

Analysis Method Notice

Percentage of GP Practices Offering Appointments Between 17:00 and 18:30 Hours

This notice describes an Analysis Method that has been developed for use in the production of published national outcome indicators, performance measures and/or currencies, which are derived directly from NHS Wales data.

The Analysis Method has been reviewed by the Analysis Methodologies Group and its output submitted to the Welsh Information Standards Board (WISB) for potential accreditation.

*It should be noted that, where the data flow on which the analysis is being undertaken has not been reviewed by WISB (see 'Status of WISB Data Standards Assurance' below), accreditation of the analysis method **cannot** be interpreted as an approval of the underlying data standards or the quality of the data used.*

It is recognised that formal review and/or assurance of the data flow may have been undertaken by other bodies, where those data are being formally published; for example, as 'Official Statistics'. In such circumstances, users of this method are advised to contact the relevant organisations should they require further information on the underlying quality of the specified data source.

For further details about the group, including Terms of Reference and membership, please visit the following website:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=56696>

WISB Reference: ISRN 2018 / 007

Please address enquiries about this Analysis Method the NHS Wales Informatics Service Data Standards Team.

E-mail: data.standards@wales.nhs.uk / Tel: 029 2050 2539

WISB Analysis Method Appraisal Assessment	Accredited This Analysis Method has been appraised by WISB and is felt to: <ul style="list-style-type: none"> • Meet the specified indicator requirement, in that it is suitable for its calculation / derivation; • Is reproducible by organisations, where appropriate.
WISB Analysis Method Appraisal Outcome(s)	

Status of Data Standards Assurance	WISB Reviewed The data used in this Analysis Method are based on data item standards that have been through the Information Standards Assurance Process.
WISB Decision	Approved
Data Standards Assurance Outcome(s)	

Indicator

Percentage of practices in Wales offering appointments between 17:00 and 18:30 every working week day

Target:

Annual improvement

Rationale / Context

How people are accessing GP services is changing and there is greater need for flexibility in the timing, length and nature of GP consultations. The Programme for Government and 'Our Plan for a Primary Care Service for Wales Up to March 2018' outlines that improving access to GP services is a priority for the NHS in Wales.

In conjunction with Health Boards, GP practices need to work on opening times to ensure that the citizens of Wales can access GP care at a convenient time. A flexible approach to timely care requires GP services to optimise access during normal working hours* and in particular, between 17:00 and 18:30 hours. An improvement in the percentage of practices in Wales offering appointments between 17:00 and 18:30 is a way of monitoring that this is happening.

* Under the General Medical Services contract in the UK, GP practice core hours are Monday to Friday between 08:00 and 18:30 hours, except bank holidays. GP practices are responsible for providing essential and additional services within core hours at times which are appropriate to meet the reasonable needs of its patients. However, appointments are not necessarily available for the full duration of these opening hours, as time needs to be allocated to deal with domiciliary consultations and administrative tasks etc.

Data Source(s)

GP Access Data Collection, Knowledge and Analytical Services, Welsh Government

Definitions:**Definitional Guidance:****Data Items:**

n/a

Terms:

It is assumed that each appointment lasts for approximately 10 minutes.

Last appointment time offered: The starting time of the last appointment offered.

Finish time: The finishing time of the last appointment offered in the morning/afternoon session.

Detailed Specification

The Knowledge and Analytical Services carryout a 'GP Access data collection exercise' in the last two weeks of November each year.

Data collection forms are sent out in the second week of November to all Health Boards in Wales, and are given a deadline to which they must complete the forms, which is normally the final week in November.

Data is collected on morning and afternoon appointment time sessions, from Monday to Friday, that is, the times during which appointments with GPs are routinely offered. New data will be collected in the next data collection exercise in relation to weekend appointments.

Once the forms have been returned, the data is then stored on a SQL database. A query is then run in Access to obtain the number of GP practices offering appointments anytime between 17:00 and 18:30 between Monday to Friday.

See the [additional information](#) section on how the data is collected.

Calculation:

Numerator

Number of practices offering appointments any time between 17:00 and 18:30 every working week day (Monday to Friday).

Denominator

Total number of Practices in Wales.

Reporting Format / Frequency

Reporting Frequency	Annually (calendar year) Data is published at LHB level in the release and at practice level in accompanying spreadsheets: http://wales.gov.uk/statistics-and-research/gp-access-wales/?lang=en
Time Delay of Reported Data?	February

Discussion Points / Areas for Future Development

This section details any areas the Analysis Methodologies Group felt needed further consideration / review by the 'owner' of the method.

- The Analysis Methodologies Group asked for clarification of the numerator, specifically if the 'appointment' applies to one or more appointments.
- The Analysis Methodologies Group also sought further clarification of the source of data and verification of the data source name.

Appendix A – Additional Information

How to complete the appointment time section:

Only fill out both the appointment AM sessions or both the appointment PM sessions if the practice has a break and doesn't offer any appointments from any other doctor for any given length of time.

For example, If appointments start after lunch at 14:00, and the doctor has a break at 16:00 until 16:30, and then resumes until 18:00, then the PM session should read 14:00 to 16:00 and 16:30 to 18:00. However if a doctor did a shift from 14:00-17:00, and another doctor did a shift from 16:00-19:00, please record this as 14:00 to 19:00.

Example of a practice with no breaks in the AM/PM sessions:

WSXXXX	AM Appointment Sessions				PM Appointment Sessions				Last appointment offered
Day	Start	Finish	Start	Finish	Start	Finish	Start	Finish	
Mon	09:00	11:30	00:00	00:00	15:00	18:00	00:00	00:00	17:50
Tue	09:00	11:30	00:00	00:00	15:00	18:00	00:00	00:00	17:50
Wed	09:00	11:30	00:00	00:00	15:00	18:00	00:00	00:00	17:50
Thur	09:00	11:30	00:00	00:00	15:00	18:00	00:00	00:00	17:50
Fri	09:00	11:30	00:00	00:00	15:00	18:00	00:00	00:00	17:50

Last appointment offered: Please record the **starting time** of the last appointment offered. This should not be the same as the 'Finish' time in the AM/PM appointment sessions.

Finish: Please record the **finishing times** of the last appointment in the sessions.

Example of a practice with breaks in the PM sessions, with half day closure on a Wednesday:

WSXXXX	AM Appointment Sessions				PM Appointment Sessions				Last appointment offered
Day	Start	Finish	Start	Finish	Start	Finish	Start	Finish	
Mon	09:00	11:30	00:00	00:00	14:00	16:30	17:00	18:30	18:20
Tue	09:00	11:30	00:00	00:00	14:00	16:30	17:00	18:30	18:20
Wed	09:00	11:30	00:00	00:00	00:00	00:00	00:00	00:00	11:20
Thur	09:00	11:30	00:00	00:00	14:00	16:30	17:00	18:30	18:20
Fri	09:00	11:30	00:00	00:00	14:00	16:30	17:00	18:30	18:20

Appendix B – SQL Code (where applicable)

n/a