

# GP Contracts 2023/24

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Wokingham HOSC

5<sup>th</sup> June 2023

# Introduction

- National contract settlement – last year of five-year programme
- Contract imposed as no agreement reached with General Practitioner Committee of BMA (national negotiation process)
- <sup>10</sup> Enacted through national variations to existing in perpetuity contracts
- Strong focus on access to services
- Will cover key elements and how may impact in Wokingham

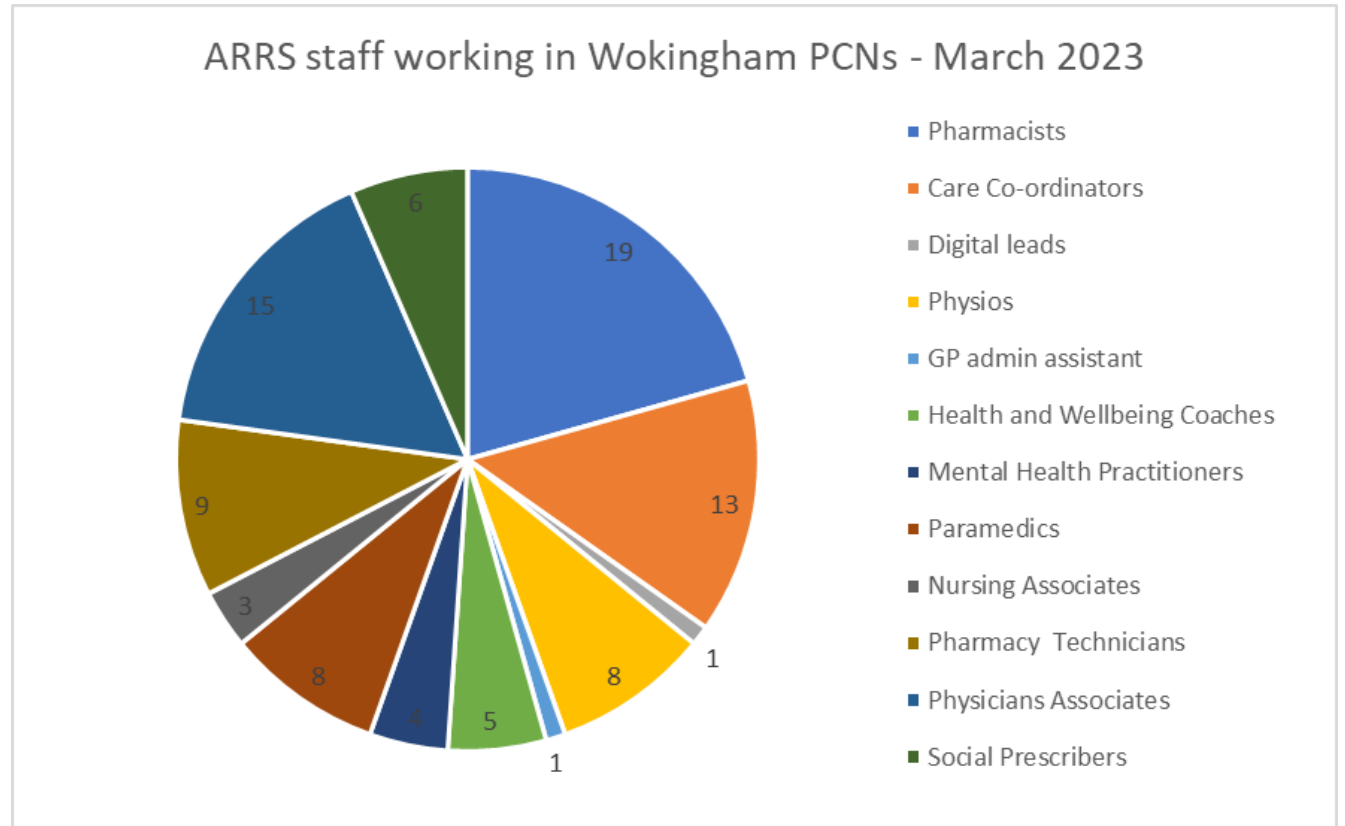
# General contract changes

- More flexibility on roles Primary Care Network (PCN) Additional Roles Reimbursement Scheme (ARRS) – more scope to recruit Advanced Care Practitioners (nurses, physios etc) and further assurances over long-term funding for ARRS roles.

£2.7m budget fully utilised by Wokingham  
↳ PCNs in 2022/23 employing 92 staff.

- All practices to offer prospective (future) online record access to patients by 31<sup>st</sup> October 2023 (opt-out arrangements in place.)
- Changes to immunisation schedules/dosage and payment arrangements.

Full details at: [NHS England » Changes to the GP Contract in 2023/24](#)



# Contractual changes relating to access

- Patients to be offered an assessment of need or be signposted to another service at first contact with practice. Practices should not ask patients to contact the practice again at a later time to book an appointment.
- Final variation awaited – *Access Recovery Plan* (see below) states that:
  - Referral to 111 by exception
  - ⇒ • Clinically urgent patients should be assessed on same day (phone or face-to-face) or, where clinically appropriate, on the next day if they contact their practice in the afternoon
  - Non-urgent appointments to be scheduled within two weeks
- Advanced Telephony to be rolled out to all practices – no engaged tones, improved queueing information and callback options, better call management – many Wokingham practices have advanced telephony with further upgrades scheduled shortly.

# Delivery arrangements

- Quality and Outcomes Framework which practices nationally work to includes element for practices to review demand and capacity – scheduling, appointment mix, signposting etc and to free up capacity by reducing avoidable appointments
- PCN target to provide 85% of appointments within two weeks – current performance across Wokingham practices is 86.12%
- ↳
  - PCNs to receive Capacity and Access payment (£3.95 per adjusted pt). 30% of this to be based on delivery of an Access Improvement Plan to be submitted by each PCN to cover:
    - Improvements in patient experience
    - Use of Advanced Telephony and online consultation systems
    - Accuracy of appointment recording to feed into national datasets

Plans to be agreed by 30<sup>th</sup> June 2023

# Access recovery plan: [Delivery plan for recovering access to primary care \(england.nhs.uk\)](http://england.nhs.uk)

## Empower patients

- Expand use of NHS App
- Self-referral pathways - physiotherapy, podiatry, audiology, weight mgt, community equipment
- Expand community pharmacy role including minor illness services (practices refer), blood pressure checks and supply of prescription only medications (subject to consultation)
- Self-monitoring for long-term conditions

## 'Modern General Practice Access'

- Advanced telephony
- Online access
- Care navigation training to support triage/signposting
- Training package for practices and funding for additional capacity to support change process

## Build capacity

- Continued commitment to funding PCN staff
- GP recruitment and retention – workforce plan and pension reforms
- Further detail to be provided in forthcoming NHS Workforce Plan

## Cut bureaucracy

- Implement *Academy of Medical Royal Colleges* and other recommendations to reduce secondary care initiated workload
- Implement *Bureaucracy Busting Concordat* - – reducing medical reporting requirements and data requests thereby freeing up practice time

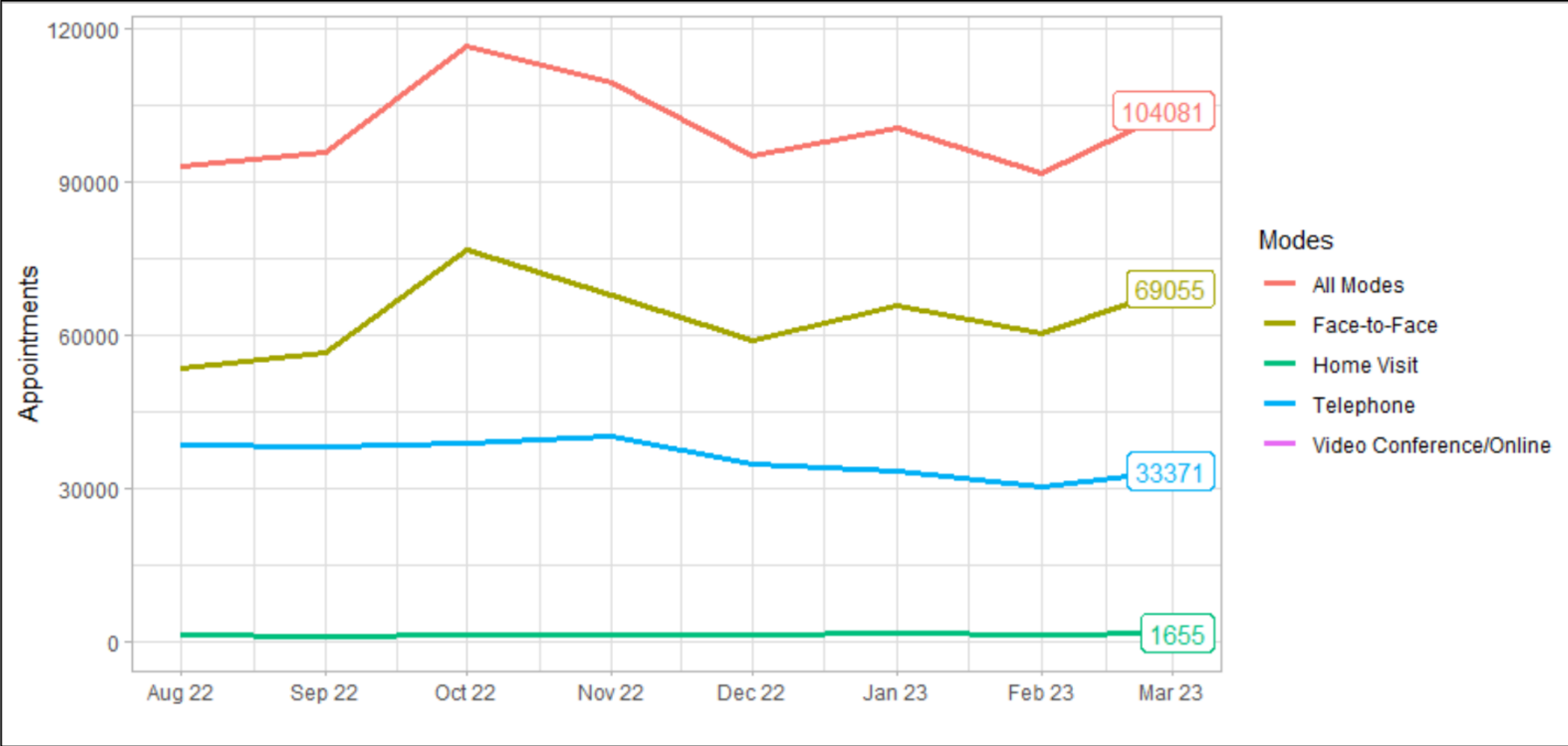
# Access Recovery Plan – other points to note

- **ICBs required to produce Access Improvement Plan and report to public board in Autumn and Spring:**
  - Summary of actions practices/PCNs have committed to
  - Progress report on implementing Academy of Medical Royal Colleges report on primary-secondary care interface
- **National comms campaign regarding how and when to access GP practice – to cover service options, multidisciplinary team roles and digital access routes**
- **Flags intended changes to planning policy to ensure primary care infrastructure needs taken into account and are part of Infrastructure Levy arrangements.**  
ICB meetings with planning leads have been reinstated in Wokingham – joint approach to be developed

# Current Wokingham appointment activity

All modes gives total activity. Video appointment numbers too low to show.

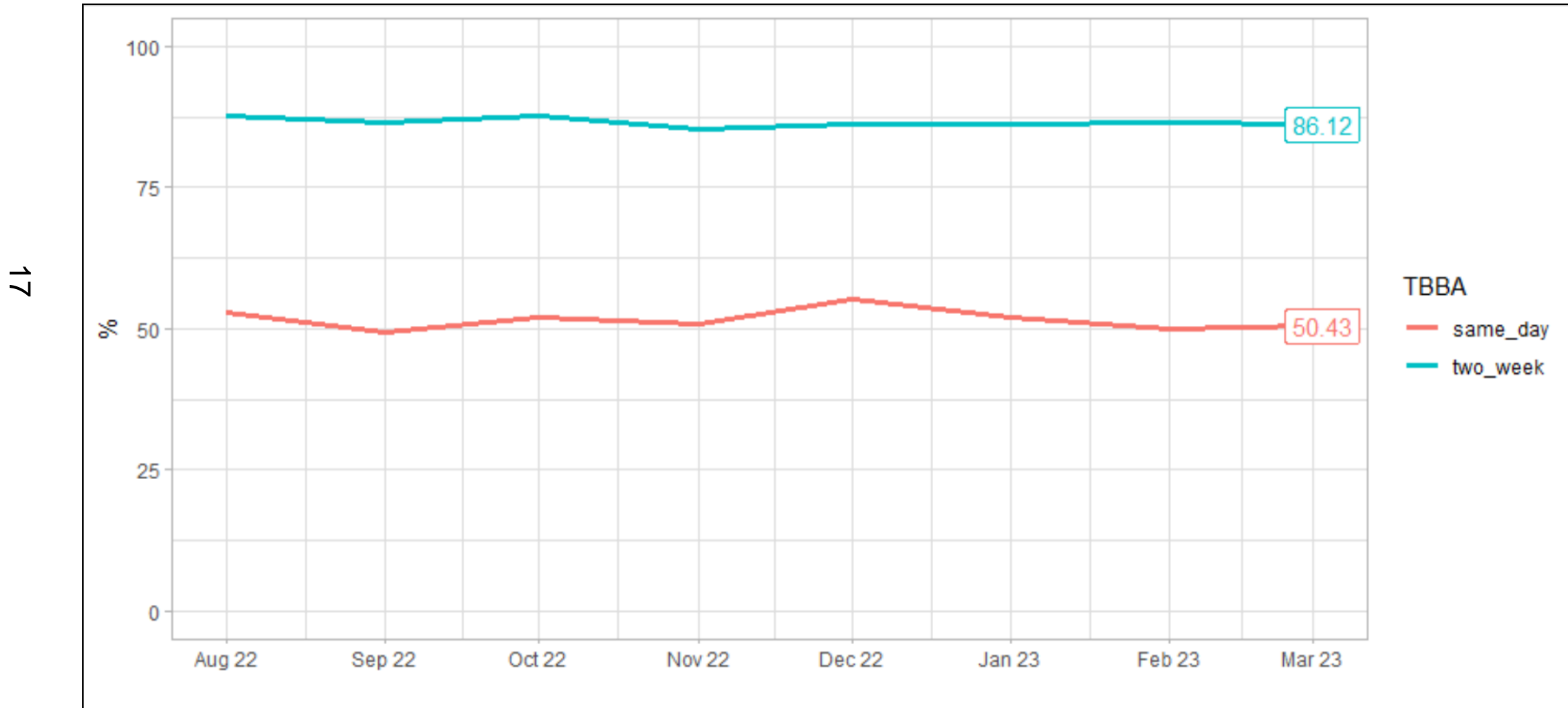
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# Time between contact and appointments in Wokingham

Percentages are for appointments not typically booked in advance (TBBA). Note same day figures are also included within <2 week percentage.



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