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GPAD Programme
Practice Support Pack
South East Region

Categorisation of practice appointments

Managing your Appointment Book

NHS Digital has been collecting data from GP appointment systems and publishing it collated by ICS area, since 2018.

This data provides a picture of general practice appointments and includes details such as the number of appointments, the healthcare professional carrying them out, and where possible, the mode of delivery, e.g. face to face, or telephone.

Rapid changes in the way that primary care services are delivered in response to COVID-19 has highlighted that not all clinical interactions are recorded in the appointment book, leading to underreporting of primary care activity.

This programme has been developed in order to support improvement of GP Appointment Data and ensure we begin to accurately capture the full scale of activity that general practice provides.

Support and Guidance

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Recording appointments

Improving General Practice appointment data (GPAD) guidance for practices on standard national general practice appointment categories has now been published to support the mapping of local appointment slots to these new categories.

Primary care networks will be incentivised through the Investment and Impact Fund for their practices completing both the mapping and improvements in overall appointment data quality by the end of quarter one in 2021.

Practices are required to record all appointments in their clinical systems in line with this definition and should refer to new system specific guidance, published by NHS Digital, which provides tips on how to improve data quality recording.

To ensure all appointments are being recorded in general practice appointment books, and to fully capture the scale of work and workload in general practice, guidance has been produced that provides an agreed definition of an appointment, and asks general practice to start applying this now and systematically, as an important first step to improve data quality.

South East Region Recommendations

Currently there are over 400,000 appointment slot types being used across the country and there is a need to ensure accuracy in data across the South East region in order to enable better local understanding of the type of appointments being carried out to support capacity and demand in practice.

The South East Pilot consisted of over 20 plus practices participating in mapping activities and the following are recommendations for practices to follow in order to ensure that our region is able to collect consistent data across the South East Region:

- ✓ **Top Tips**… when preparing to map slot types to national categories alongside recommendations for regional categorisation of appointments can be found here

- ✓ **Top Tips**… after mapping to national categories to ensure your GP Appointment Data is spot on can be found here

- ✓ **Reporting -** The reporting on national categories is currently under development but you don't have to wait, you could run your own reports. For EMIS you will need to use the EMIS GP Workload tool and you can find the guide here. *You will need to select National Category rather than Slot Types – This may be possible in other systems using their own reporting functionality.*

400,000 slot types currently exist across the country

Managing your Appointment Book

Appointment data exists already in practice. The GPAD project is all about making it better quality and more usable.

Just as the way the appointment data is entered depends on how each practice operates, so how the data is used has the potential to be used varies.

The purpose of the mapping exercise, is to better understand and articulate the full extent of activity undertaken in practices, not to ask to do things differently.

A 'Slot Type' is created once but used multiple times. A Slot Type can only be mapped to one National Slot Category and correct mapping is directly dependent on how the Practices use their 'Slot Types'.

Each Practice works differently and the mapping exercise does not impact Practice processes in anyway.

Support and Guidance

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System Support Guides

NHS England and NHS Improvement issued more accurate general practice appointment data – guidance to ensure all appointments are being recorded in general practice appointment books, and to fully capture the scale of work and workload in general practice.

Technical system specific advice and guidance to support practices with configuring appointment books are available below.

- ✓ GP appointment data: general practice using SystemOne can be found here
- ✓ Technical guidance for general practices and primary care networks using EMIS as their clinical system can be found here
- ✓ A data dashboard is currently being built to be able to offer a platform to fully view practice data and can be found here
- ✓ EMIS WEB users: GP Appointments Data (GPAD) – demo webinar can be found here
- ✓ TPP SystmOne users: GPAD Mapping demo webinar can be found here

Why it matters for practices

It is in all our interests to accurately capture the full scale of activity in general practice and PCNs. Ensuring all appointments are recorded consistently across the system will offer a number of key benefits:

- ✓ To better understand practice activity and workload across the month and during the year
- ✓ To identify pressure points that need mitigating for the benefit of staff and patients.
- ✓ To plan deployment of extra and existing staff, as general practice undertakes its biggest ever workforce expansion
- ✓ Practices, PCNs and CCGs will have a better understanding of their data at a local level for resource planning and capacity
- ✓ Healthcare policy makers will be able to make better use of appointments data to make decisions and improve healthcare provision

National IBC team will be offering support to the South East region. Contact Nicolas Bowyer, Implementation & Business Change Support Manager, IBC South at Nicolas.bowyer@nhs.net for additional information.

Register to attend NHS Digital GP Appointment Data webinars here and you can find slide pack here

Currently, the functionality is only available for EMIS and SystemOne. Vision/Cegedim will deploy the mapping functionality on 3rd May. Practices will need to download and install the new module/version update in order to access the new functionality. Please contact IBC team if you require support.