

Reference: FOI 24272 GLO 11M

Subject: Out of Hours

QUESTION	RESPONSE																		
<p>1. Please can you tell me where patients who phoned the out of hours GP service s in the Forest of Dean were eventually seen over a 12 month period.</p> <p>I would prefer the 12 months to be those leading up to the extra cover introduced in late 2017 but am obviously reasonably flexible.</p>	<p>Between the periods of June 2016 to May 2017 Out of Hours received 4187 calls from Forest of Dean patients. The outcome of these calls were:</p> <ul style="list-style-type: none"> ▪ Advised to contact GP – 2023 (48.3%) ▪ Advice given for self-care – 306 (7.3%) ▪ Referred to hospital/A&E – 275 (6.6%) ▪ Referred to other NHS service – 875 (20.9%) ▪ Other – 708 (16.9%) 																		
<p>2. Please can you let me know details of any variations from different areas of the Forest?</p>	<p>Calls (rate per 1000 population) to Out of Hours by GP practice:</p> <table border="1" data-bbox="1128 970 1868 1372"> <thead> <tr> <th data-bbox="1128 970 1664 1048">GP Practice</th> <th data-bbox="1664 970 1868 1048">Rate per 1000</th> </tr> </thead> <tbody> <tr> <td data-bbox="1128 1048 1664 1091">Mitcheldean Surgery</td> <td data-bbox="1664 1048 1868 1091">17.1</td> </tr> <tr> <td data-bbox="1128 1091 1664 1134">Newnham Surgery</td> <td data-bbox="1664 1091 1868 1134">15.4</td> </tr> <tr> <td data-bbox="1128 1134 1664 1177">Drybrook Surgery</td> <td data-bbox="1664 1134 1868 1177">14.9</td> </tr> <tr> <td data-bbox="1128 1177 1664 1220">Severnbank Surgery</td> <td data-bbox="1664 1177 1868 1220">13.5</td> </tr> <tr> <td data-bbox="1128 1220 1664 1264">Brunston and Lydbrook Practice</td> <td data-bbox="1664 1220 1868 1264">13.0</td> </tr> <tr> <td data-bbox="1128 1264 1664 1307">Forest Healthcare</td> <td data-bbox="1664 1264 1868 1307">12.4</td> </tr> <tr> <td data-bbox="1128 1307 1664 1350">Coleford Health Centre</td> <td data-bbox="1664 1307 1868 1350">11.9</td> </tr> <tr> <td data-bbox="1128 1350 1664 1372">Blakeney Surgery</td> <td data-bbox="1664 1350 1868 1372">11.8</td> </tr> </tbody> </table>	GP Practice	Rate per 1000	Mitcheldean Surgery	17.1	Newnham Surgery	15.4	Drybrook Surgery	14.9	Severnbank Surgery	13.5	Brunston and Lydbrook Practice	13.0	Forest Healthcare	12.4	Coleford Health Centre	11.9	Blakeney Surgery	11.8
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	Lydney Practice	11.3	
	Dockham Road Surgery	10.8	
	Yorkley Health Centre and Bream Surgery	8.8	
3. I would like to know how many calls were made to the out of hours service in the Forest over the 12 month period.	Between the periods of June 2016 to May 2017 Out of Hours received 4187 calls from Forest of Dean patients.		
4. What was the outcome of these calls? For instance how many were referred to GP/hospital and how many were advised to wait until the morning.	Please see response to question 1		
5. How many out of hours home visits were made in this period?	Between the periods of June 2016 to May 2017 Out of Hours made 792 home visits to Forest of Dean patients.		
6. What other statistical information do you have on out of hours GP cover in the Forest of Dean and the recent changes?	<u>Improved Access Pilot</u> November 2017 data (last whole month for which data is available) from the Improved Access pilot serving all 11 practices in the Forest of Dean and offering in and out of hours routine and urgent appointments showed: Target hours required at 30 minutes per 1,000 head of patient population = 140 Actual hours delivered = 193 Additional hours therefore = 53 Which equates to an extra 211 appointments in November 2017.		

The information provided in this response is accurate as of 22 January 2018, and has been authorised for release by Helen Goodey, Director of Primary Care and Locality Development for NHS Gloucestershire CCG.