GPAD Update

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Introduction to GP Appointment Data programme

- NHS Digital has been collecting and publishing data from general practice appointment systems, collated by CCG area, since 2018.

- Variation in how appointment books are used and in how the different IT systems function, means that the current GP appointment publication has a number of limitations. This could be, potentially giving an incomplete picture of overall activity and workload in general practice

- Benefits are:

  o Practice level: Accurate appointment data demonstrates the activity and need for different services and supports understanding of practice activity, workforce planning and identification of pressure points.

  o Local level: Accurate data is key for local decision making and workforce planning across the local health system.

  o Nationally: GP Appointment Data provides commissioners with an understanding of how capacity is changing in each locality and identifies different ways of working.

- The COVID-19 emergency has also demonstrated the importance of understanding appointment activity in general practice, informing our national response to the outbreak.

Experimental statistics

This is an experimental statistics publication.

Experimental statistics are series of statistics that are in the testing phase and not yet fully developed for several reasons such as:

- poor coverage
- poor data quality
- data undergoing evaluation

This publication is classed as experimental statistics due to variations in the quality of data contained within a number of fields.

Users should be aware of the status and constraints of this data.

NHS England regularly ask for feedback from users of its publications, which are experimental statistics, to help further development.

Unmapped appointments

Please check that all your slot types are mapped to a national category. If they are all mapped, then you have completed your assurance of this data quality flag and have no further actions.

If all your slot types are mapped within your appointment book system but the data quality flag on the dashboard is still showing that you have appointments which require attention this is likely due to issues with the system functionality which NHS England are working with suppliers to rectify. **This is a known issue predominantly affecting TPP (SystmOne) due to an issue with receiving some data from squeeze in appointments.**

Practice Level Dashboard - Raw Data Extract

Practices can now download the latest four weeks of data at slot type level form their GPAD dashboard.

Go to the 'Download your data' section and now there will be two options. One for the raw data, and one for the aggregated dashboard view. More information about the new raw data record level extract can be found at the following link in the 'Raw data download' section, including a data dictionary for the information within it: https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice/improving-data-quality. This will enable practices to see each individual appointment along with how it appears in our collection.

==To note: This feature is only available on the practice dashboard, so if PCN's or ICB's require an extract they will need to contact the practice in question to request it from them.==

What constitutes "an appointment" in General Practice

As defined by the [Joint commitment between NHS England and NHS Improvement and the British Medical Association](#)

"discrete interactions between a health or care professional and a patient, or a patient's representative"

This guidance reconfirms that the definition of an appointment includes:

1. **ALL RELEVANT STAFF.** Discrete interactions carried out by any health or care professional, including all roles in the Additional Roles and Reimbursement Scheme (see detail on next page)

2. **ALL MODES.** Discrete interactions that are delivered by all modes - face-to-face, by telephone, via video and online

3. **ALL SETTINGS.** Discrete interactions in **any primary medical care setting (including the practice, patient's home, community, care home, group consultations, local GP extended access hub*)**

As has always been the case, Did Not Attend (DNA) appointments should continue to be recorded

*Work is continuing to ensure activity in extended access hubs can be accurately recorded and identified in the collection

This definition excludes:

- Purely administrative interactions between practice staff and patients e.g. practice manager meeting a patient to complete a subject access request or a receptionist answering a query about opening hours

- Non clinical triage or administrative signposting

- Online requests that do not result in an interaction between the patient and a health or care professional, for example automated online triage

- Work undertaken by a health or care professional that doesn't involve patient contact e.g. multi-disciplinary team meetings, case conferences, palliative care list reviews, referral letters, writing repeat prescriptions, reviewing results

- All clinical administration activity including audit, training, supervision.

- Interactions with patient participation reference groups.

Service Setting Selection

Appointment provided by:	Location of service		Service setting
	Practice	Service commissioned by PCN to provide Enhanced access.	
Practice team	Practice – Core hours		General practice
ARRS staff provided by PCN	Practice – Core hours	PCN – Core hours	Primary Care Network
Appointments provided by PCN for requirements in the network contract DES, excluding Enhanced Access	Practice – Core hours	PCN – Core hours	Primary Care Network
Enhanced Access Provider	Practice – Network Standard hours or those agreed with commissioner	PCN – Network Standard hours or those agreed with commissioner	Extended Access Provision
Enhanced Access Provider using ARRS capacity.	Practice – Network Standard hours or those agreed with commissioner	PCN – Network Standard hours or those agreed with commissioner	Extended Access Provision
Care teams external to Practice and PCN teams e.g. ICB Sexual Health	Practice – Core hours	PCN – Core hours	Other

National Appointment Slot Categories

(as at 31/03/21)

1. Service Setting

- General Practice
- Primary Care Network
- Extended Access Provision
- Other

2. Context Type

- Care Related Encounter (1-17)
- Care Related Activity (18-20)
- Administration and Practice Staff Activities (21-26)

3. National Categories

#	Category
1	General Consultation Acute
2	General Consultation *Routine*
3	Planned Clinics
4	Planned Clinical Procedure
5	Unplanned Clinical Activity
6	Walk in
7	*Clinical Triage*
8	Home Visit
9	Care Home Visit
10	Group Consultation and Group Education
11	Structured Medication Review
12	Patient contact during Care Home Round
13	Care Home Needs Assessment & Personalised Care and Support Planning
14	Social Prescribing Service
15	Service provided by organisation external to the practice
16	Non-contractual chargeable work
17	**Care Related Encounter but does not fit into *any other category***
18	Patient Clinical Admin
19	Multidisciplinary Team meeting / Patient Collaboration planning
20	Care Related Activity but does not fit into any other category
21	Providing training / mentoring / supervising
22	Receiving training / being the mentee / being supervised
23	Business/Practice Management Activities
24	Clinical Housekeeping/Admin
25	Break and Staff Absence
26	Admin and Practice Staff Related Activities but does not fit into any other category

GP & PCN Appointments Data Dashboard

- A summary of Total Appointments by Status, Mode, HCP, Waiting Time across patients registered to practices on your NHS smartcard

- Total appointments comparison to previous periods

- Appointment Cross Tabs analysis by Status/Mode/HCP/Wait Time/National Categories/SD Role

- Data Quality Summary page to highlight data quality issues

- National Categories Cross tab along with metrics showing mapping progress to date

- Ability to download data for further analysis

Guidance and support available

How GPAD data is extracted: [Appointments in General Practice: supporting information](#)

Improving Data quality: [Improving Data Quality](#)

National GP Appointment Data categories and how to map to them: [Mapping to standard GP appointment categories guidance](#)

[GP Appointments Data Dashboard - NHS Digital](#)

[PCN Appointments Data Dashboard - NHS Digital](#)

Contact Details

For GPAD dashboard queries contact: contact the NHS England national service desk on ssd.nationalservicedesk@nhs.net or 0300 303 5035

Any queries regarding the published GPAD data:
primarycare.domain@nhs.net

Thank You

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