

# GP Activity data QI project: Quality Improvement in 2023/24

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The Vale Of Neath Practice



## What was the Problem?

Accessing Primary Care services can be problematic for some patients due to work or family commitments, and there is a lack of patient understanding or recognition of the valuable work that goes on behind the scenes at a busy GP Practice.

We identified that patients need a better understanding of appointment availability and unrelenting patient demand, and the previous absence of this activity data meant that we were unable to share the information with our Practice population. A lack of activity data also inhibited our ability to map our activity and make changes to our service to better match demand.

## Who was involved?

Mr Alex Davies (Practice Manager)  
Management Team  
GP Partners

## Aim: What did we try to accomplish?

1. To capture non-appointment activity via monthly returns to DHCW within the Primary care Information Portal
2. To improve appointment mapping and data capture accuracy by amending processes if required
3. To publish outputs from the infographic (or our own version of activity data) to our population during the QIF year once satisfied with its accuracy

## Measures: How would we know that a change is an improvement?

This activity data project allowed us to analyse data relating to:

1. Telephone calls to the surgery.
2. Calls answered within two minutes.
3. Calls abandoned.
4. Prescriptions issued.
5. Patient Referrals made
6. Number of fit notes issued
7. Admin letters, text message and digital requests
8. Number of patients seen in appointments
9. DNA rate.

## Changes: what changes did we make that could result in an improvement?

To improve our patients access to GP appointments and in particular face to face GP Appointments, we have implemented the following changes:

### 1. Increased number of GP Sessions

As a result of a GP retirement in July 2023, The Vale Of Neath Practice successfully recruited a new GP to join the partnership in August 2023. Recognising that patient demands have increased post pandemic, the new GP Partner joined on an increased number of sessions which has resulted in more capacity and availability of GP Appointments.

### 2. Increased number of Face To Face GP Appointments

Taking on board feedback from a recent patient survey, one of the overwhelming requests from our patients was an increased availability for face-to-face appointments with a GP. To facilitate this and by agreement with some of our GP Registrar's (Vale Of Neath Practice is a GP Training Practice), we have introduced clinical sessions of face-to-face appointments without the need for a "telephone consultation" beforehand. Our care navigators are still gathering information from patients why they need to see a GP, so they can still signpost to a more appropriate service if necessary.

The table below shows the increase in number of patients seen, since these changes were introduced in August 2023, which amount to a 7.1% increase in the monthly average for the final quarter of 2023 when compared to the previous six months:

Activity Month	Number Of Patients Seen	Comments
April 2023	5746	
May 2023	6107	
June 2023	6546	
July 2023	6360	
August 2023	6466	New Partner Joins & Changes to F2F system
September 2023	6570	
October 2023	7515	
November 2023	7179	
December 2023	5543	Reduced due to Christmas.
January 2024	7363	

## What did we learn? What are the next steps?

Since implementing these changes, the number of patients being seen has increased which in turn should lead to a better experience and greater patient satisfaction. We will continue to explore further opportunities to increase our patients access to face-to-face GP appointments, by reinstating the web bookings available through the NHS Wales App – which is now available to our patients.

Contact information: **Mr Alex Davies (Practice Manager)**  
Cluster/Collaborative: **Upper Valleys Cluster**  
Health Board: **Swansea Bay University Health Board**