

Appendix 4: GP Extended Access Project Briefing Paper – request for information from Surrey Heath GP Federation

Purpose

The purpose of this paper is to:

- brief the GP Federation on a project relating to GP Extended Access which is being undertaken by PHE in collaboration with Surrey Heath CCG, Surrey County Council, NHS South, Central and West Commissioning Support Unit and NHS England Patient Online
- seek the help of the GP Federation in accessing data relevant to this project from the GP IT system

Background

NHS England, PHE, Surrey Heath CCG and Surrey County Council are currently collaborating to investigate the patterns of use of online services relating to General Practice across the population of Surrey Heath CCG, and barriers to use. This work supports the national drive to promote online access in general practice which is a key focus of the General Practice Forward View (1).

As part of this project we are aiming to identify those members of the Surrey Heath CCG population who are high users of online services and those who are low users, and then to use population segmentation to categorise them according to certain characteristics. This will enable a better understanding of the specific characteristics and needs of different groups within the population. This can help to ensure that future recommendations, service planning and delivery of information are tailored to the needs of different groups within the local population.

The project scope is attached as Appendix 1 and has been approved at a recent meeting of the Surrey Heath GP Steering Group.

Following a joint meeting on 19 June 2017 with Surrey Health CCG, Surrey County Council, NHS South, Central and West Commissioning Support Unit, NHS England Patient Online and PHE, it was agreed that the best approach to accessing data for this project would be for data queries to be run locally within each of the 8 Surrey Heath GP practices. Running the queries once for all 8 practices (rather than separately for each

individual practice) would, if it proves to be possible, be a more efficient use of resources.

Data requirements

The data that we are hoping to obtain from each GP practice is:

- every transaction initiated by a patient that took place using online services within the most recent available 12 month period
- data to be provided at record level, with one line for each online transaction
- a unique (but non-disclosive) identifier for each record
- a geographical reference for each transaction (full postcode)
- the time of day the transaction took place (that is within or outside core opening hours)

For the purposes of this project, online services are defined as:

- online access to DCR coded medical record
- online access to pathology test results
- online prescription ordering
- online prescription cancellation
- online appointment booking or cancellation (same day and advanced appointments) – please specify which clinic or Healthcare Professional was accessed (that is GP, nurse, HCA, physio, midwife, health visitor, travel clinic and so on)
- electronic communication with the practice (including email, SMS reminders, FaceTime, Skype and Twitter)
- use of IT/online services (signposted via the practice) to improve health and for self-management of chronic conditions (telehealth, online signposting to services, use of health improvement information)

Each transaction will ultimately have a unique code applied to enable the analysis to take place.

Information governance considerations

The segmentation tool which we will be using is Mosaic, a geo-demographic population segmentation tool which is constructed from census and lifestyle characteristics obtained from a range of data sources. Mosaic provides a much higher quality output when postcodes are used as the geographical reference compared to a higher level geographical area such as Lower Level Super Output Area (LSOA). A full post code is required rather than a partial post code. We appreciate that this raises Information Governance issues. Surrey County Council has kindly offered to work directly with the Surrey Health GP Federation on this issue to avoid the need to transfer any potentially sensitive data. It is anticipated that data will be held in a “safe haven”, accessible by authorised persons for the purposes of this project only.

References

1. NHS England (2016). General Practice Forward View.