

Links Health Centre, Montrose – Appointments Analysis

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Links Health Centre Appointments Analysis

AIM: To understand how demand for GP services in Montrose has increased and to consider the future implications of an ageing population on GP services.



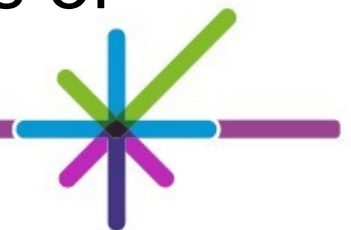
Data collected:

- Appointment data from Annat Bank Practice, Castlegait Surgery and Townhead Practice supplied by practice managers.
- Years 2016 to 2019 inclusive.
- Contained details of time, date of appointment, appointment type, patient URN (non-identifiable), duration of appointment, age and gender of patient.



Data collected (cont):

- Extract also included details of non-patient facing interactions, such as messages and documentation, which have been excluded from this analysis.
- No clinical data (such as reason for appointment, or outcome) were included.
- Additional data sourced from a variety of validated sources including Public Health Scotland (PHS) and National Records of Scotland (NRS).



Points to Note

- All three practices have slightly different boundaries, but all are within the area defined as Montrose & District Multi-Member Ward.
- More detailed practice analysis is contained within the accompanying excel workbook.
- This analysis was conducted on data relating to 2019 and earlier, and therefore does not take account of the impact of SARS-Cov2 (Covid19) Pandemic.



Key Findings

- Demographic of practice populations has changed over past decade – fewer working age population but more patients aged 65+.
- Trend of ageing population is set to continue over the next two decades.
- Face to face appointments and home visits are expected to increase in the coming years .



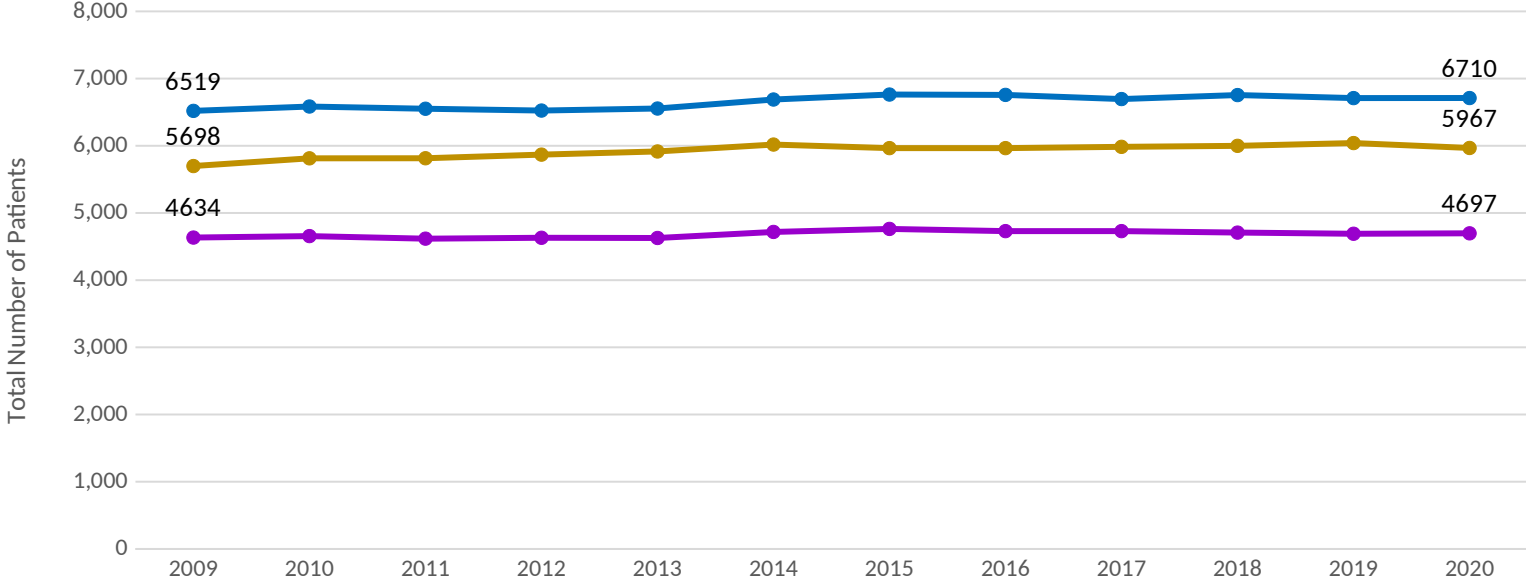
Key Findings (Cont.)

- Almost 14 weeks of consultation time lost to missed appointments across all three practices in 2019.
- Older people more likely to miss a same day appointment, whereas working age population more likely to miss an appointment booked 1-2 weeks in advance.
- Waiting time for an open surgery appointment (Annat Bank) has risen by 22 minutes in the past 4 years, despite little increase in demand.



Links Health Centre Practice Populations

Links Practice Populations, 2009 to 2020

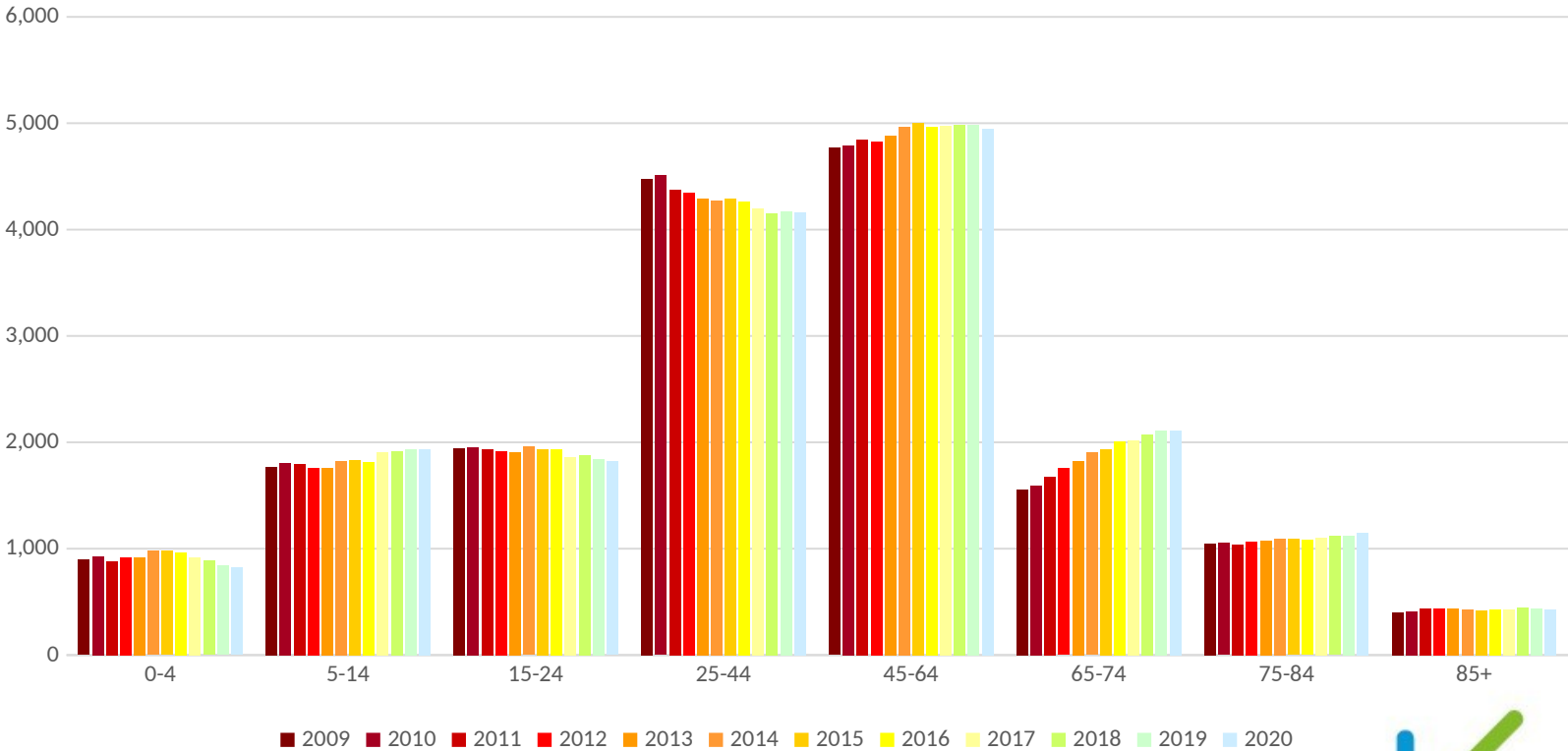


Annat Bank Castlegait Townhead



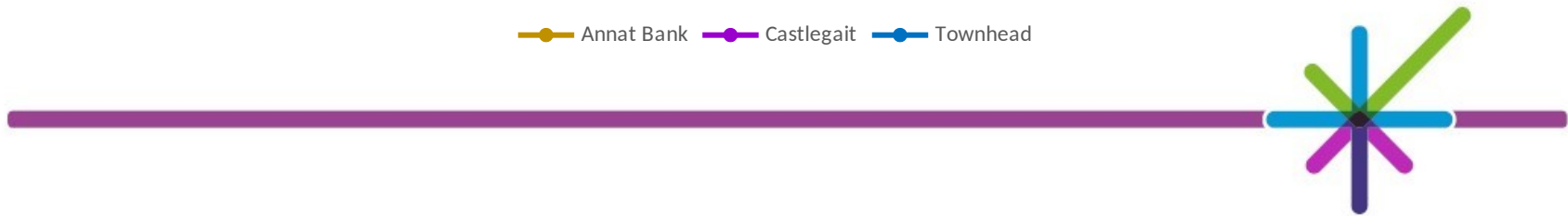
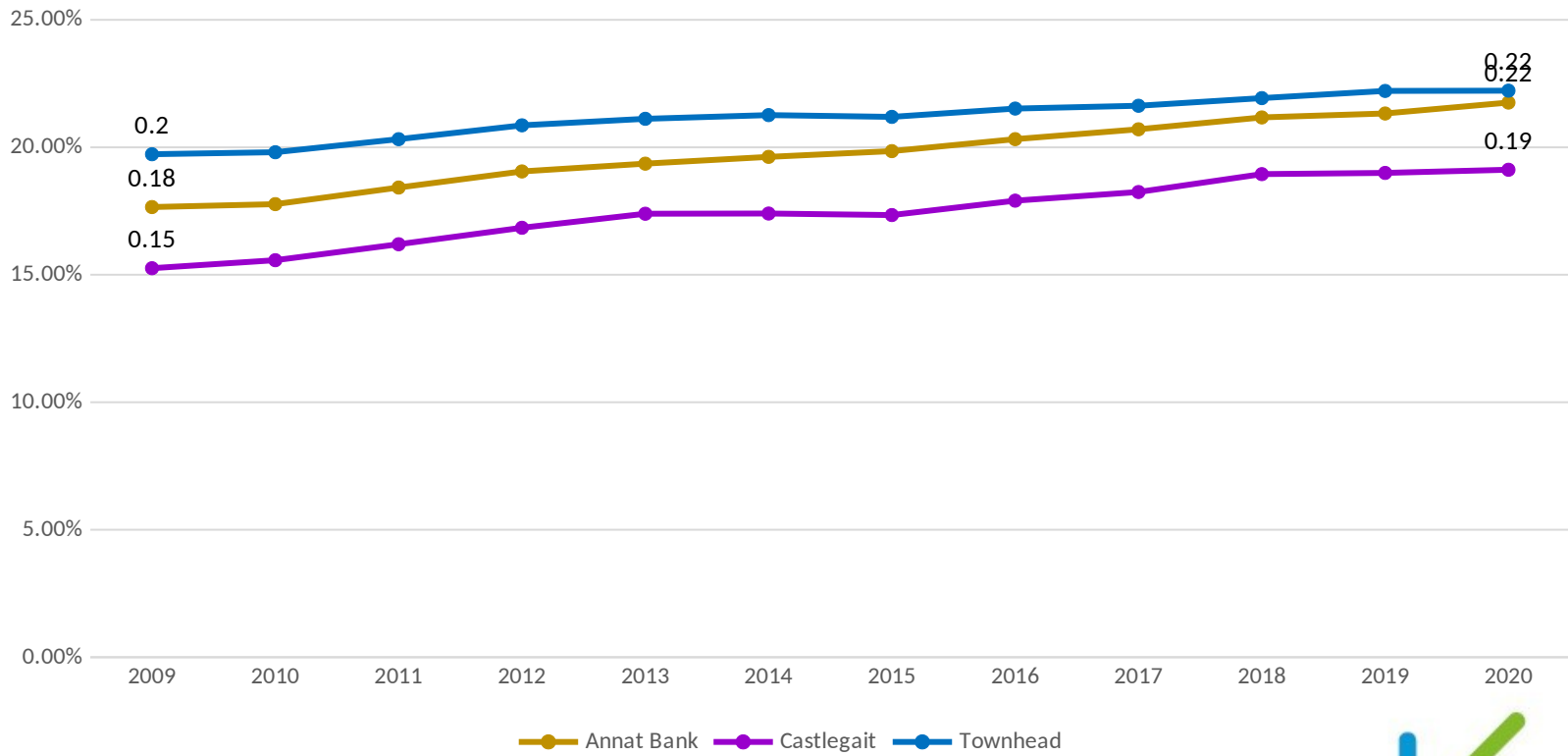
Links Health Centre, Practice Populations, 2009 to 2020

Links Health Centre, Combined GP Practice Population by Age Group, 2009 to 2020



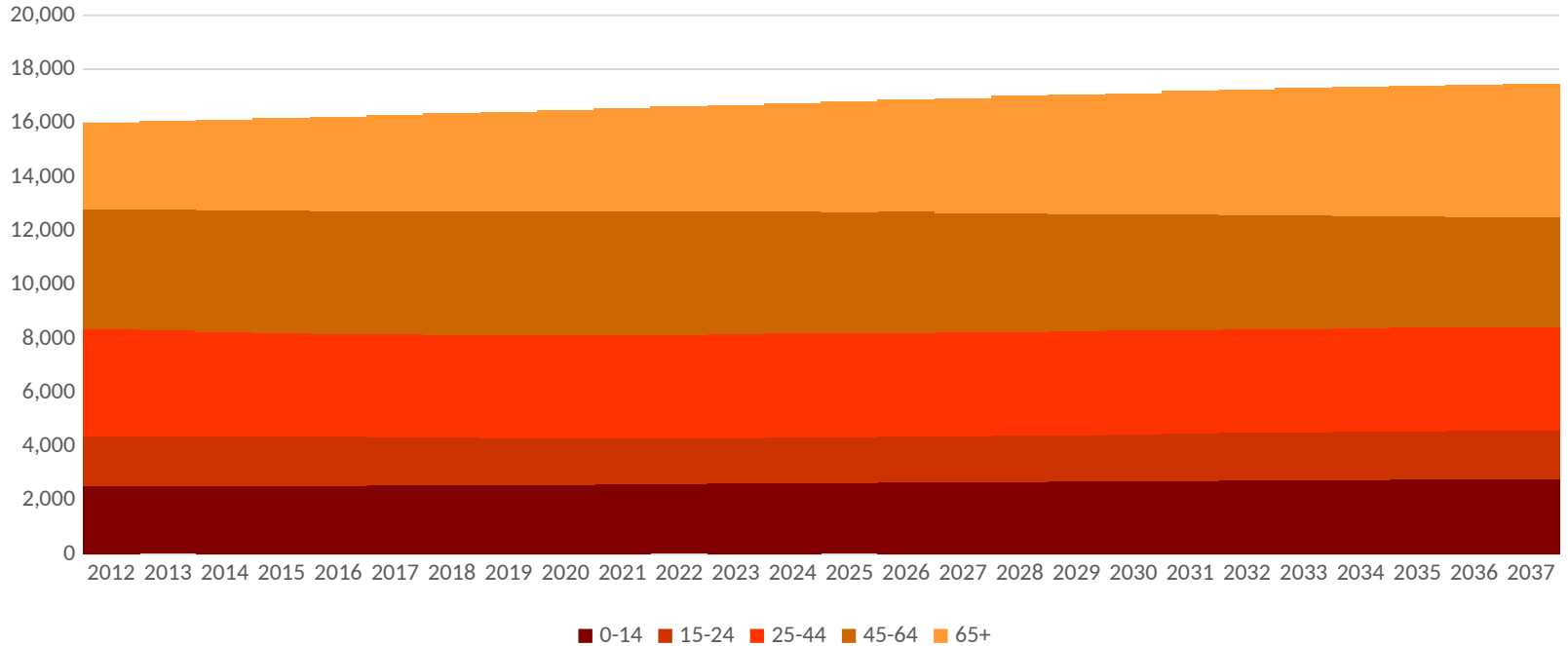
Percentage of patient lists aged 65+, 2009 to 2020

% of practice population aged 65+, 2009 to 2020



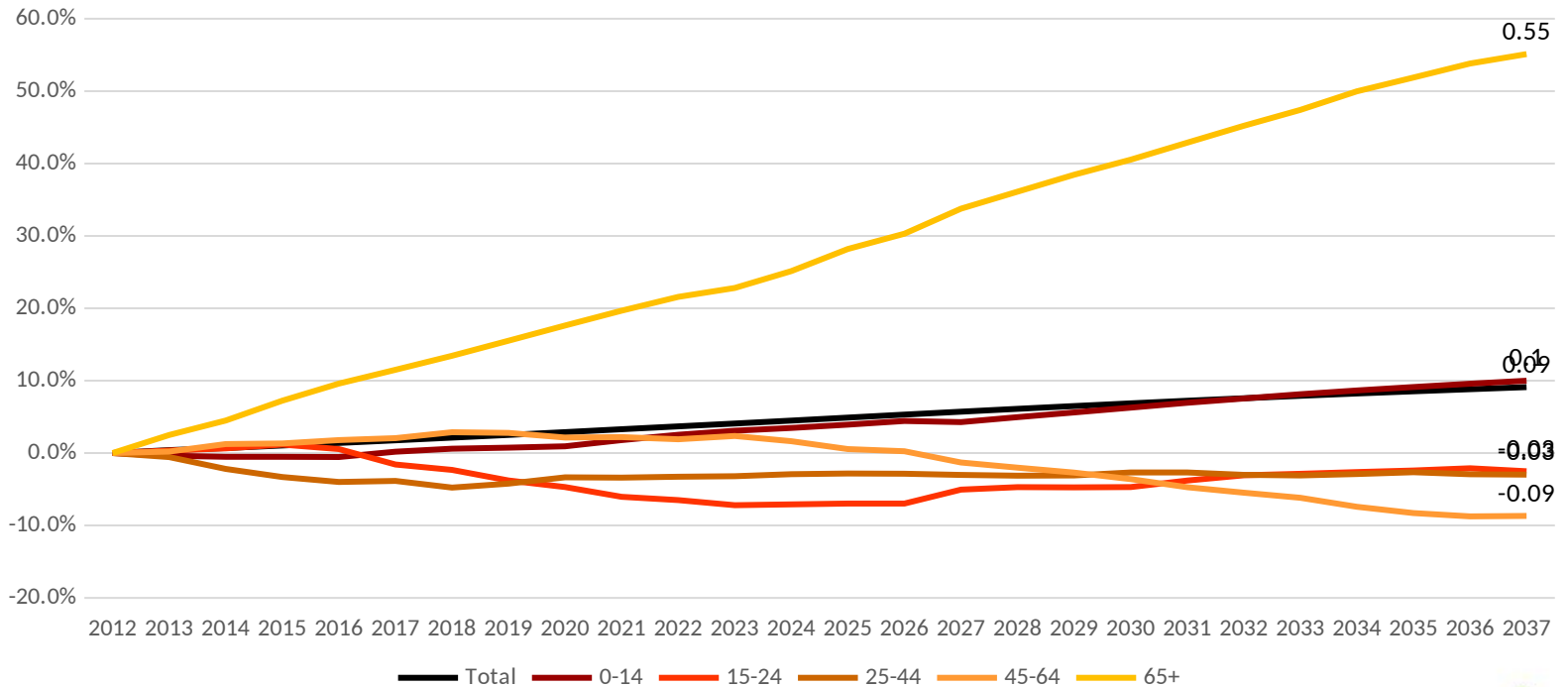
Population Projections

2012-based Projected Population of Montrose & District ward, by age group

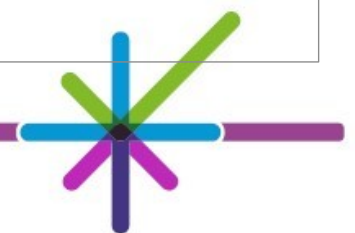
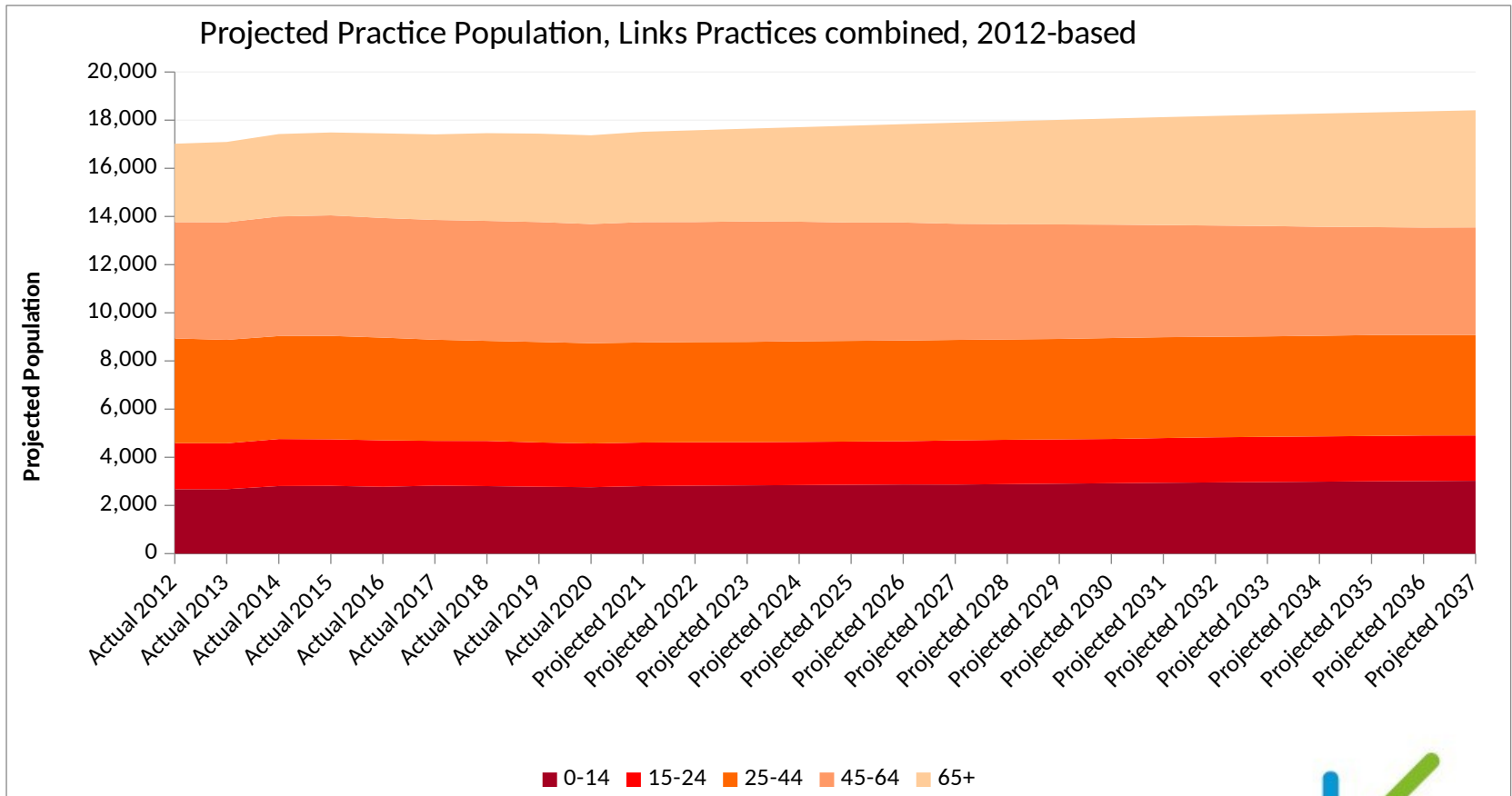


Population Projections

Percentage Change in Projected Population of Montrose & District, 2012-based, by age group

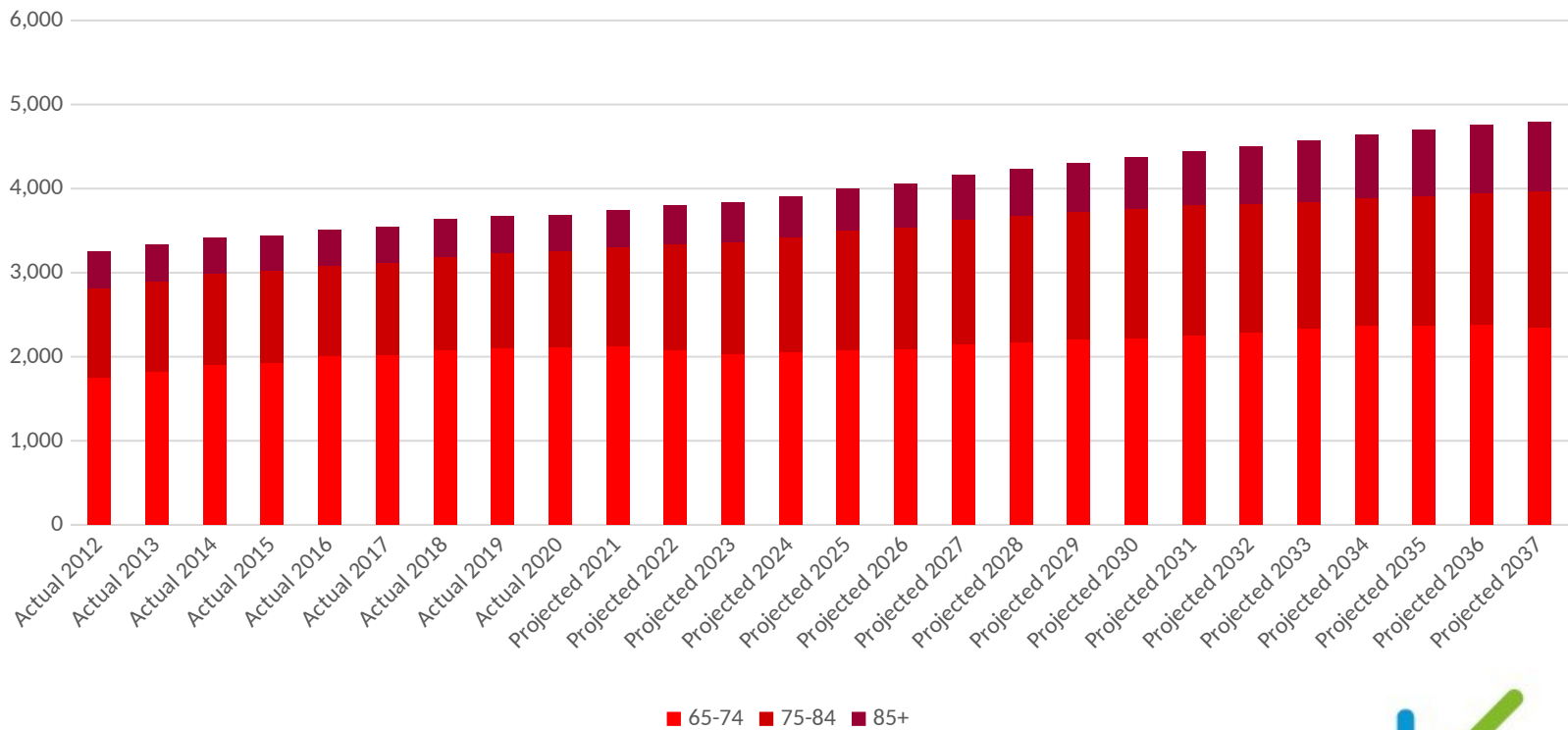


Practice Population Projections



Practice Population Projections (Cont.)

Links Health Centre, Combined practice population aged 65> and practice population projections, 2012 to 2037



Appointment Trends, 2016 to 2019, Links Health Centre, All Appointments

Age Group	2016	2017	2018	2019
00-04	1,857	1,988	2,464	1,884
05-14	4,858	3,733	3,351	3,082
15-24	5,863	6,074	6,007	6,452
25-44	17,794	17,650	17,357	17,068
45-64	24,251	25,198	25,067	25,042
65-74	14,994	15,050	15,158	15,432
75-84	11,608	11,801	12,120	11,465
85+	6,613	7,228	6,121	5,282
Total	87,838	88,722	87,645	85,707
Rate Per 1,000 Practice pop. (pop as at 1st Oct)	5,033	5,096	5,019	4,914



Appointment Trends

Patients aged 65+ took a total of 32,179 appointments in 2019, 37.3% of all appointments (yet account for only a fifth of the combined practice population).

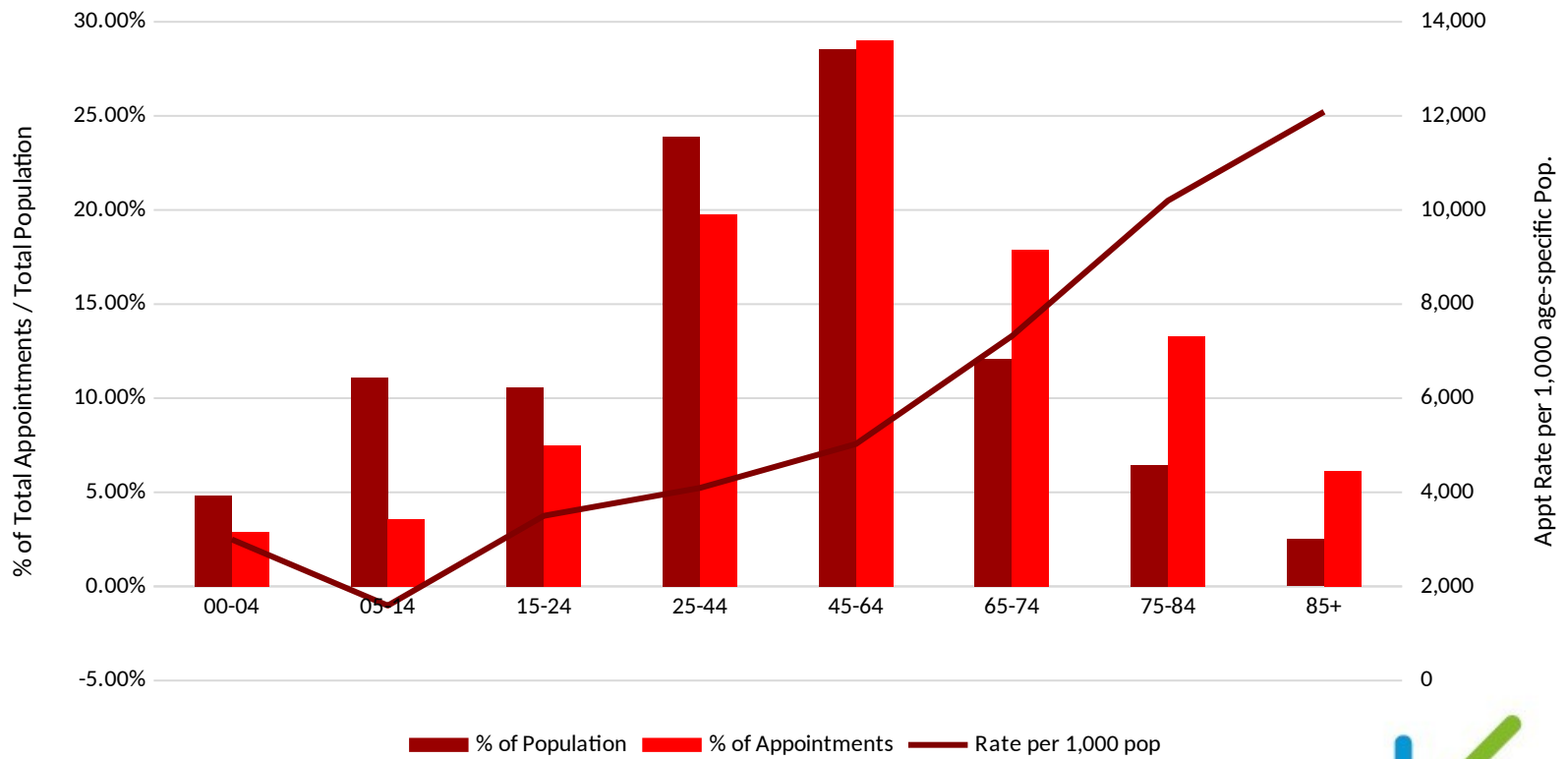
6%

of appointments were taken by those aged 85+, but this cohort only account for 2.5% of the practice population combined.



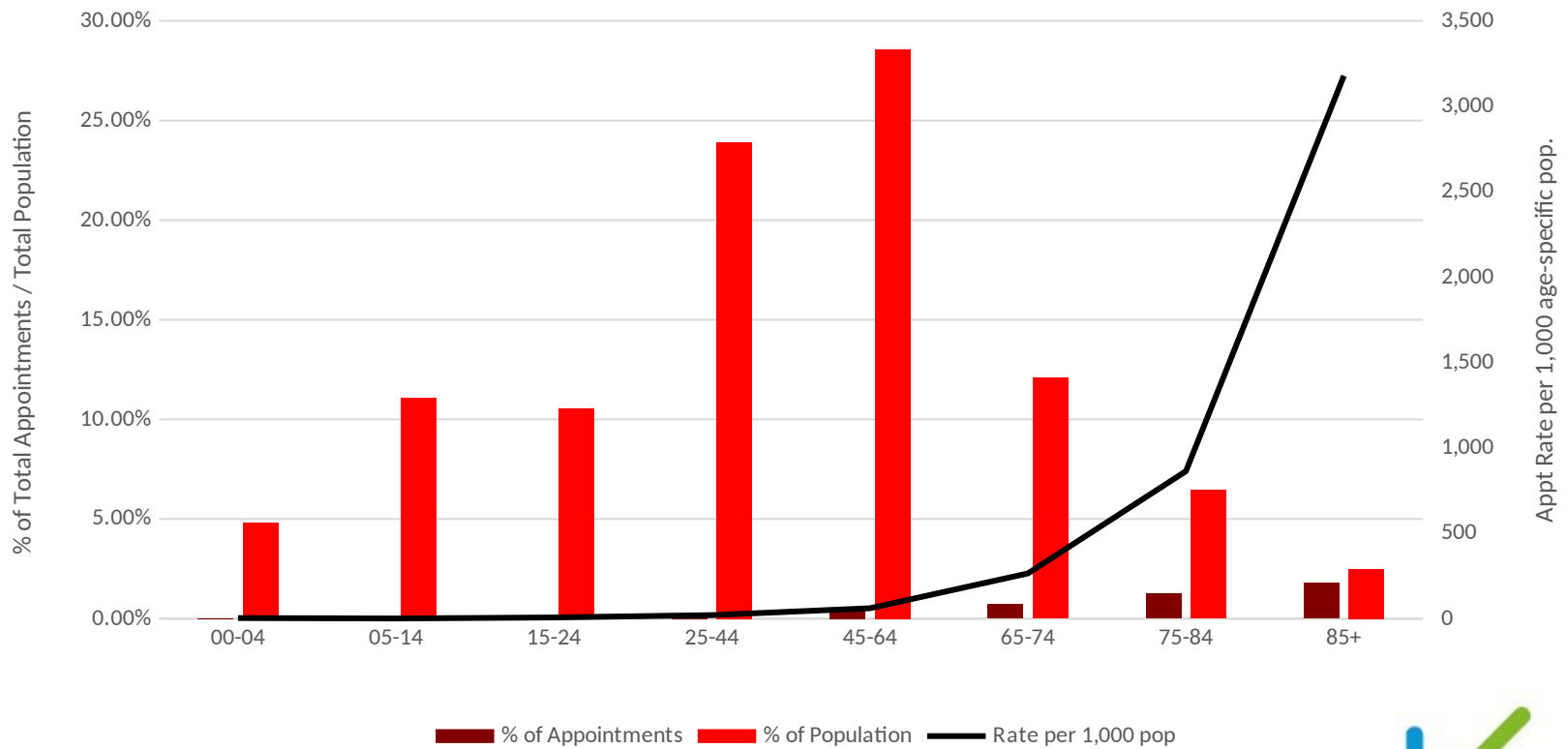
Appointments by Age Group, 2019

All Appointments by Age Group, Links Health Centre GP Practices, 2019



Home Visits by Age Group, 2019

Links Health Centre, Home Visits, by Age, 2019



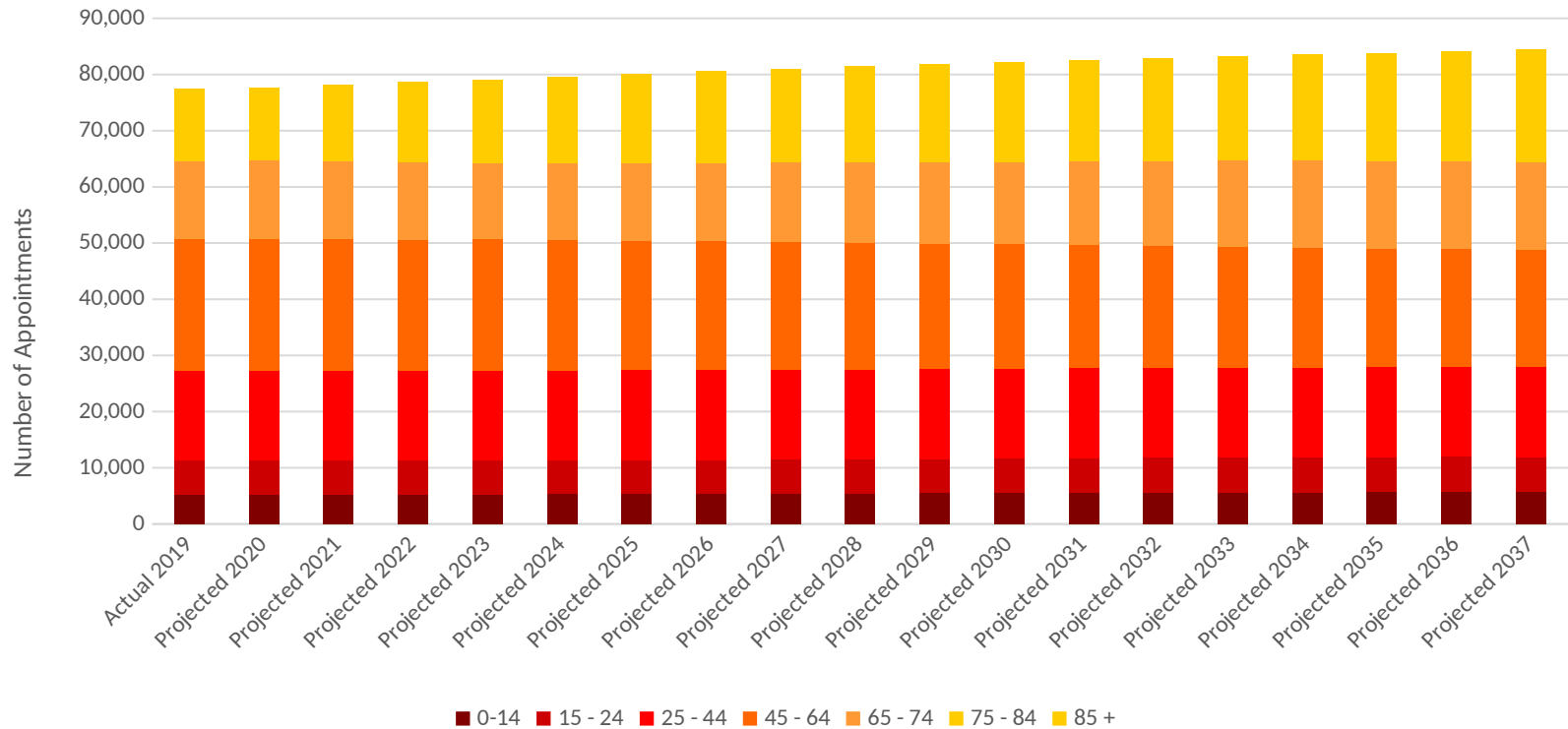
Projected Appointments

- Applying the 2019 rate of consultation to the 2012-based projected population, demand for all appointments will increase by an estimated 11% by 2037 – around 9,000 more appointments will be needed.
- Again, there is a greater proportional impact amongst older age groups.



Projected Appointments

Links Health Centre, Projected Appointments - Face to Face Appointments, by age group (based on 2012-based population projections & 2019 consultation rates)



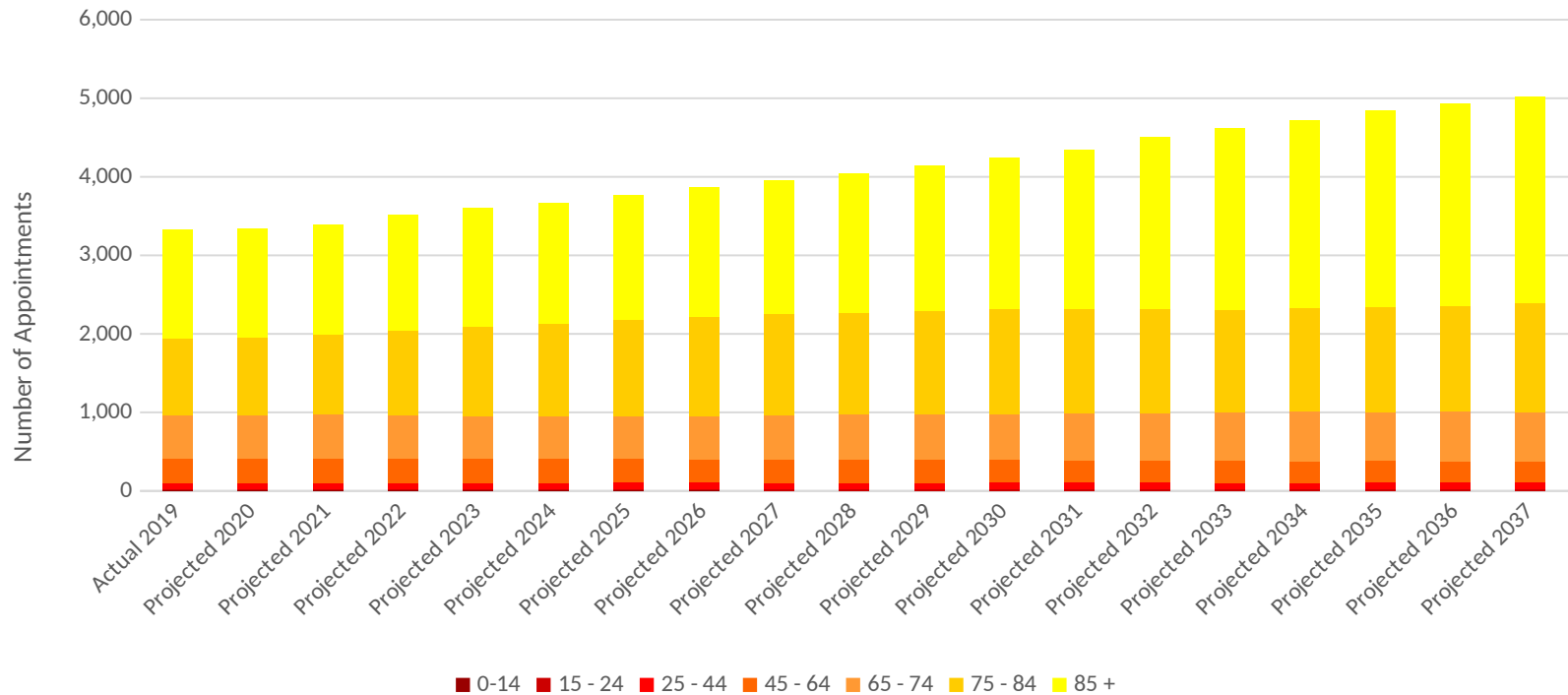
Projected Appointments

- Again, by applying the 2019 rate of consultation to the projected population, it is evident that, without a change in process, there will be increased demand for home visits, particularly amongst the very old (85+).
- Demand for home visits is expected to rise by 50% by 2037.



Projected Appointments

Links Health Centre, Projected Appointments - Home Visits, by age group (based on 2012-based population projections & 2019 consultation rates)



Telephone & Remote Appointments

Inaccurate recording of telephone appointments within both Annat Bank Practice and Townhead Practice, resulting in an under-reporting of clinical activity, and potentially distorting overall activity.



Non-Attendances

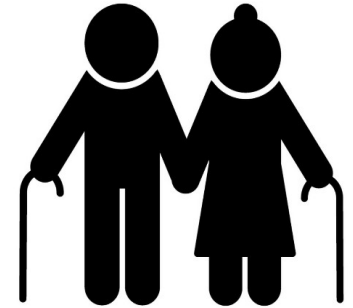
Across the three practices, non-attendances at face to face appointments resulted in almost **14** weeks of wasted consultation time in 2019.

The working age population (aged 25 – 64) are the most likely cohort not to attend a face to face appointment, however proportionally, non-attendance is higher amongst those aged 15 – 24.



Non-Attendances (Cont.)

Data from Castlegait Surgery shows that for those aged 75+, same day appointments are the most likely to result in non-attendance.



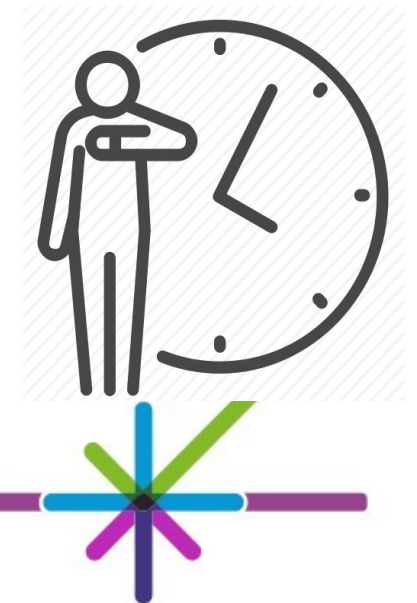
For younger people, appointments made 1 - 2 weeks in advance are the most likely to result in non-attendance.



Open Surgery – Annat Bank Practice

Annat Bank Practice runs a 'drop-in' open surgery every weekday morning. Demand is high, with more than 9,600 open surgery appointments in 2019.

The average wait time for an open surgery appointment has increased by more than 20 minutes in 4 years, despite fairly static demand.



Open Surgery – Annat Bank Practice

In 2019, the average wait time for an open surgery appointment was more than 56 minutes (up from 34 minutes in 2016).

Women of working age (aged 25 – 64 years) are more likely to use open surgery than men in the same age group. Usage amongst women is between 40- and 60% higher.



Suggestions

- Confirm procedure / processes for the accurate recording of telephone and remote consultations. Agree clear definitions.
- Consider reducing the time appointments can be made in advance for the younger population to reduce non-attendance.
- Explore reasons for increased wait time for open surgery.
- Consider looking at repeat non-attenders to ascertain if indicative of higher risk / vulnerabilities.



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