

# OVERVIEW: GP TOOL FOR HEYH REGION

## GP Tool for HEYH Region

After a small pilot, HEYH has developed a web-based tool to collect and record primary care workforce information. The collected data is then analysed in quarterly reports and fed back to practices. There are now nearly 500 practices across Yorkshire and the Humber using the GP Tool; that's over 60% of the practices throughout Yorkshire and the Humber.

The GP Tool has been developed to help providers, service commissioners and education commissioners make better decisions with respect to the GP workforce. The information is provided by the practices themselves, not derived from some other source such as a payment system. The data is held securely. The tool is designed to capture the information for multiple uses. Practices, and groups such as LMCs, have shaped and continue to shape the design of the GP Workforce Tool.

## Issue to be resolved

In order to deliver successful and responsive services, providers need to have clear ownership and involvement in the education, training and planning of their workforce. Good access to information provides an opportunity to focus on the whole workforce, recognise the level of contacts with patients and service users and the varying local challenges and needs.

The aim of this data collection is to get best intelligence about staff employed in general practices and explore practices' workforce capacity and capability, risks and opportunities.

**We measure to know that we are doing a good job.**

Our job is to enable patients and the populations we serve to enjoy better health. Positive impact is underpinned by the decisions we take. The primary care workforce is no different. Good choices (with respect to our workforce and the impact that this has on patient care) are underpinned by good intelligence; which is, in turn, underpinned by good data.

Workforce data – what capabilities we have, in what number, where and when those people are available in relation to need is essential to plan any service. The change we foresee, the risks that we identify and our strategies to mitigate these risks are also an essential component of workforce data.






## Summary

The primary aim of the GP Tool is to collect information on primary care practice staff. This includes GPs, nurses, direct patient care workers, practice management and apprentices so that:

- Health Education Yorkshire and the Humber(HEYH) can invest in training and education in primary care
- GP practices are supported in workforce planning
- Commissioners of services can understand the current and future workforce challenges in Primary Care

The pilot at HEYH has developed a web-based tool to collect and record primary care workforce information. The collected data is then analysed in quarterly reports and fed back to practices.

Health Education Yorkshire and the Humber(HEYH)is gaining a better understanding of the workforce capacity and capability in the region, which will help HEYH commission the right training and development opportunities as well as invest in workforce initiatives tailored to primary care that deliver real benefits to patients.

<p><b>Your Practice</b></p>  <p>Setup your Practice Details.</p>	<p><a href="#">View your practice's details</a></p> <p>Your practice's address and contact details.</p>
<p><b>Staff</b></p>  <p>Setup and manage your staff.</p>	<p><a href="#">Update Staff Data</a></p> <p>Data collected about staff is used to compile the anonymous quarterly returns data.</p> <p>By keeping your staff up to date the return will be less effort to complete and will achieve a greater degree of accuracy.</p>
<p><b>Job Roles</b></p>  <p>Set practice's head count requirements.</p>	<p><a href="#">Update Job Roles and FTE</a></p> <p>Use this section to specify your required headcounts and FTEs for the various roles within your practice.</p>
<p><b>Risks</b></p>  <p>Risks &amp; Actions in this quarter</p>	<p><a href="#">Edit your Risks &amp; Actions</a></p> <p>Enter the details of risks and actions taken to resolve them in the current Quarter.</p> <p>The risk detail from previous returns may also be viewed in this section. <a href="#">Click here</a> to view previous risk submissions.</p>
<p><b>View Return</b></p>  <p>Review and modify this quarter's return</p>	<p><a href="#">View &amp; Submit this Quarter's Return</a></p> <p>The information collected about your practice is compiled automatically creating your report. If you are not using the practice staffing features, you will be able to modify these figures here.</p> <p>View previous: <b>Jul to Sep 2014</b> <span>▼</span> <a href="#">View</a></p>

## Action taken

An initial pilot project was undertaken with the practices in Wakefield CCG. Practices were asked to populate Excel spreadsheets with workforce data and return them by email to HEYH. This project was very successful, with 100% engagement from practices.

However, it was very time consuming for both practice and HEYH staff. To streamline the data collection, HEYH developed a web-based tool with an external IT provider.

This tool provides both user and administrator interfaces, as well as extensive inbuilt reporting mechanisms. The collected data is hosted on SQL servers in the NHS network managed by The Health Informatics Service (THIS).

Each GP practice is recorded in the tool and may request login details from HEYH. Practices then input information on each of their staff members, including job role, trainer/mentor status and FTE information. There is also a facility to record absence and leaver information. In addition to the quantitative information, the tool records narrative information about risks and challenges facing the practice. This provides a fuller picture of the workforce issues in the region.

## Benefits

This tool gives HEYH a better understanding of staff employed across Yorkshire and the Humber. This, in turn, helps us build capacity and capability and improve workforce planning. HEYH can easily identify key current and future challenges, helping GP practices to minimise risks.

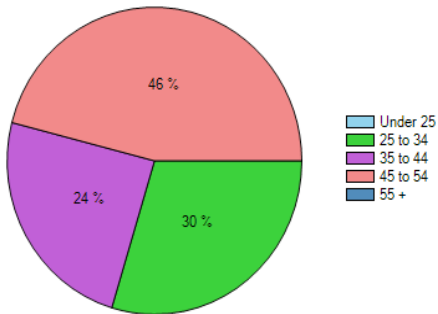
HEYH can now identify over- and undersupply of newly qualified staff to some specialties and as a result improve commissioning decisions, leading to greater investment in the primary care workforce. HEYH has the opportunity to initiate new training programs and improve quality of existing programs.

Crucially, the information collected in this tool aligns with national Health And Social Care Information Centre (HSCIC) data collections in primary care. This means that primary care practices can submit a single return, which is fed from local level up to national level. This manages the reporting burden on practices and helps ensure the coherency and consistency of workforce data.

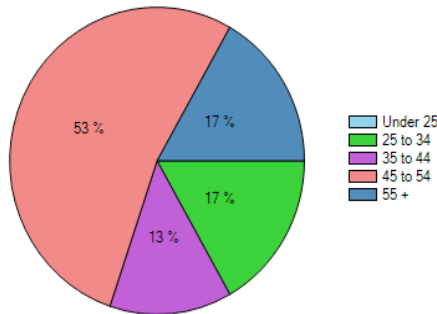
General practice staff now have a useful workforce tool to use for their own local purposes and are able to receive analytical support from HEYH. They can identify gaps in current workforce/training programs and understand demand for new workforce/programs. This tool also gives GPs and practice managers a better understanding of risks and challenges facing the practice and can take action to mitigate or eliminate them.

## Age Profile

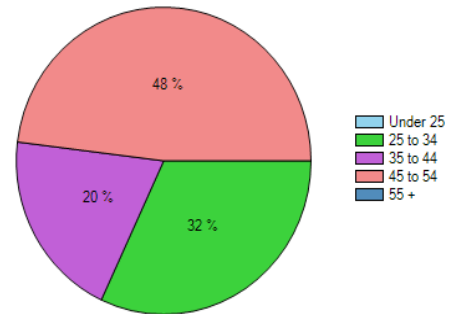
GP



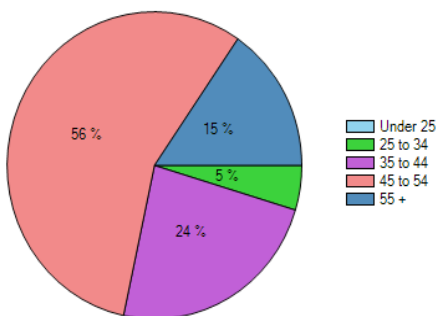
Practice Nurses



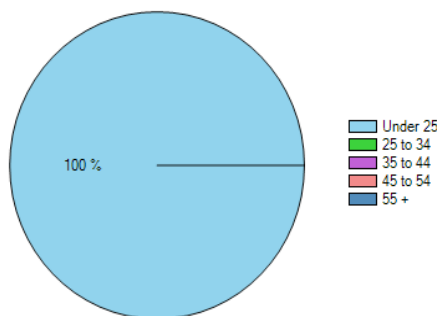
Direct Patient Care



Practice Management



Apprentices



The GP tool contains extensive reporting facilities. Practices will have an opportunity to analyse their workforce as soon as they enter data to the system. This helps practices to get better understanding of their workforce and compare themselves with other practices in their CCG.

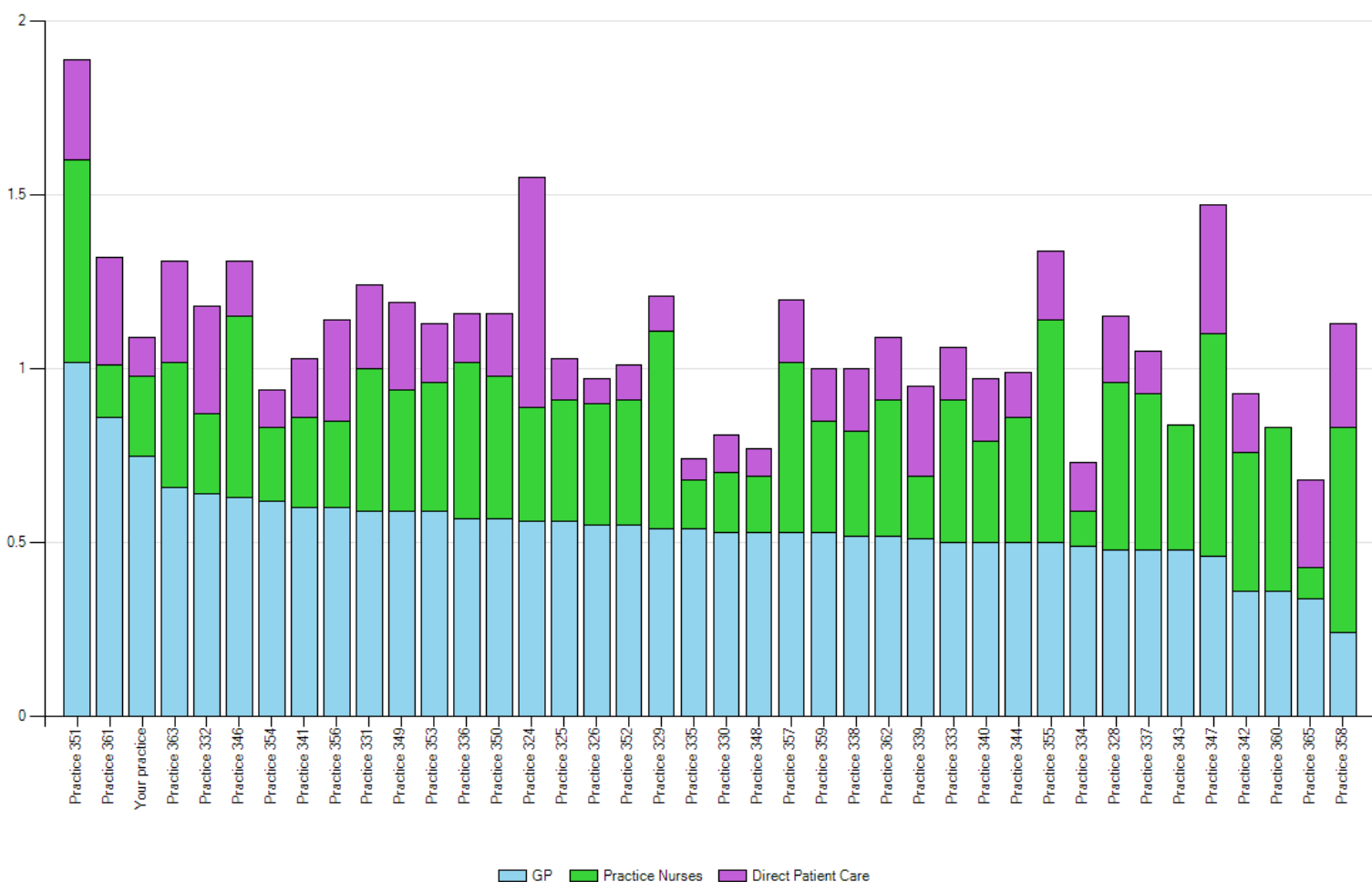
### Result

There are now over 500 practices signed up across YH. HEYH is gaining a better narrative and numeric understanding of GP Practice workforce and broader primary care. There are good relationships and reporting structures in place with practices (staff-level detail), CCGs and LATs (aggregated reports). GPs and practice managers have responded well to the tool, with user queries and difficulties using the system acted upon quickly and effectively by the HEYH Team.

HEYH is investing in Advanced Training Practices, skills programmes for Healthcare Assistants/Support Workers, preceptorship provision for practice nurses/primary care nurses, and other education and training initiatives in primary care, including a new eLearning platform for all primary care staff.

Patients  
Identify  
Practice.Nurse  
Intelligence  
Workforce  
GP.Tool  
Practice.Management  
Measure  
People  
Good.data  
Numbers  
Primary.care  
Capabilities  
Data  
Risks  
Staff  
GP.workforce  
Apprenticeships  
Enjoy.better.health  
Direct.Patient.Care

### FTE per 1000 patients (Clinical)



## Next Steps

The GP Tool will be rolled out across YH, with targeted pushes in each area over the next three quarters. We hope to achieve near universal engagement by practices by summer 2015. HEYH will continue to work with practices, CCGs, CSUs and LATs as appropriate. This includes encouraging local networks to sign up to the GP Tool and disseminating the regular reports and analyses that the tool produces.

If you would like to know more about the GP Tool, please contact:

**Elin Sandberg** Tel: 0113 394 6745  
Email [elin.sandberg@yh.hee.nhs.uk](mailto:elin.sandberg@yh.hee.nhs.uk)

*HEYH can present the GP Tool to individual GP practices, practice managers meetings, CCGs and LATs as requested.*



My Practice



Job Roles



New Staff Member

### Filter

#### Status

- Active
- Leaving This Quarter
- Leaving Next Quarter
- Leaving In 12 Months
- Left Last Quarter
- Left

#### Role Types

[All] ▼

#### Roles

[All] ▼

#### Gender

