



**Integrated
Care System**
Shropshire, Telford and Wrekin



**Shropshire, Telford
and Wrekin**

General Practice in Telford and Wrekin - access update

Health & Wellbeing Board

18th September 2025

(July 2025 data)

Executive Summary

- Access is improving on key same/next-day measures, with targeted support for practices showing negative variation
- All practices are within PCNs; this underpins extended access (particularly for CMP patients) and neighbourhood delivery
- MGP roll-out is progressing care navigation, digital telephony, and “right care, first time” models are in place or going live across T&W
- QI visits and data-driven support are focused on the small number of practices below national comparators

Key headline metrics

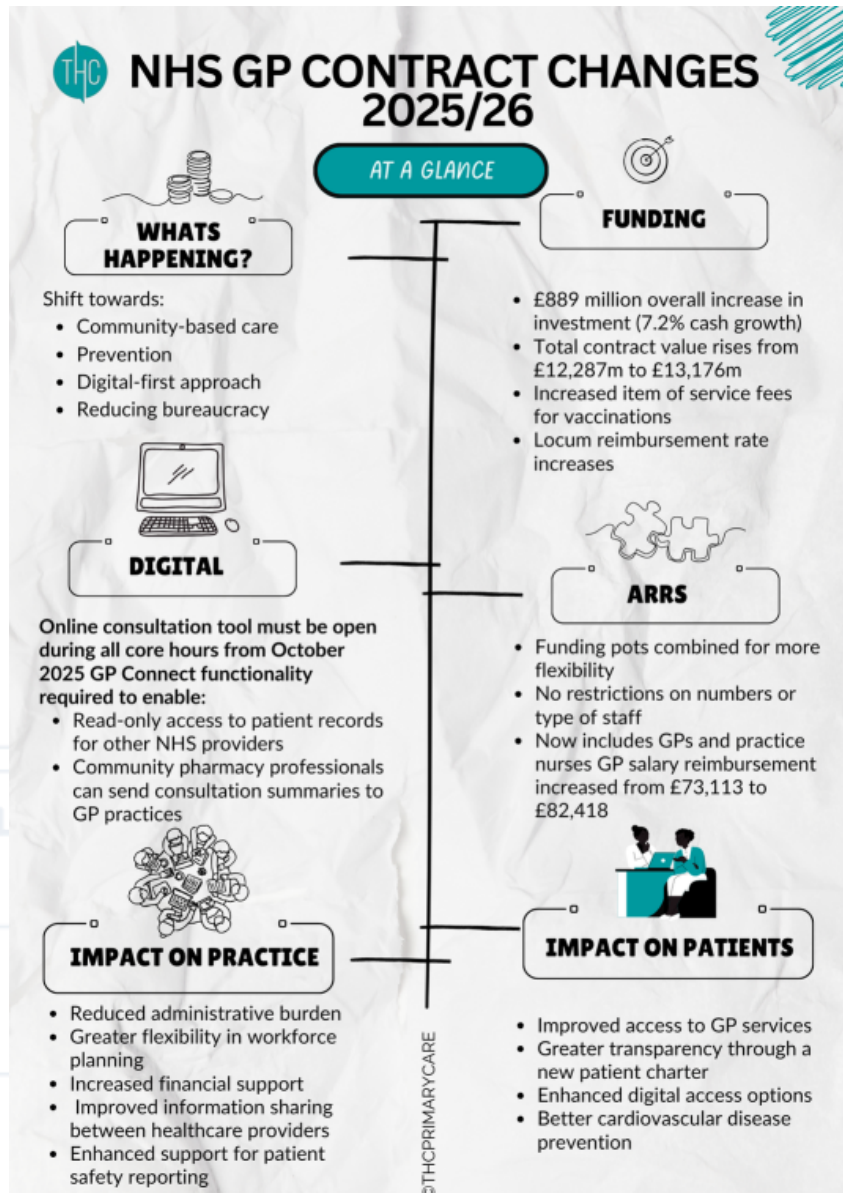
- **% appointments delivered same/next day** - TW 58% vs ICB 53% vs England 51%
- **% seen within 14 days** - T&W 88% vs ICB 83% vs England 82%
- **% of GP led appointments** – TW 38% vs ICB 43% vs England 44%
- **GP Patient Survey (GPPS)** – year-on-year movement for ‘overall experience was good’ up from 66% to 72% in 2025



General Practice in Telford and Wrekin - Access update July 2025



General Practice Contract 2025-2026



NHS 10 Year Plan

National three shifts:

- Hospital to community
- Sickness to prevention
- Analogue (paper-based) to digital

The Goal

Deliver better care, utilise new technologies and medicines, and create a more sustainable health service that focuses on patient convenience and well-being.



General Practice Contract 2025/26

Three new contract requirements from 1st October 2025

- Online Consultation tools switched on for the duration of core hours
- You and Your General Practice must be on practice websites
- GP Connect Access Record (HTML and Structured) and Update Record must be enabled within GP Practice clinical systems

Practices are on track to deliver against these.



National context – Modern General Practice & 2025/26 priorities

Modern General Practice (MGP) model:

- *Care navigation & triage*: directing to the right clinician/service first time (including pharmacy, MSK, mental health, PCN roles).
- *Digital & telephony*: modern cloud telephony with call-back, real-time queuing, and demand insights; online requests triaged within safe timeframes.
- *Same-day urgent, timely routine*: urgent needs handled same/next day; routine within agreed windows; continuity for complex/CMP cohorts.
- *Data-driven improvement*: using GPAD/GP Connect/telephony dashboards to match capacity to demand.

2025/26 national priorities:

- Sustain/expand MGP, reduce unwarranted variation in access.
- Improve patient experience on access (GPPS questions), digital inclusion, and continuity for complex patients.
- Utilise Additional Roles (ARRS/PCN) to increase *non-GP* capacity where appropriate.
- Strengthen neighbourhood integration with community, urgent care, and pharmacy.



Telford and Wrekin 2025/26 Plan

Priorities for this year:

- **Access & experience:** same/next-day for urgent need; 14-day for routine; uplift GPPS access scores.
- **MGP implementation:** universal care navigation; full digital telephony with call-back; safe online triage flows.
- **Extended access at PCN level:** coordinated evening/weekend capacity with focus on **CMP** patients.
- **Workforce mix:** increased use of *other HCPs* (pharmacists, physios/First Contact Practitioners, PAs/ANPs/Paramedics) to free GP time for complex care.
- **Neighbourhood model:** primary care as the front-door in place-based teams (community, pharmacy, VCSE, mental health).
- **Support offers available to practices/PCNs:**
 - Access improvement coaching & demand/capacity modelling.
 - Digital telephony optimisation & care navigation training.
 - QI collaboratives; peer support; targeted data packs.
 - Pharmacy pathways (e.g., CPCS/Pharmacy First), MSK first contact, mental health practitioners.



GP Dashboard and Local Metrics Patient Access

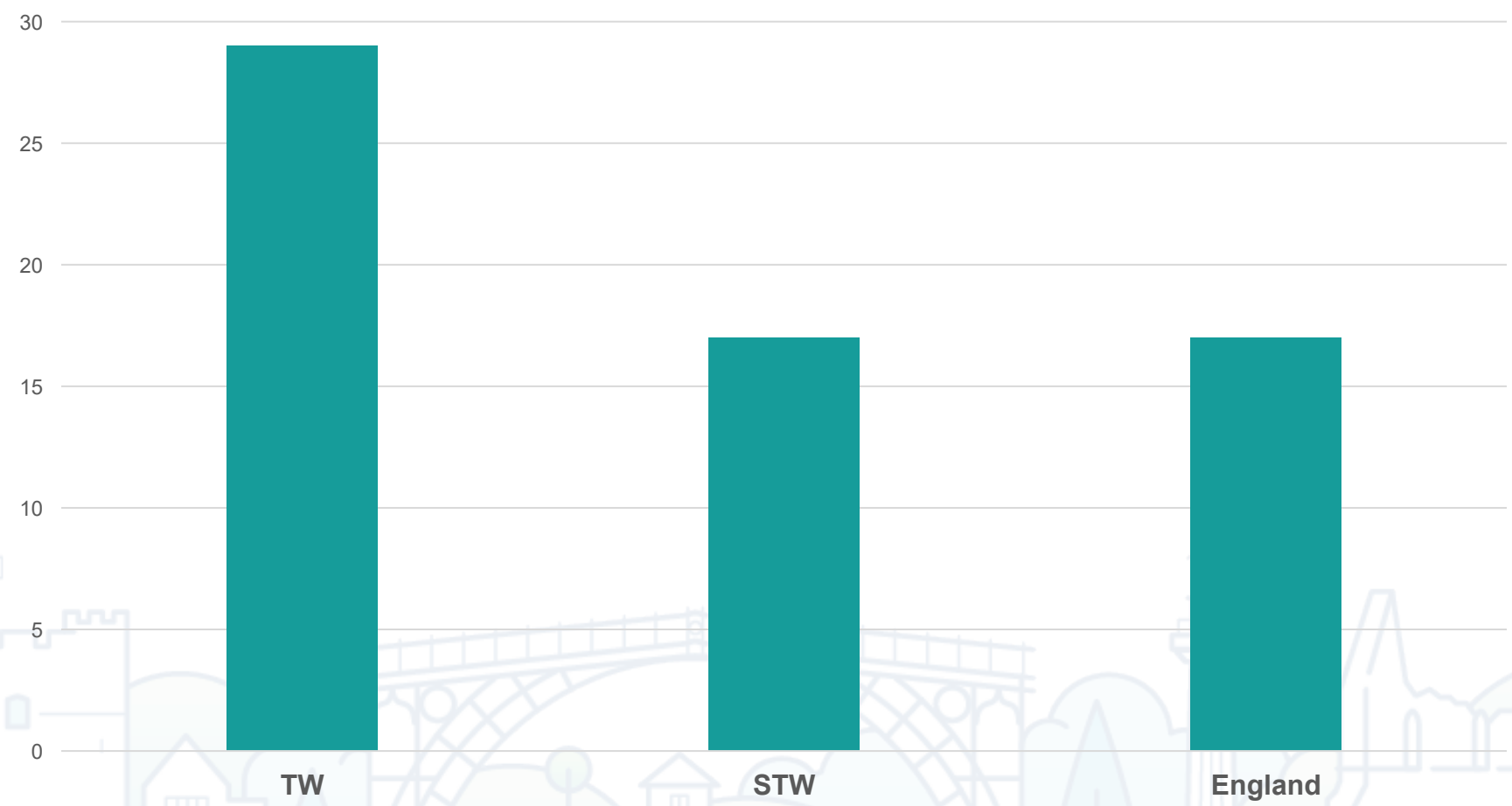


Same/Next-Day & 14-Day Access

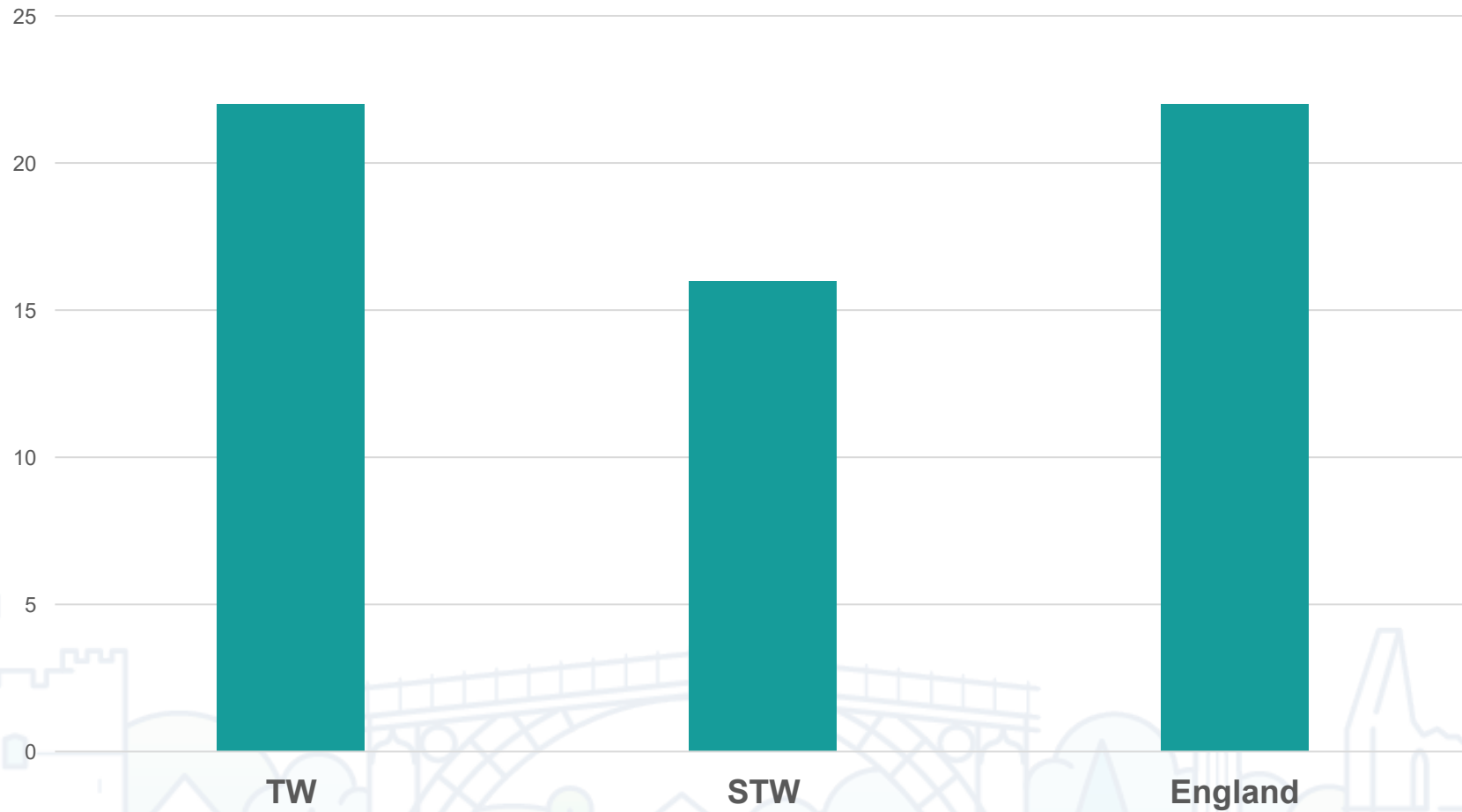
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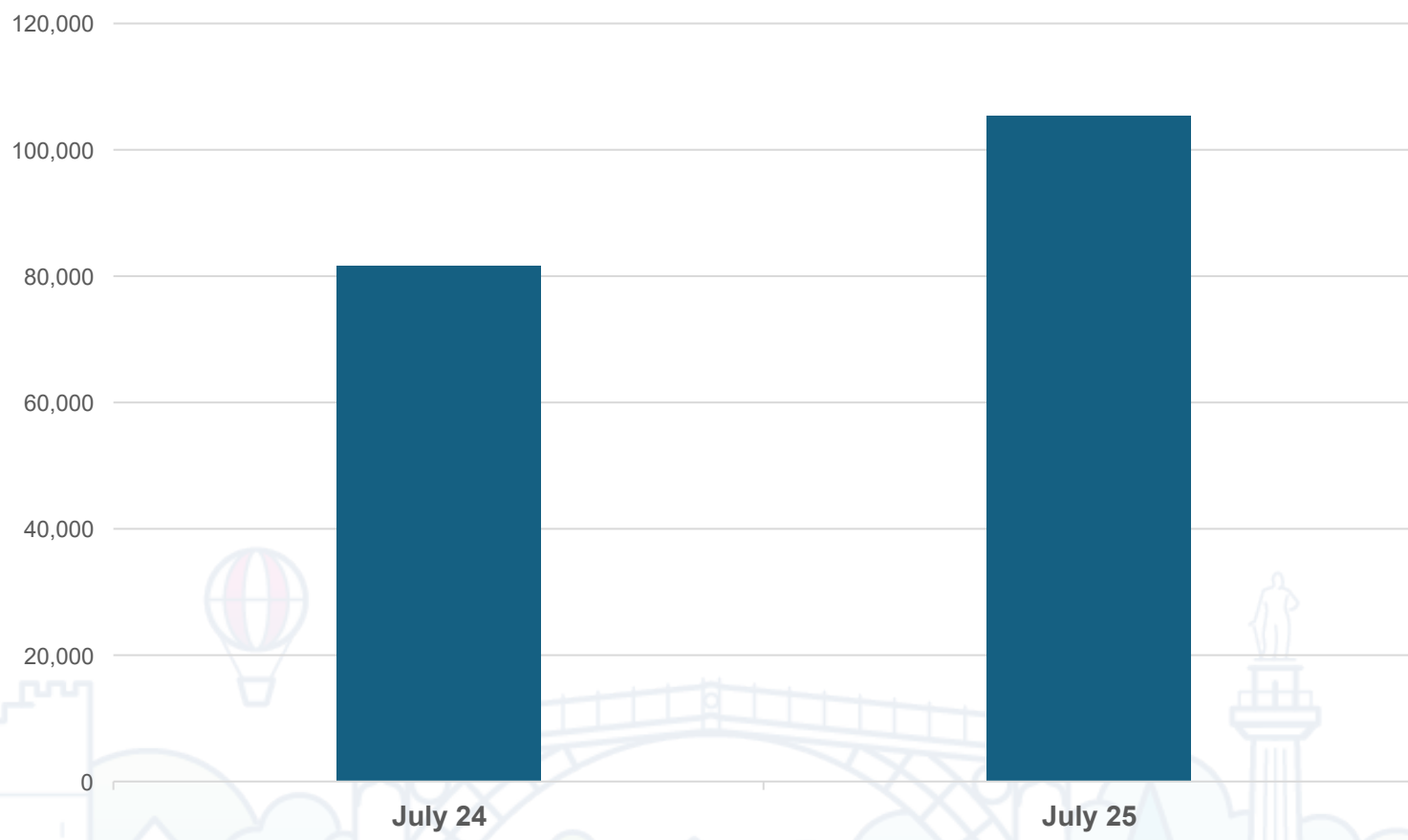
Percentage increase in total GP appointments (latest 24 month period)



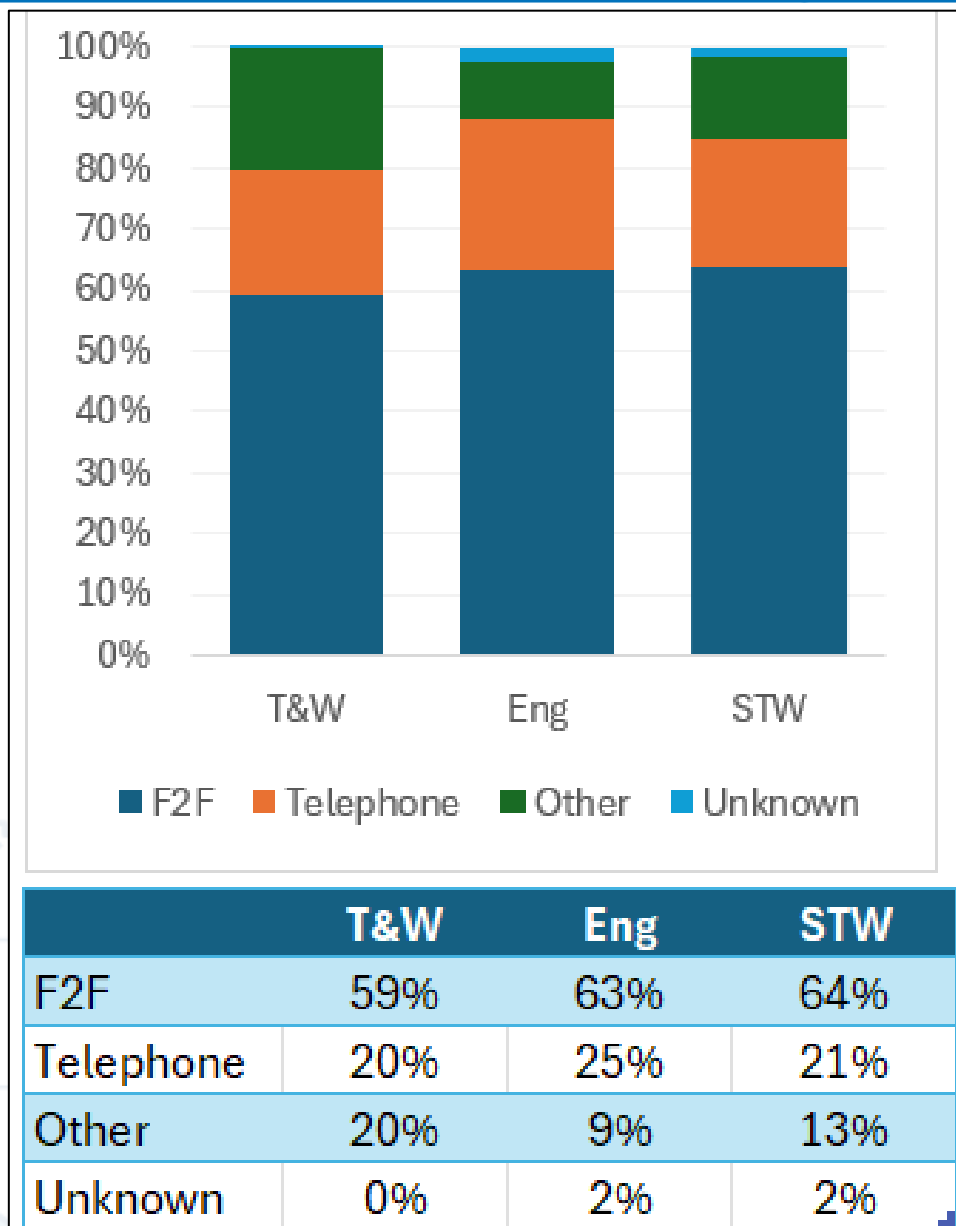
Percentage increase in appointments since the pandemic (to July 2025)



Total number of appointments in the latest month compared to same month in the previous year



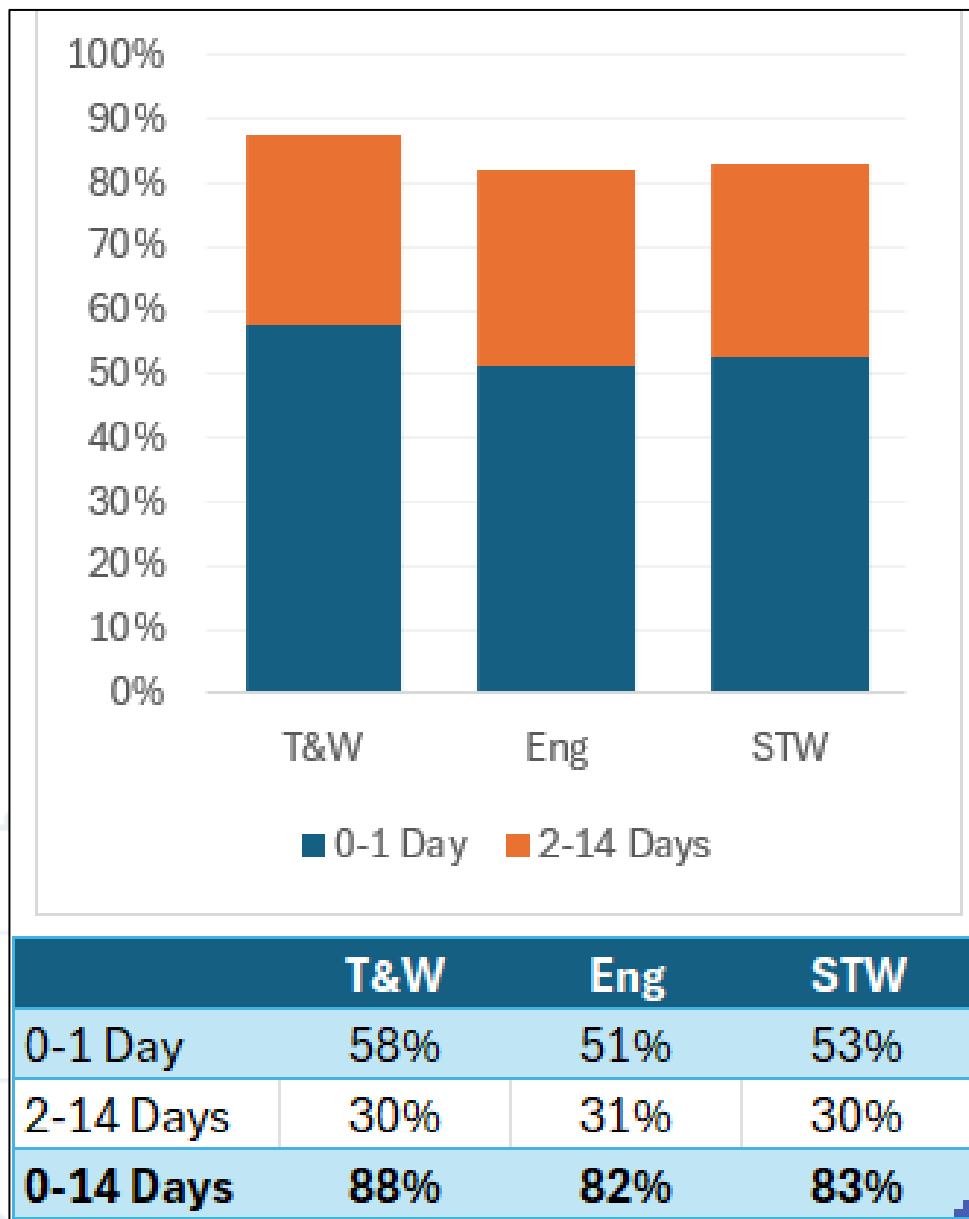
Appointment mode - latest month (July 2025)



- General Practice appointments can take place by a number of different modes the main being Face to Face and Telephone appointments. Some others included Home Visits and Video Consultations
- Telford & Wrekin have a slightly lower percentage of F2F and Telephone appointments compared to England and Shropshire Telford and Wrekin as a whole



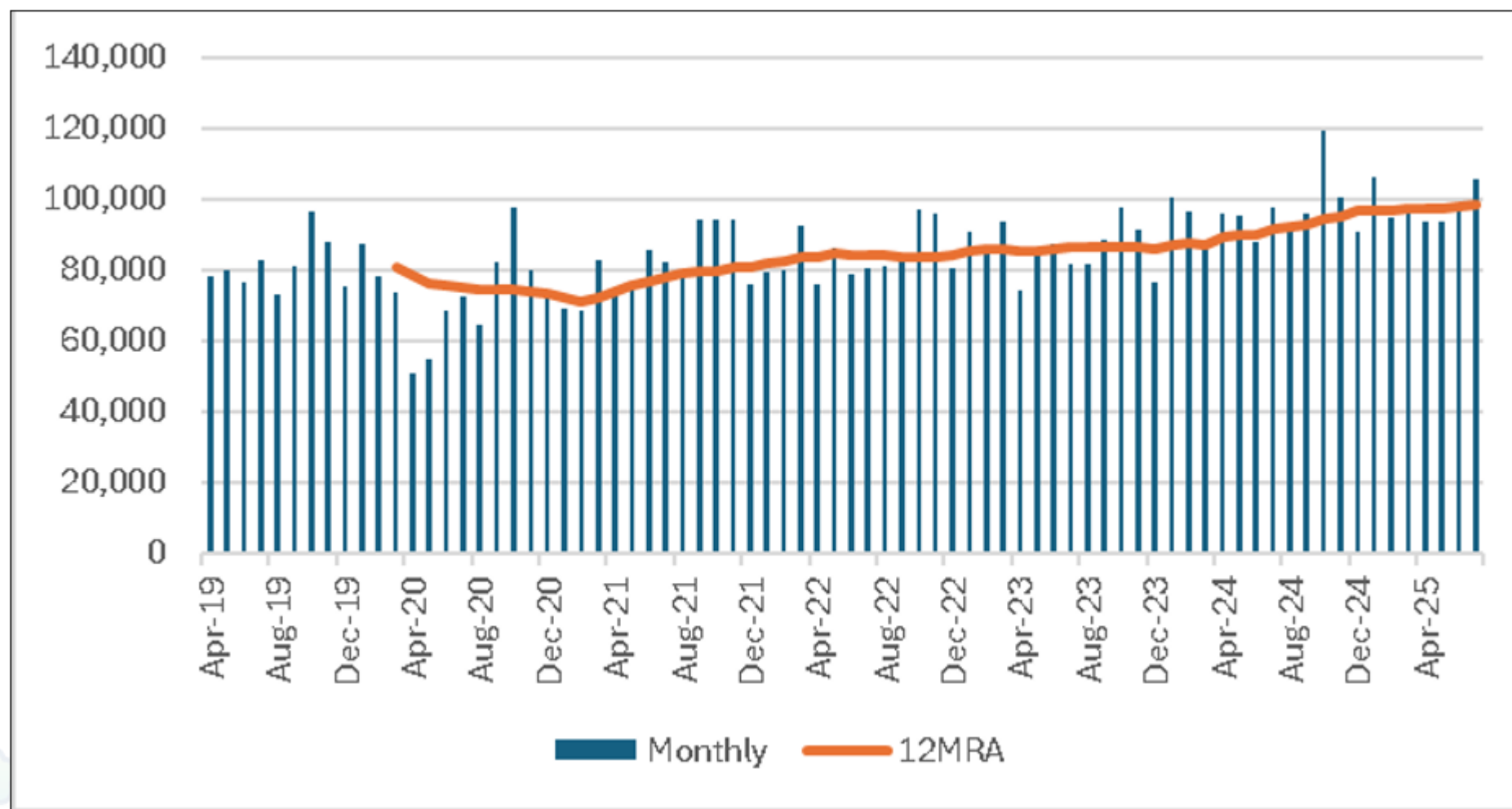
Appointment wait – latest month (July 2025)



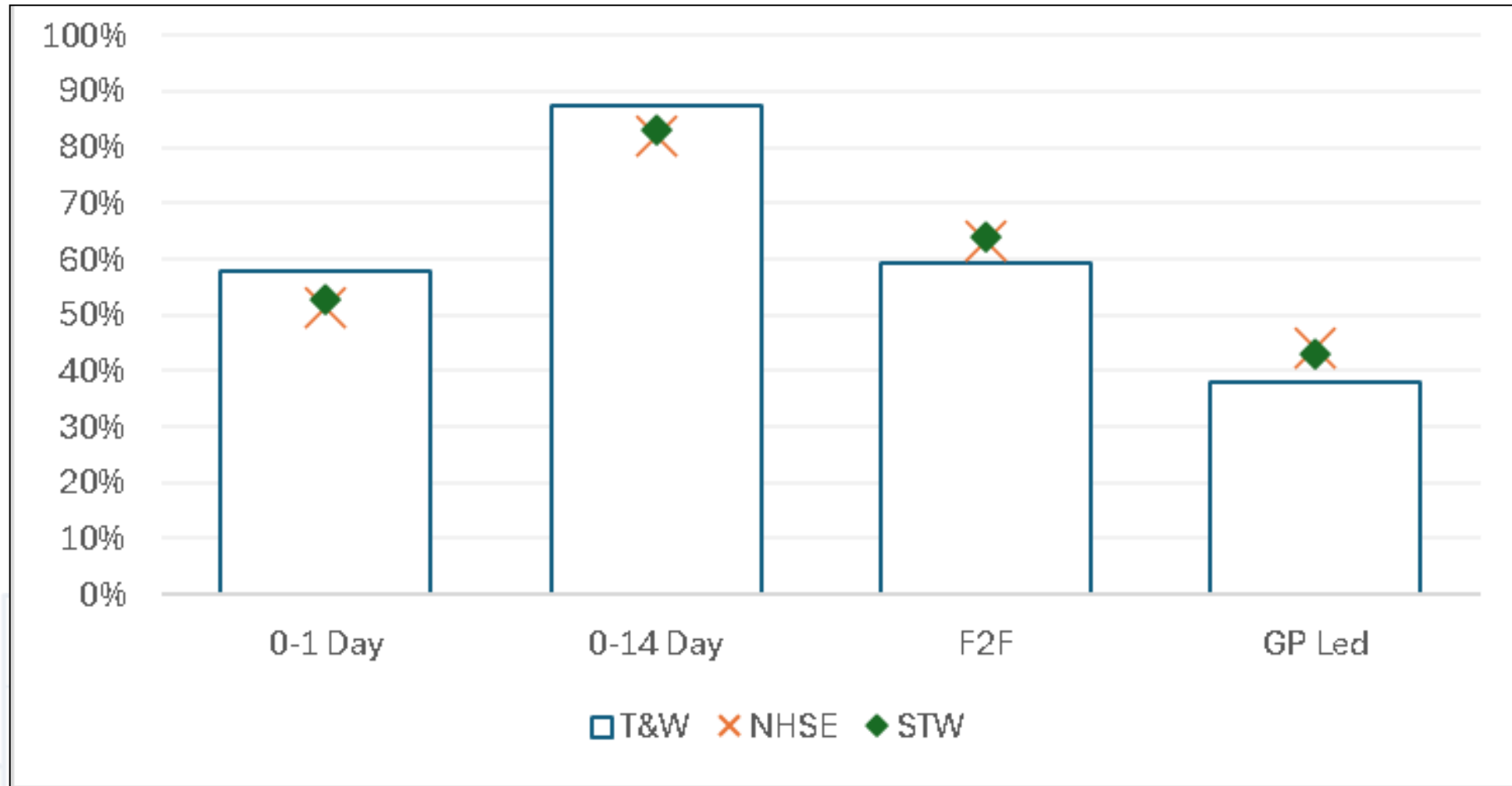
- The time patients spend between booking an appointment and being seen is represented in this chart.
- Telford & Wrekin practices report a higher percentage of their patients being seen within 14 days of booking their appointment than those who booked an appointment in England and in Shropshire, Telford and Wrekin as a whole.
- This was due to having a higher level of same/next day appointments than Eng and STW.



All appointments – monthly & 12 monthly rolling average



Ease of appointments for TW (all appointment categories) compared to STW and England – July 2025



General Practice Survey 2025 Feedback



Variation

- Practices \geq national benchmark (Overall experience $\geq 75\%$): **[1]**
- Practices $<$ benchmark: **[6]** (a few ≥ 10 pp below; under targeted support)
- Variation in phone/digital clustered by PCN, not simple rural vs urban split

Improvement vs 2024

- Overall experience (76% \rightarrow 80%)
- Online access ease (59% \rightarrow 63%)

Behind national

- Phone access (67% \rightarrow 63%)
- Wait times (69% vs 72%)



GP Patient Survey 2025 STW ICB Summary

Headlines (ICB-level)

 Response rate: **37%** (5,827 / 15,821)

 Overall experience: **80% “Good”** (↑ from 76% in 2024; vs 75% national)

 Phone easy to get through: **63%** (↓ vs 2024; ~8pp below national 71%)

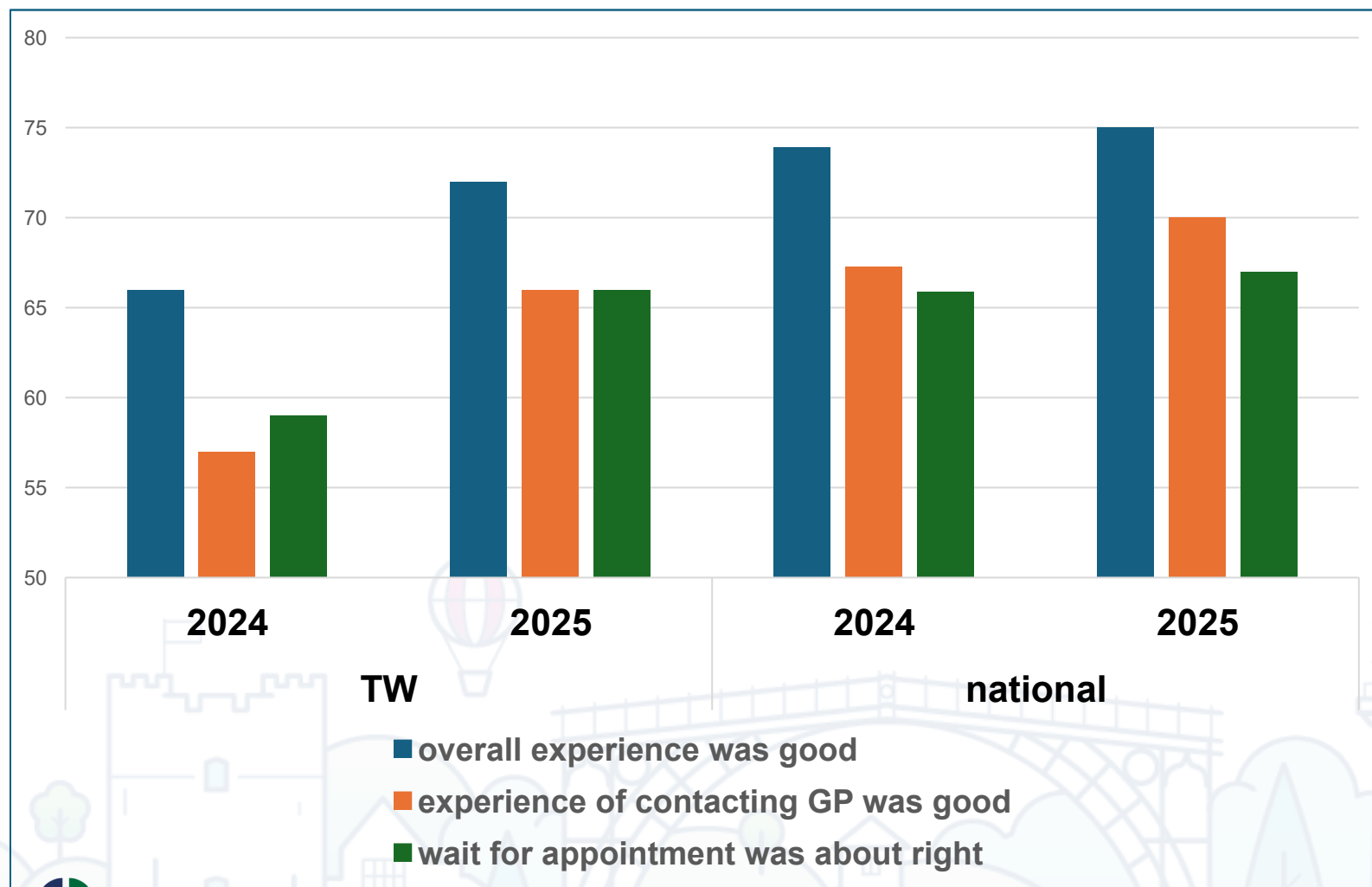
 Online access easy: **63%** (↑ from 59% in 2024; still below national 71%)

 Wait “about right”: **69%** (vs 72% national)

 Clinician interaction rated “Good”: **68%**



National GP Patient Survey results - summary



- Comparing 2025 results to 2024, TW practices have improved considerably on these three key metrics
- TW practices have moved much closer to the national averages for each metric in the last year



Practice Level Support (PLS) – Telford & Wrekin






Cohort:

- 8 practices identified across STW ICB
- **4 are in Telford & Wrekin**
- Selection based on access variation, GPPS results, assurance indicators

Timeline:

- Programme launch: **end of September 2025**
- Improvement cycles (8–12 weeks) through Q3/Q4

PLS Offer (core components):

-  **Data-driven diagnostics** – demand & capacity modelling, telephony analytics, appointment ledger review
-  **On-site QI support** – workflow mapping, care navigation, digital triage pathways
-  **Targeted interventions** – telephony optimisation, demand-management tools, access templates
-  **Peer support & best practice** – exemplar SOPs, staff training modules
-  **Monitoring & assurance** – time-bound improvement plans, follow-up via Primary Care Quality Framework

Expected outcomes:

- Reduce variation in access (same/next-day, 14-day)
- Improve GPPS access scores
- Enhance patient experience of telephony/digital routes
- Build sustainable improvement capacity within practices



Other Sectors of Primary Care Supporting Improved Patient Access



Optometry First new community service



Community Urgent Eyecare Service

Do you have a problem with your eye or vision?

Symptoms

- A red or painful eye
- Something in your eye, that won't come out
- Sudden change in vision
- Flashes or floaters (flashing lights or floating shapes) in your vision
- New eyelid lump or lesion

This service can be accessed by calling
Primary Eyecare Services on
0303 003 5598
Operating Hours: 9:00 - 17:00 Mon-Sat
Closed on Bank Holidays

Free NHS appointments available at local opticians.

- Primary Eyecare services are the new provider from July 1st
- Phased mobilisation is underway and scheduled for all services to be operational by 31st January 2026
- CUES (community urgent eyecare service) is the main service to be offered
- Other services include;
 - Cataract referral filtering and post-op assessment
 - Glaucoma Enhanced Case Finding (ECF), Repeat Readings (RR) and low-risk monitoring
 - Medical Retina referral filtering and low risk monitoring
 - Integrated Paediatric eye care service

Pharmacy First

- This service enables patients to get certain prescription medications directly from a pharmacy, without a GP appointment
- It frees up GP appointments for patients who need them most and will give people quicker and more convenient access to safe and high quality healthcare
- This includes the supply of appropriate medicines for 7 common conditions including earache, sore throat, and urinary tract infections, aiming to address health issues before they get worse.
- Currently, NHS patients in England must visit their GP to access prescription only medication, meaning repeated GP visits and delays in treatment

