sup>	9 <sup>th</sup>							
SMT	29 <sup>th</sup>	12 <sup>th</sup>	3 <sup>rd</sup>	7 <sup>th</sup>	4 <sup>th</sup>	10 <sup>th</sup>							
CEG		18 <sup>th</sup>	9 <sup>th</sup>	13 <sup>th</sup>	10 <sup>th</sup>	16 <sup>th</sup>							
GB (*public)		25 <sup>th</sup> *		27 <sup>th</sup> *	24 <sup>th</sup>	23 <sup>rd</sup> *							
HOSP		26 <sup>th</sup>		28 <sup>th</sup>		24 <sup>th</sup>							
Check points	Baseline			1st impact review		Add dates for 16/14	2 <sup>nd</sup> impact review			3 <sup>rd</sup> 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 – data at January 2016 (M9)

## Pharmacy First minor ailments scheme utilisation

GP registered practice	Average weekly activity			% of total utilisation		
	East	West	Central	East	West	Central
Baseline	4	4	7	28%	24%	48%
Nov-15	3	2	12	15%	14%	71%
Dec-15	7	3	7	45%	15%	40%

Pharmacy accessed	Average weekly activity			% of total utilisation		
	East	West	Central	East	West	Central
Baseline	3	3	9	22%	17%	61%
Nov-15	2	2	12	12%	14%	74%
Dec-15	7	2	8	42%	12%	46%

Would otherwise have attended	Weekly feedback			
	GP	WIC	ED	Other
Baseline	85%	4%	0%	11%
Nov-15	91%	3%	0%	6%
Dec-15	89%	6%	0%	5%

- Increase in activity from patients registered with an East practice GP
- Increase in activity at accredited pharmacies in the East locality
  - including a 100hr pharmacy and 2 in close proximity to Bitterne Health Centre
- Small increase in patients who say they would otherwise have gone to the BWIS

# BWIS closure impact monitoring – data at January 2016

## 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

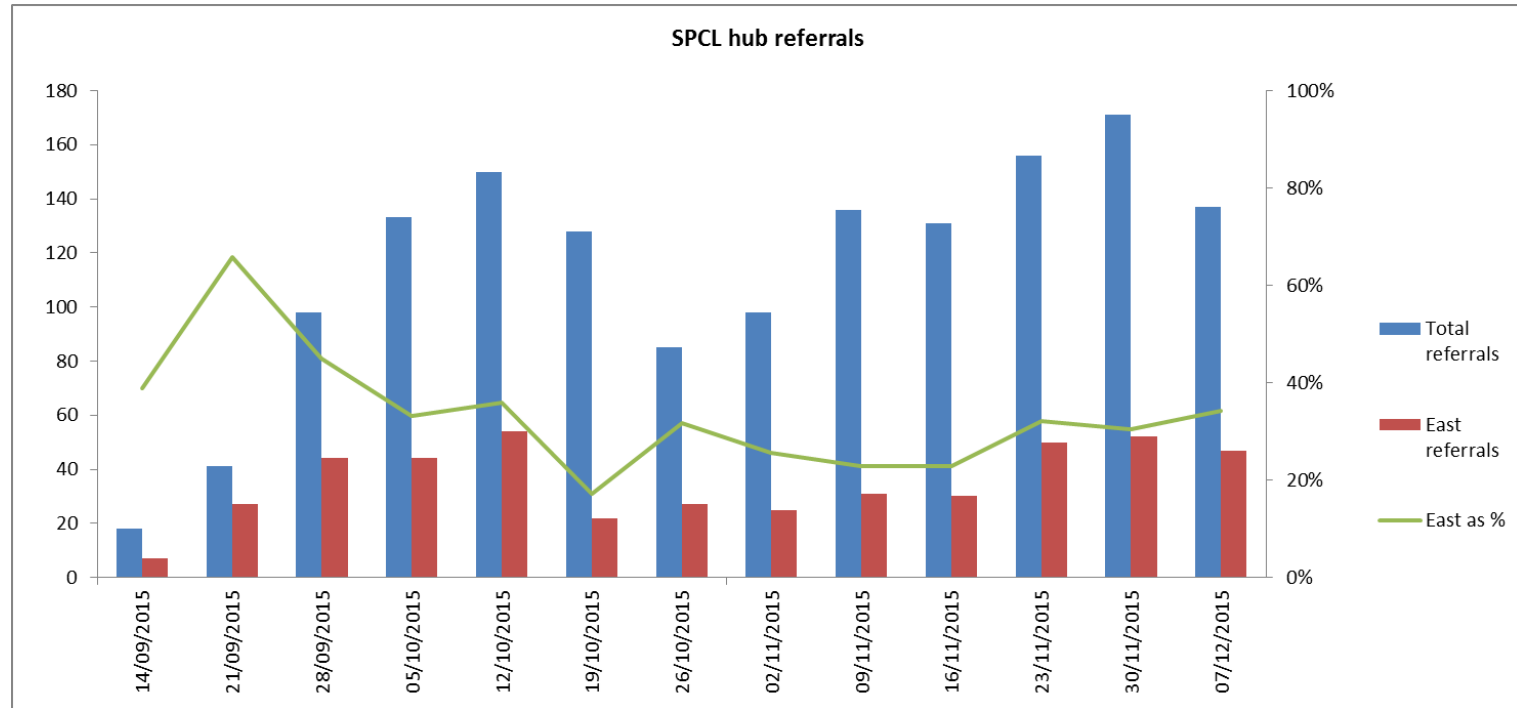
Baseline data: GP patient survey – NHS SCCC published July 2015 (Data July – September 2014 and January – March 2015)

- 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 – data at January 2016 (to w/c 7/12/15)

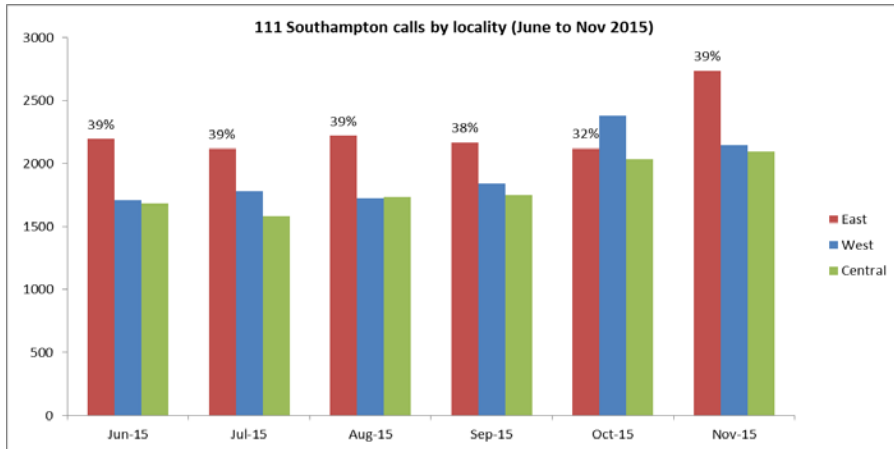
## Referrals to SPCL hub



- 3 hubs in city (1 in each locality, East went live first)
- East locality practices averaging 28% of all hub activity since BWIS closure
- Expecting to see activity increase further when hubs on 111 DoS

# BWIS closure impact monitoring – data at January 2016 (to M8)

## Calls to 111



111 calls	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Total calls answered	37945	38115	40722	38611	43024	46610
Calls answered within 60 seconds (≥95%)	98%	96%	97%	95%	93%	92%
Calls abandoned before answered (<5%)	0.2%	0.4%	0.7%	0.5%	0.8%	0.9%
Southampton patient call volume	5582	5480	5687	5753	6539	6981
Southampton as % of all	15%	14%	14%	15%	15%	15%
East	2193	2117	2221	2167	2121	2737
West	1707	1782	1727	1840	2379	2145
Central	1682	1581	1739	1746	2039	2099

Southampton 111 calls by East practice	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bath Lodge (registered population 12351)	208	231	259	238	230	280
<i>Bath Lodge as % of East calls</i>	9%	11%	12%	11%	11%	10%
Bitterne Park (registered population 8979)	185	148	139	166	157	176
<i>Bitterne Park as % of East calls</i>	8%	7%	6%	8%	7%	6%
Chessel (registered population 12758)	331	280	343	320	373	342
<i>Chessel as % of East calls</i>	15%	13%	15%	15%	18%	12%
Ladies Walk (registered population 8223)	133	154	138	136	150	165
<i>Ladies Walk as % of East calls</i>	6%	7%	6%	6%	7%	6%
Old Fire Station (registered population 8605)	157	138	112	127	150	204
<i>Old Fire Station as % of East calls</i>	7%	7%	5%	6%	7%	7%
St Peter's (registered population 5223)	103	98	75	82	98	135
<i>St Peter's as % of East calls</i>	5%	5%	3%	4%	5%	5%
Townhill (registered population 5465)	109	98	108	90	94	127
<i>Townhill as % of East calls</i>	5%	5%	5%	4%	4%	5%
West End Road (registered population 11627)	244	206	231	213	234	287
<i>West End Road as % of East calls</i>	11%	10%	10%	10%	11%	10%
Weston Lane (registered population 9369)	193	210	211	213	244	249
<i>Weston Lane as % of East calls</i>	9%	10%	10%	10%	12%	9%
Woolston Lodge (registered population 13749)	229	248	271	260	270	317
<i>Woolston Lodge as % of East calls</i>	10%	12%	12%	12%	13%	12%
SO18/19 no GP recorded	301	306	334	322	379	455
<i>SO18/19 no GP recorded as % of East calls</i>	14%	14%	15%	15%	18%	17%

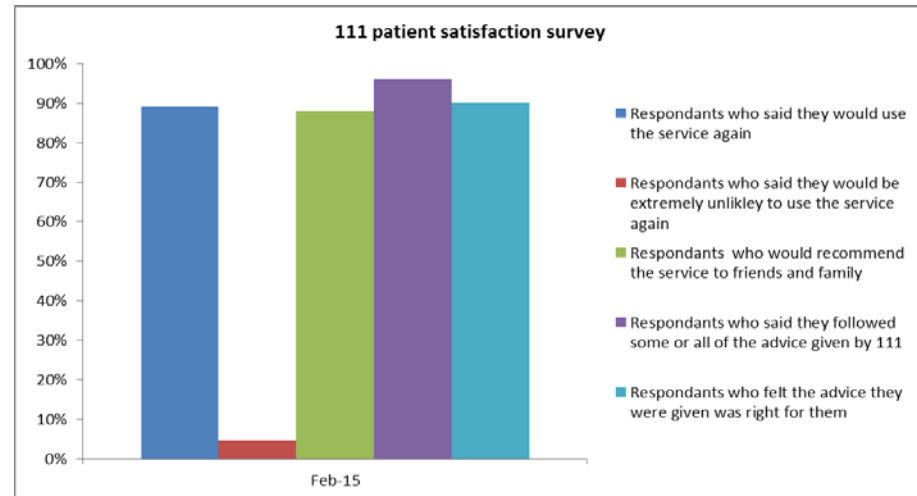
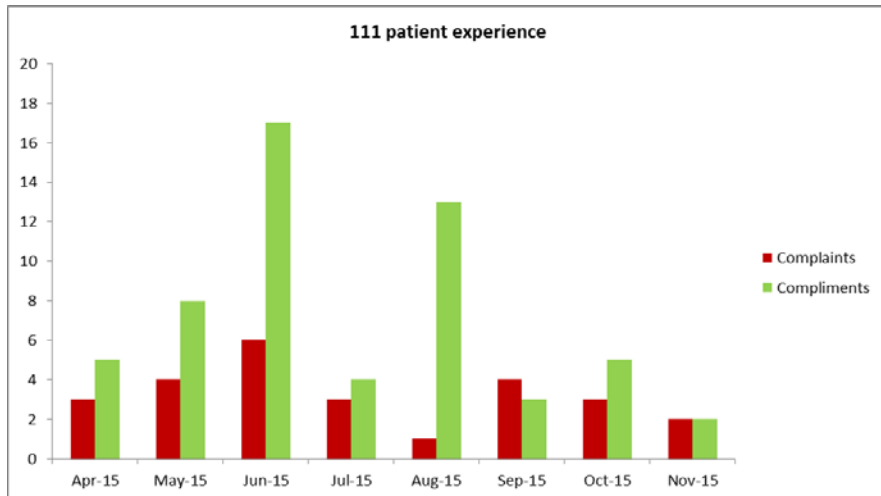
- Calls from Southampton GP registered patients represent ~15% of all calls to the local 111 service
- Across the city, East locality patients are the highest user of the service (averaging 39% of Southampton calls at baseline)
- Although numbers have increased (seasonal trend) the proportion of East patients remains consistent in the first month post BWIS closure

# BWIS closure impact monitoring – data at January 2016 (to M8)

## 111 patient experience

111 patient experience (SHIP)	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Complaints	3	4	6	3	1	4	3	2
Compliments	5	8	17	4	13	3	5	2

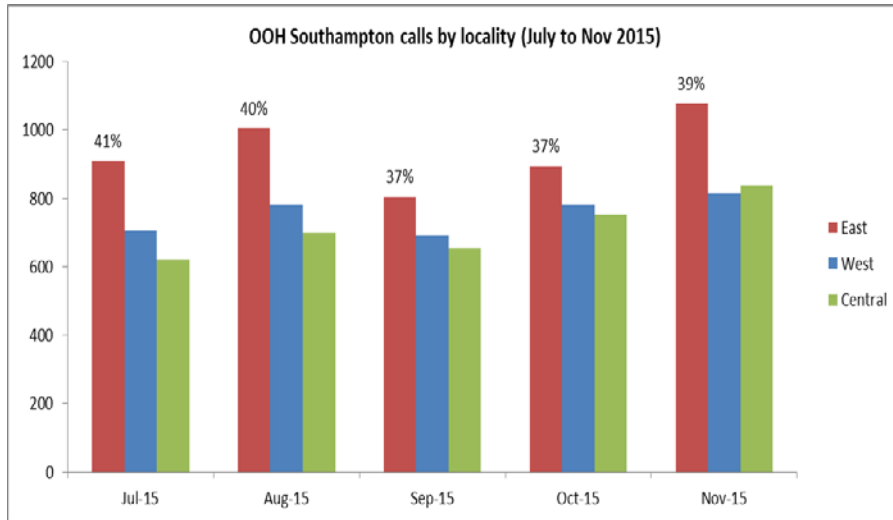
Patient satisfaction survey 6 monthly (SHIP - contract level)	Feb-15
Respondants who said they would use the service again	89%
Respondants who said they would be extremely unlikely to use the service again	4.6%
Respondants who would recommend the service to friends and family	88%
Respondants who said 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%



- next patient satisfaction survey results expected next month
- 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 – data at January 2016 (to M8)

## Calls to GP OOH



OOH calls	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Total patient call volume (SHIP)	13329	15351	12812	14654	15760
Southampton patient call volume	2237	2485	2150	2427	2729
Southampton as % of all	17%	16%	17%	17%	17%
East	909	1005	804	893	1077
West	706	781	692	782	814
Central	622	699	654	752	838

Southampton OOH calls by East practice	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bath Lodge (registered population 12351)	112	140	126	98	143
<i>Bath Lodge as % of East calls</i>	12%	14%	16%	11%	13%
Bitterne Park (registered population 8979)	55	80	72	65	93
<i>Bitterne Park as % of East calls</i>	6%	8%	9%	7%	9%
Chessel (registered population 12758)	151	188	124	179	164
<i>Chessel as % of East calls</i>	17%	19%	15%	20%	15%
Ladies Walk (registered population 8223)	81	81	63	69	77
<i>Ladies Walk as % of East calls</i>	9%	8%	8%	8%	7%
Old Fire Station (registered population 8605)	66	58	50	65	91
<i>Old Fire Station as % of East calls</i>	7%	6%	6%	7%	8%
St Peter's (registered population 5223)	54	41	30	46	59
<i>St Peter's as % of East calls</i>	6%	4%	4%	5%	5%
Townhill (registered population 5465)	32	56	48	44	60
<i>Townhill as % of East calls</i>	4%	6%	6%	5%	6%
West End Road (registered population 11627)	112	100	89	93	126
<i>West End Road as % of East calls</i>	12%	10%	11%	10%	12%
Weston Lane (registered population 9369)	109	118	85	108	123
<i>Weston Lane as % of East calls</i>	12%	12%	11%	12%	11%
Woolston Lodge (registered population 13749)	137	143	117	126	141
<i>Woolston Lodge as % of East calls</i>	15%	14%	15%	14%	13%

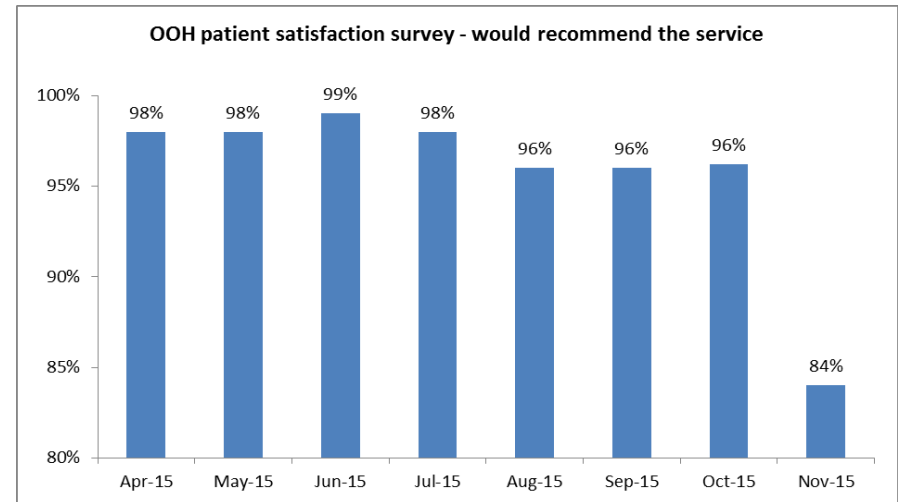
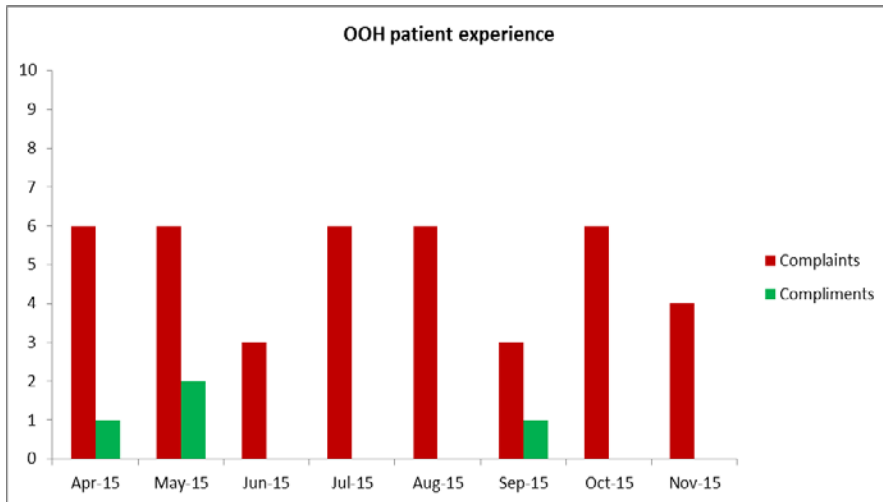
- Calls from Southampton GP registered patients represent ~17% of all calls to the local OOH service
- Across the city, East locality patients are the highest user of the service (averaging 39% of Southampton calls at baseline)
- Although numbers have increased (seasonal trend) the proportion of East patients remains consistent in the first month post BWIS closure



# BWIS closure impact monitoring – data at January 2016 (to M8)

## OOH patient experience

Patient satisfaction with OOH (SHIP)	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Total patient call volume	16791	17960	13078	13329	15351	12812	14654	15760
% respondents who say they would recommend the service	98%	98%	99%	98%	96%	96%	96%	84%
Complaints	6	6	3	6	6	3	6	4
Compliments	1	2	0	N/A	N/A	1	N/A	N/A

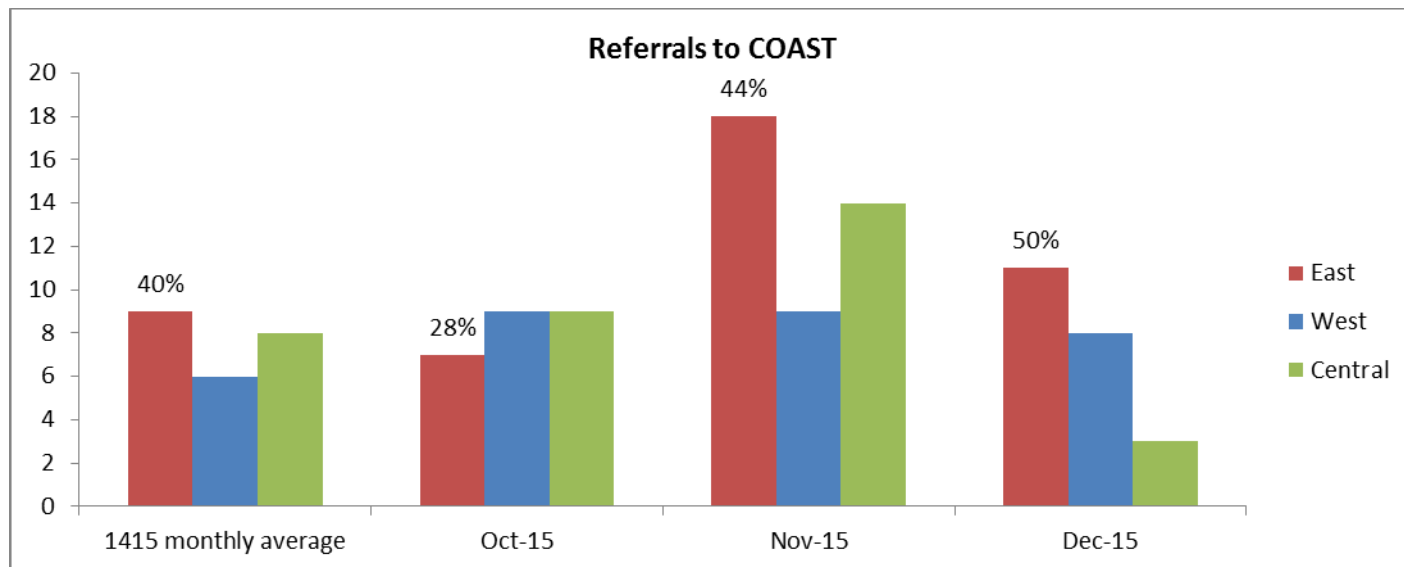


- % of respondents saying they would recommend the service to family and friends dipped in November, this will be monitored
- complaints exceed compliments, but in relation to the total call volume, complaint rate averages at 0.03%

# BWIS closure impact monitoring – data at January 2016 (to M8)

## Utilisation of COAST

Referrals to COAST	1415 monthly average	Oct-15	Nov-15	Dec-15
East	9	7	18	11
West	6	9	9	8
Central	8	9	14	3

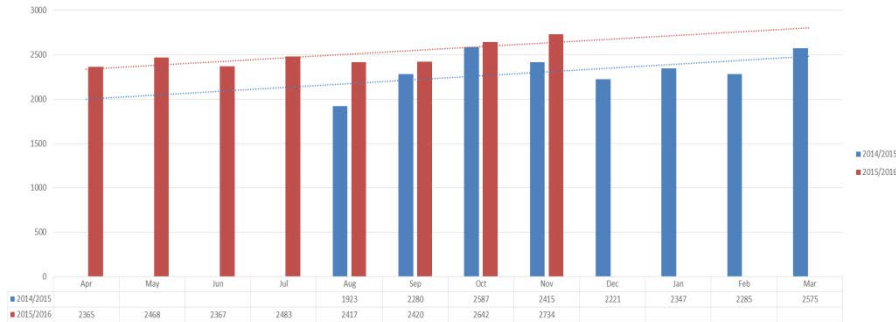


- East practice referrals to COAST have increased post BWIS closure, with activity mostly from one practice in November (West End Road referred 11) and one practice in December (Bath Lodge referred 6)
- Compared to the same time period last year, East practice non-elective short stay admissions have increased by 8% (+6) but note this is significantly lower than West practices (increased by 48% (+29)), while central practices are the same as previous year

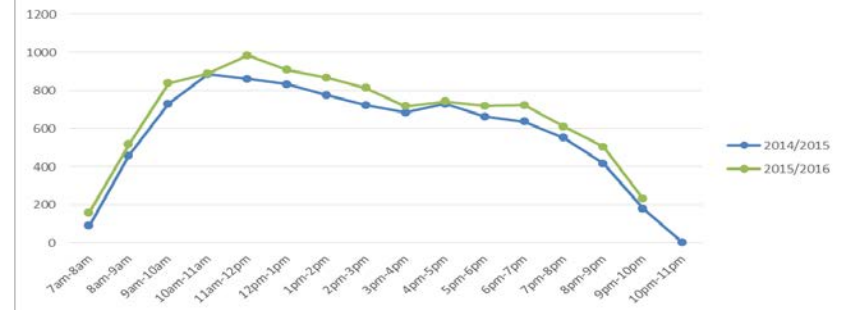
# BWIS closure impact monitoring – data at January 2016 (to M8)

## MIU attendances

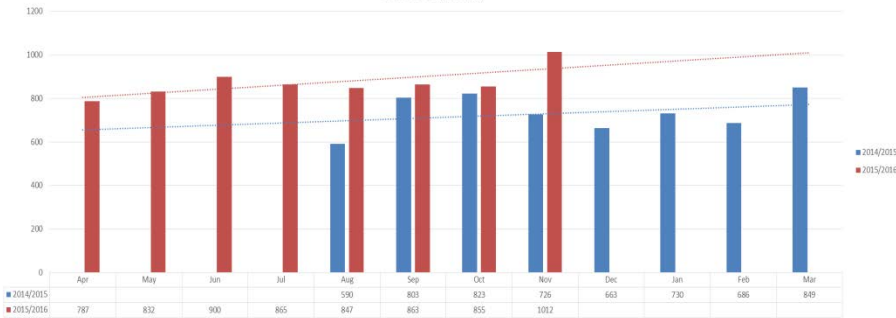
Southampton City CCG Attendances to Care UK MIU  
All Localities



Care UK MIU Attendances by Arrival Hour - All Localities  
M5 - M8



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



East locality activity M5 to M8

Sum of Activity	2014/2015	2015/2016
J82040 - West End Road Surgery	266	346
J82076 - Woolston Lodge Surgery	460	510
J82101 - Chessel Practice	387	535
J82128 - Old Fire Station Surgery	260	312
J82141 - Bath Lodge Practice	362	419
J82171 - Bitterne Park Surgery	312	367
J82180 - Townhill Surgery	171	187
J82187 - Weston Lane Surgery	293	349
J82208 - St. Peters Surgery	172	213
J82622 - Ladies Walk Practice	259	339
<b>Grand Total</b>	<b>2942</b>	<b>3577</b>

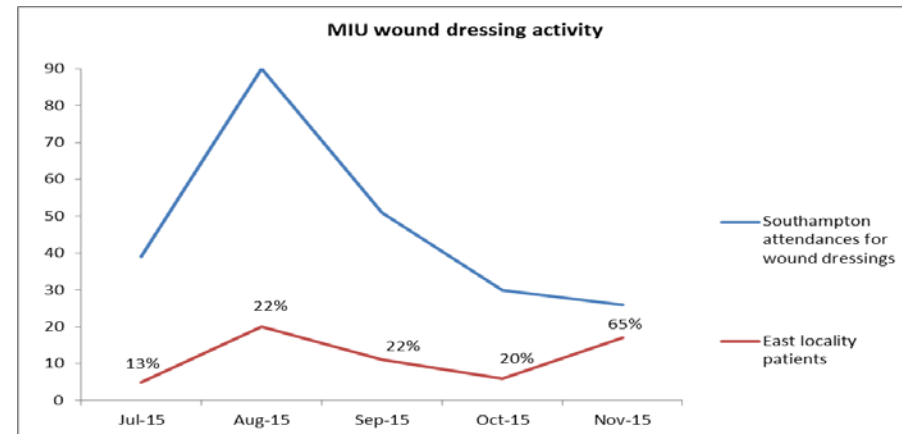
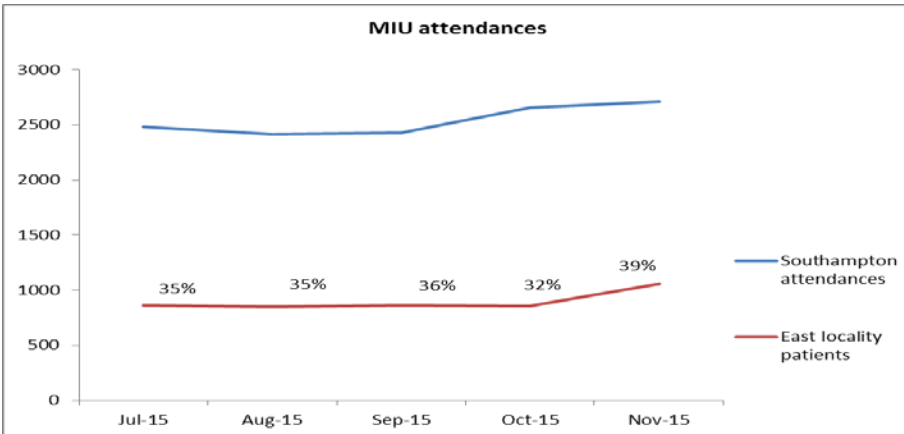
KEY:

Activity is higher than last year, but less than 10%  
Activity is more than 10% higher than last year

- MIU attendances increased in general in November, compared to previous months and same period last year
- Proportion of East locality patient attendance increased slightly post BWIS closure – expected and will monitor
- Activity for all but one East practice has increased by over 10% compared to same time period last year (trend mirrored by most Southampton practices)
- East locality patient attendance activity across the day follows the same pattern to rest of the city

# BWIS closure impact monitoring – data at January 2016 (to M8)

## MIU attendances



Minor illness presentations	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Southampton attendances	2483	2417	2426	2659	2708
% Southampton attendances with minor illness	28%	30%	28%	33%	40%
East locality patients	865	847	863	855	1060
East as % of Southampton	35%	35%	36%	32%	39%

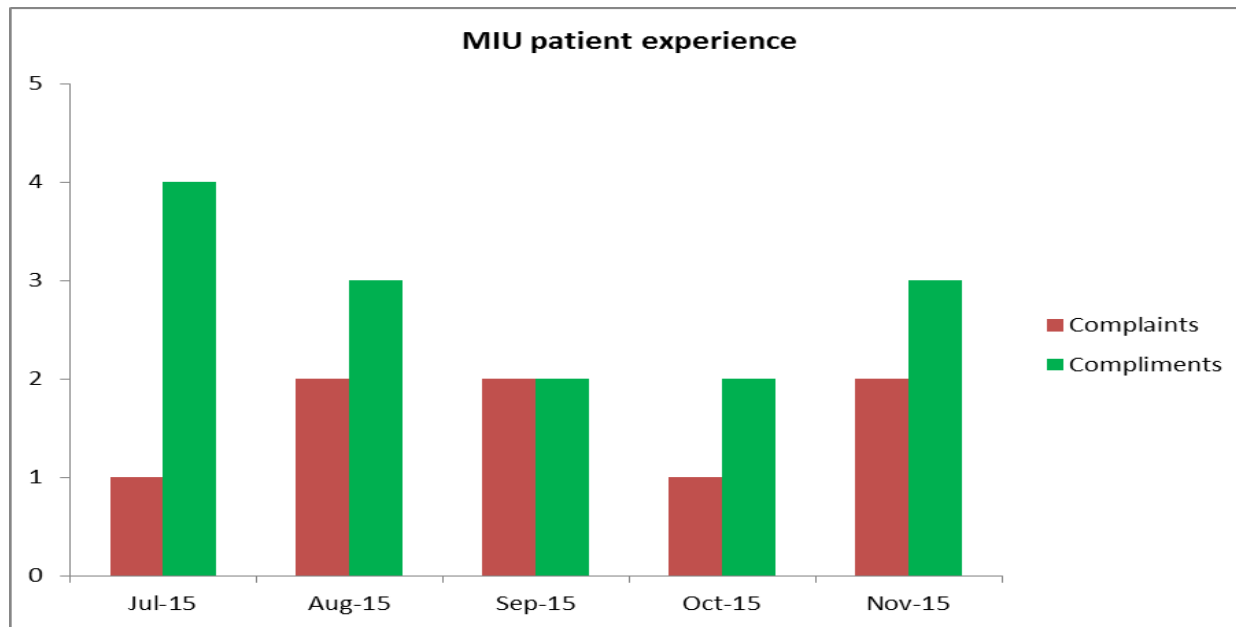
Wound dressings	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Southampton attendances for wound dressings	39	90	51	30	26
East locality patients	5	20	11	6	17
West & central	34	70	40	24	9
% East locality patients for wound dressings	13%	22%	22%	20%	65%

- Proportion of East locality patient attendance increased slightly in the first month post BWIS closure – expected and will monitor
- Minor illness presentations have increased in the first month post BWIS closure – seasonal trend, expected and will monitor (93% of minor illness patients received ‘choose well advice’ in November and MIU are promoting Pharmacy First)
- Proportion of East locality patient attendance for wound dressings has increased in the first month post BWIS closure, although numbers are smaller – will monitor and target practices as required. SPCL hubs can offer this service out of hours

# BWIS closure impact monitoring – data at January 2016 (to M8)

## MIU patient experience

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

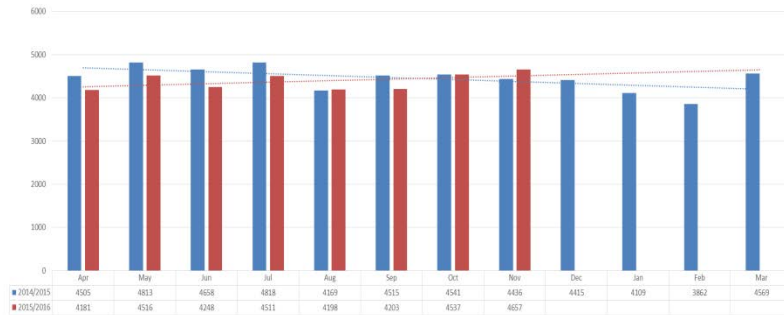


- Friends and family test at November 2015 shows 98% of patients would be extremely/very likely to recommend service
- Generally the service is receiving more compliments than complaints

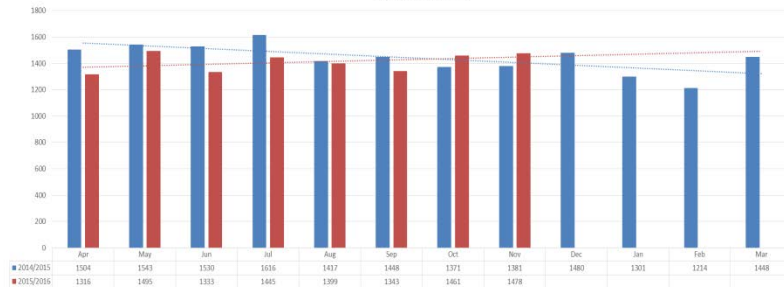
# BWIS closure impact monitoring – data at January 2016 (to M8)

## ED attendances

Southampton City CCG Main ED Attendances at UHS  
All Localities



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



UHS Main ED Attendances by Arrival Hour - All Localities  
M1 - M8



ED attendances East locality M1 to M8

Sum of Activity	2014/2015	2015/2016
J82040 - West End Road Surgery	1491	1489
J82076 - Woolston Lodge Surgery	1651	1534
J82101 - Chessel Practice	1683	1537
J82128 - Old Fire Station Surgery	887	904
J82141 - Bath Lodge Practice	1520	1404
J82171 - Bitterne Park Surgery	999	1121
J82180 - Townhill Surgery	583	566
J82187 - Weston Lane Surgery	1356	1228
J82208 - St.Peters Surgery	591	581
J82622 - Ladies Walk Practice	1049	906
<b>Grand Total</b>	<b>11810</b>	<b>11270</b>

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

- East practice ED attendances in November are have increased slightly compared to previous months and same time period last year – in line with the rest of the city
- Year to date, activity for all bar two East practices has decreased compared to same time period last year
- Attendances by time of day for East locality patients mirrors that of the rest of the city