

# Kirklees Health and Adults Social Care Scrutiny Panel

## Access to GP's

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1st October 2025



# Questions raised and addressed in relation to Access to GP's

Kirklees Adult Overview and Scrutiny Committee requested information to address and provide assurance on the following points:

- Number of GPs in Kirklees Council
- Number of patients in practices
- Shortage of GPs in high deprivation areas
- How many GP's using advanced/nurse practitioners
- Explanation of a Physician Associates and use in GP Surgeries
- What is being done to attract GPs to Kirklees with shortages
- Method of access (How to make an appt)
- Pharmacy First route
- 111 how affective, how many people ring, when do they ring, do they ring due to not getting access to GP

# GPs in Kirklees

There are approx. 240 GPs at different grades working in general practice in Kirklees. There are an additional 12.8 FTE GPs working in PCNs under the Additional Roles Reimbursement Scheme.

Role Type	Staff in post FTE
GP Partners	123.9
GP Regular Locums	5.5
GP Retainers	0.4
GPs in Training Grade	68.1
Salaried GPs	39.6
<b>ARRS GPs (PCN)</b>	<b>12.8</b>
<b>Total GPs</b>	<b>250.3</b>

## Attracting GPs to Kirklees

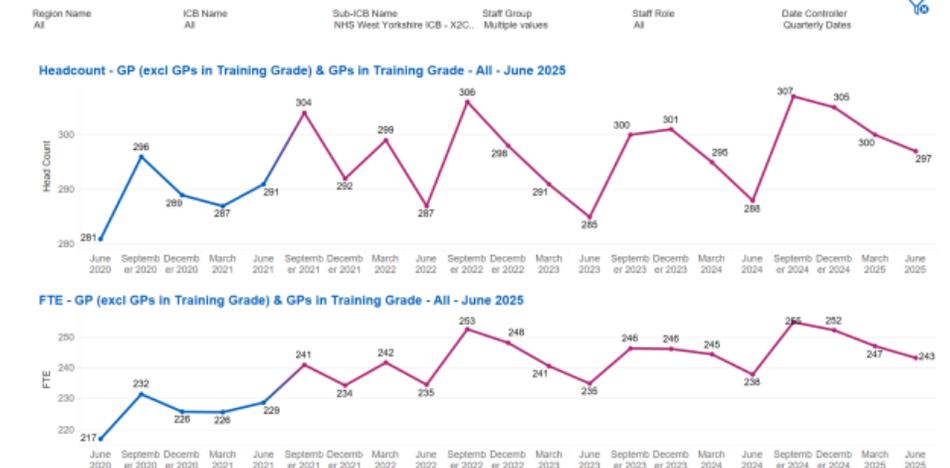
- GP Retainer Scheme
- Sponsorship for Skilled Workers
- Flexible Pool
- GP Training Practices

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FTE = Full time equivalent

It is difficult to quantify the shortage of GPs in the area, this graph shows the trend over 5 years:  
In June 2020 = 217 FTE / In June 2025 = 243 FTE

### GP Workforce Dashboard Staff Group Trend



Change in colour denotes move from quarterly to monthly publications by NHS Digital  
Please note that selecting all Staff Group options will result in an incomplete time series due to NHS Digital limiting historic publications for some Staff Groups before September 2017

# Physician Associates in General Practice

There are a small number of Physician Associates employed in Kirklees.

- 4.3 FTE through general practices
- 5.75 FTE in PCNs (2 PCNs, 1 based in South Kirklees / 1 based in North Kirklees)

Physician Associates (PA) are healthcare professionals who work under the supervision of a GP, bridging the gap between patient needs and medical expertise. PA's perform various clinical duties which includes:

- Patient Care: Conducting physical exams, diagnosing illnesses, and developing treatment plans.
- Medical Procedures: Performing certain medical procedures such as suturing wounds and assisting in surgeries.
- Patient Education: Educating patients about their health conditions and preventive care.
- Collaboration: Working alongside physicians and other healthcare professionals to provide comprehensive care.
- Documentation: Maintaining accurate patient records and documentation of care provided.

# Advanced Nurse Practitioners in General Practice



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## Advanced Nurse Practitioners (ANPs) roles include:

- prescribe any medicine for any condition within their competence (including some controlled medicines) provided they have completed an Independent Prescribing qualification
- see patients with undiagnosed, undifferentiated medical conditions and make treatment decisions, including ordering necessary investigations
- refer patients to secondary care, although this can vary depending on local arrangements and protocols
- undertake appropriate home visits
- sign fit notes.

ANPs are employed in over 20 practices. In addition, there are 12 FTE employed by PCNs through ARRS.

Role Type	Staff in post FTE
Advanced Nurse Practitioners	32.76
Nurse Dispensers	0.6
Nurse Specialists	2.59
Other Nurses	1.44
Practice Nurses	59.23
<b>ARRS ANPs</b>	<b>12</b>
<b>Total Nurse Roles</b>	<b>108.62</b>

# Method of access (How to make an appt)

All patients in Kirklees can access their GP Practice in 3 ways:

## By Phone

- A patient can phone their general practice during core hours (8am – 6:30pm) for urgent and non urgent appointments.

## In person

- By going into the surgery and talking to the receptionist.

## Online

- From 1 October 2025 practices will be required to keep their online consultation tool open for the duration of core hours (8am – 6:30pm) for non-urgent appointment requests, medication queries and admin requests.

# Modern General Practice Access

**Modern General Practice Access** is a model of how patients interact with general practice services. It's part of NHS England's Delivery Plan for Recovering Access to Primary Care, aiming to improve patient experience, better match capacity with demand and create a more sustainable working environment for practice staff.

## Multiple Access Channels

Patients can contact their GP via:

- Telephone
- Online (including NHS App and practice websites)
- Walk-in

## Structured Information Gathering

At the point of contact, practices collect consistent information about the patient's needs to enable effective triage.

## Care Navigation & Triage

A unified workflow across all access channels helps:

- Prioritise patient needs safely and fairly
- Direct patients to the right healthcare professional or service
- Move away from the outdated "first come, first served" model

## Better Use of Capacity

Practices use data to understand demand patterns and allocate resources accordingly. This includes:

- Multi-professional teams (e.g. pharmacists, paramedics, social prescribers)
- Community services
- Self-access options

## Digital Tools & Transformation Support

Practices are supported with:

- Cloud-based telephony systems
- Online consultation tools
- Improved websites
- Data analytics for demand and capacity planning

## Improved Patient Experience

Patients benefit from:

- Shorter call queues
- Clearer signposting
- Easier online access

# Support for Modern General Practices Access

## Transition funding

55 out of 64 GP practices in Kirklees have received funding to support them transition to Modern General Practice Access. The remaining 9 GP practices have been offered funding and support to transition.

## Practice Level Support

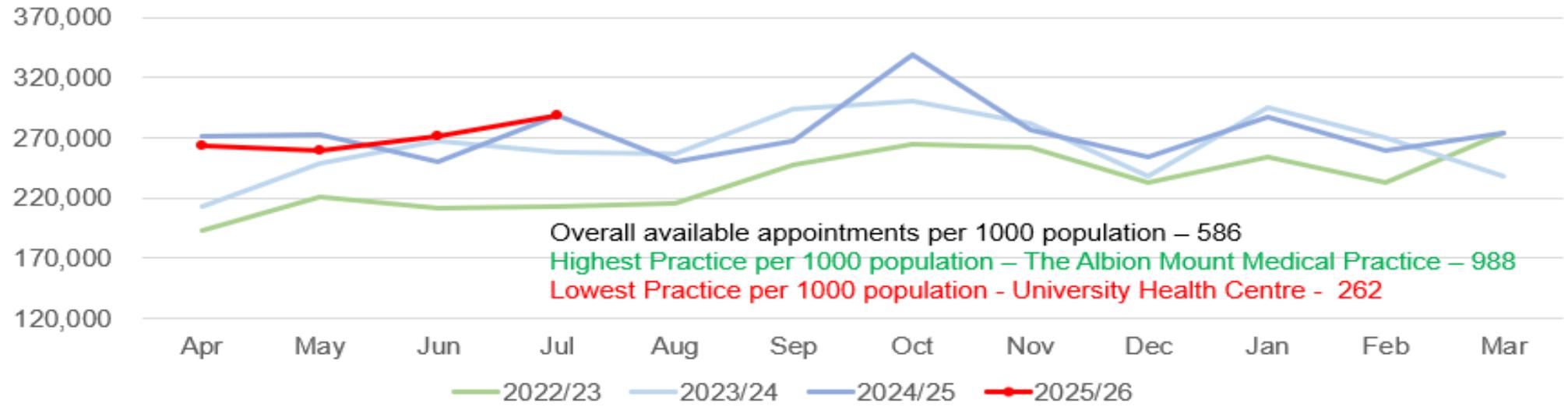
Practice Level Support is designed to assist practices to improve their efficiency, productivity and overall patient experience - often with a particular focus on patient access. The 15 week course is designed to support modern general practice access.

5 GP Practice in Kirklees are participating in Practice Level Support in 2025-26. 10 GP Practice in Kirklees participated in PLS in 2024.

# Appointments in General Practice - Overall



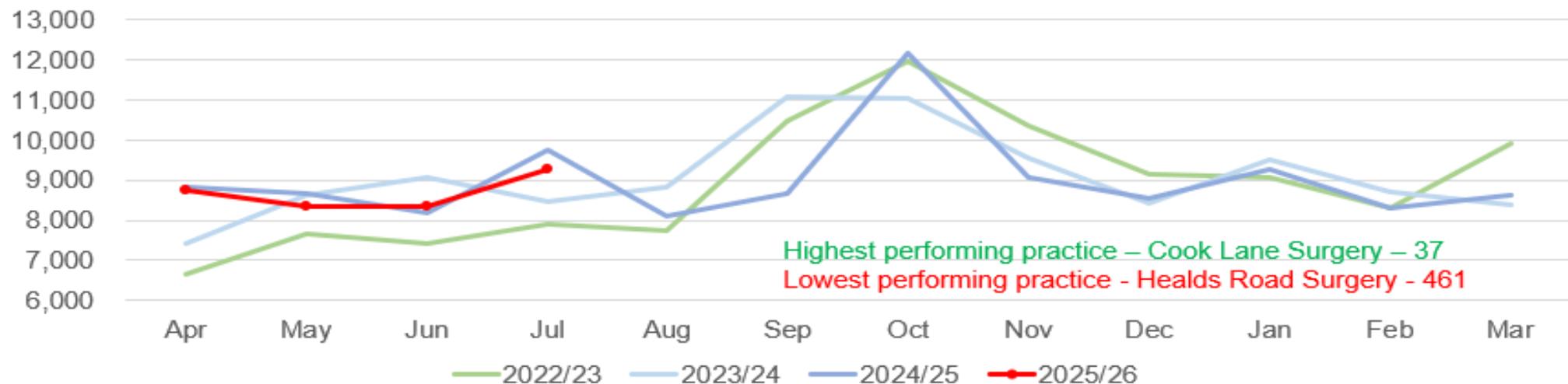
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Change from Previous year
<b>Overall Appointments</b>													
2022/23	192,989	220,835	211,517	212,949	216,146	247,779	264,532	261,652	232,310	254,116	232,706	273,645	224,408
2023/24	212,830	249,392	267,312	257,789	257,380	294,588	301,139	281,796	238,157	294,641	269,876	237,904	341,628
2024/25	270,921	272,498	250,367	288,880	249,792	267,263	339,004	276,407	254,438	287,979	259,846	273,391	127,982
2025/26	262,887	259,263	270,855	288,969									2,768,636
<b>Change from the same point last year 2024/25</b>	8,034	13,235	20,488	89									<b>Monthly Change</b>
<b>Change from previous month</b>	10,504	3,624	11,592	18,114									↑ 6.7%





# Appointments in General Practice - DNA

DNA Tracking	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Change from Previous year
2022/23	6,675	7,649	7,411	7,902	7,753	10,464	11,950	10,362	9,168	9,079	8,300	9,916	19,920
2023/24	7,437	8,630	9,062	8,468	8,834	11,070	11,023	9,538	8,431	9,505	8,713	8,378	2,460
2024/25	8,819	8,669	8,189	9,768	8,092	8,674	12,167	9,065	8,532	9,267	8,294	8,615	938
2025/26	8,762	8,334	8,353	9,264									91,055
Change from the same point last year 2024/25	57	335	164	504									Monthly Change
Change from previous month	147	428	19	911									↑ 10.9%

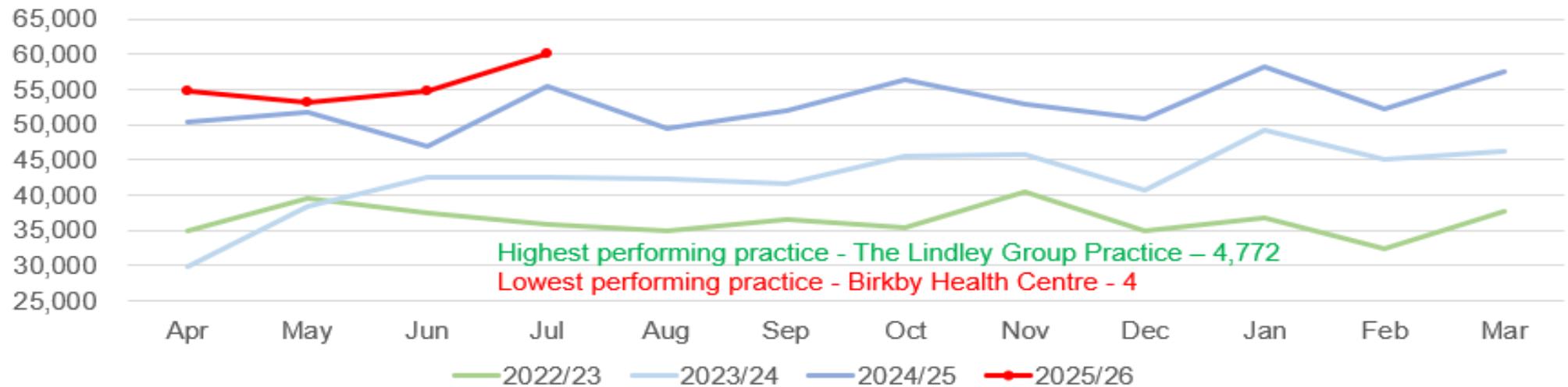




# Appointments in General Practice – Phone and Video

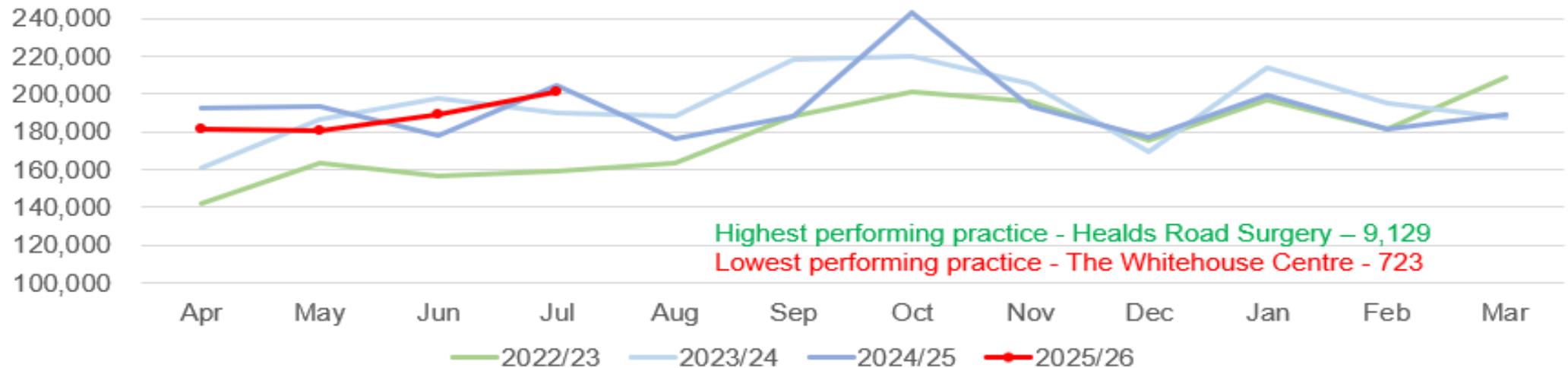
Phone and video appointments tracking	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Change from Previous year
2022/23	34,974	39,517	37,543	35,903	35,035	36,630	35,434	40,581	34,851	36,780	32,319	37,772	-185,633
2023/24	29,788	38,364	42,612	42,570	42,285	41,533	45,580	45,677	40,602	49,158	45,093	46,236	72,159
2024/25	50,503	51,689	46,865	55,432	49,487	52,074	56,458	52,936	50,816	58,161	52,249	57,638	124,810
2025/26	54,796	53,277	54,669	60,043									-526,235
Change from the same point last year 2024/25	4,293	1,588	7,804	4,611									Monthly Change
Change from previous month	-2,842	-1,519	1,392	5,374									↑ 9.8%

Phone and video appointments



# Appointments in General Practice – Face to Face

Face-to-face (inc home visit) appointments tracking	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Change from Previous year
2022/23	142,040	163,102	156,309	158,816	163,335	188,352	200,946	196,192	175,333	196,629	181,445	208,947	373,700
2023/24	161,054	186,576	197,270	189,561	187,931	218,466	220,233	204,983	169,862	213,556	194,796	187,794	200,636
2024/25	192,452	193,043	177,833	204,093	175,877	188,182	242,915	193,441	177,077	199,627	181,566	189,431	-16,545
2025/26	181,587	180,825	188,965	200,920									-1,953,125
Change from the same point last year 2024/25	-10,865	-12,218	11,132	3,173									Monthly Change
Change from previous month	7,844	762	8,140	11,955									↑ 6.3%

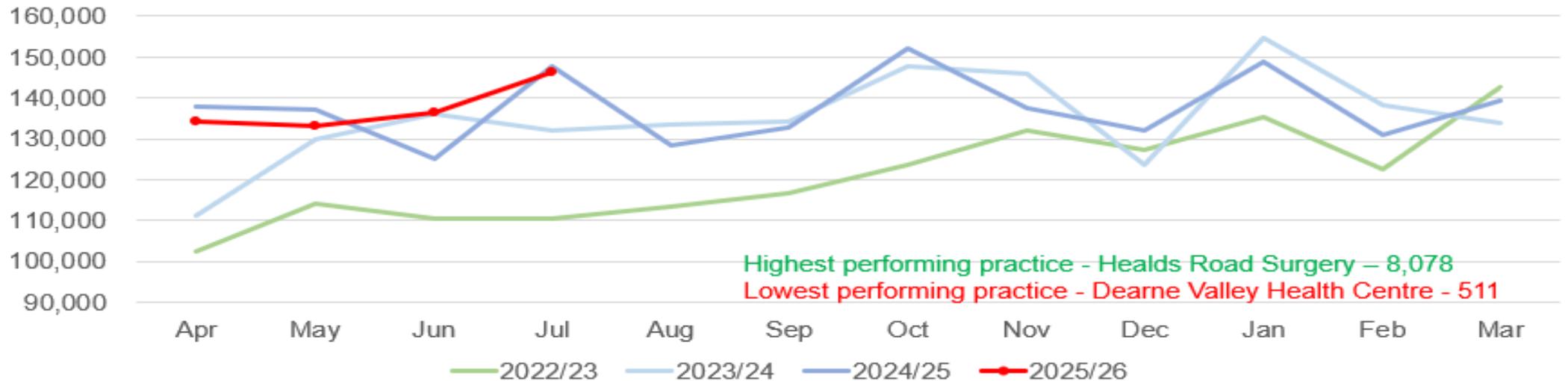




# Appointments in General Practice – Same or next day



Appointments took place same or next day tracking	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Change from Previous year
2022/23	102,519	114,179	110,566	110,510	113,465	116,562	123,503	132,161	127,448	135,442	122,544	142,520	115,292
2023/24	111,103	129,953	136,053	132,205	133,573	134,108	147,898	145,816	123,657	154,802	138,134	134,040	169,923
2024/25	137,923	137,345	125,063	147,604	128,501	132,748	152,176	137,531	132,142	148,720	130,979	139,220	28,610
2025/26	134,176	133,185	136,590	146,262									- 1,382,591
Change from the same point last year 2024/25	3,747	4,160	11,527	1,342									Monthly Change
Change from previous month	5,044	991	3,405	9,672									↑ 7.1%

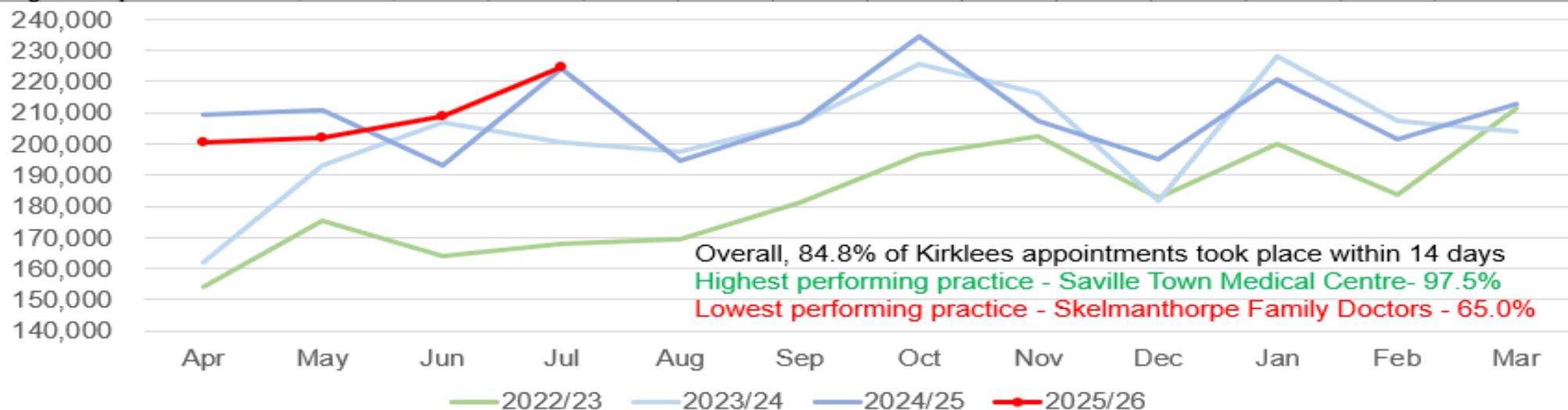




# Appointments in General Practice – Within 14 days



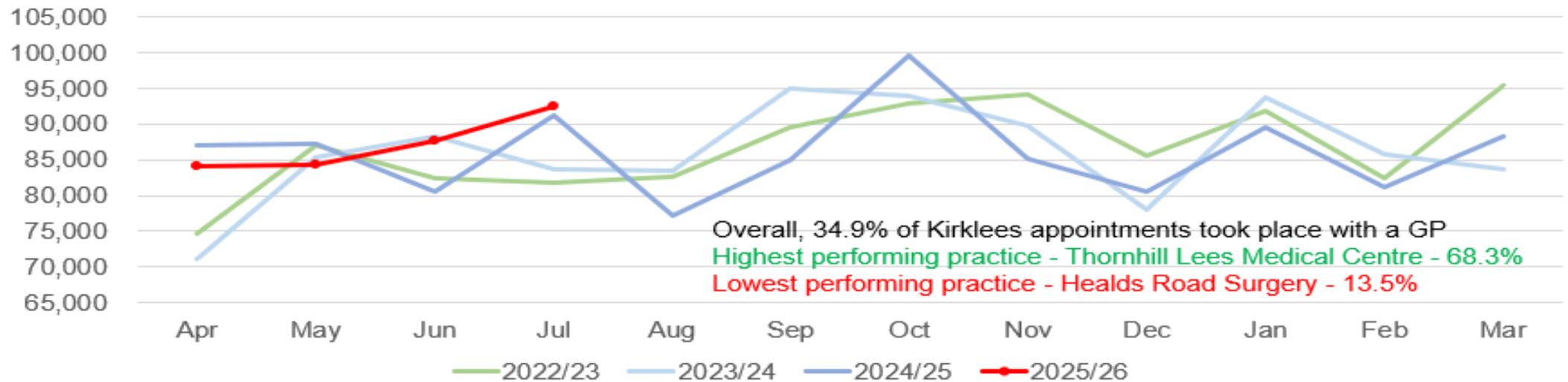
Appointments took place within 14 days tracking	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Change from Previous year
2022/23	154,006	175,509	164,028	167,835	169,658	181,235	196,507	202,531	182,577	200,079	183,901	211,535	73,305
2023/24	162,065	193,057	207,060	200,423	197,553	206,683	225,606	216,426	181,646	227,895	207,558	204,126	240,697
2024/25	209,424	210,769	192,929	224,294	194,360	207,014	234,615	207,319	194,903	220,726	201,546	212,768	80,569
2025/26	200,413	201,831	209,112	224,709									- 2,108,423
Change from the same point last year 2024/25	9,011	8,938	16,183	415									Monthly Change
Change from previous month	12,355	1,418	7,281	15,597									↑ 7.5%





# Appointments in General Practice - GP

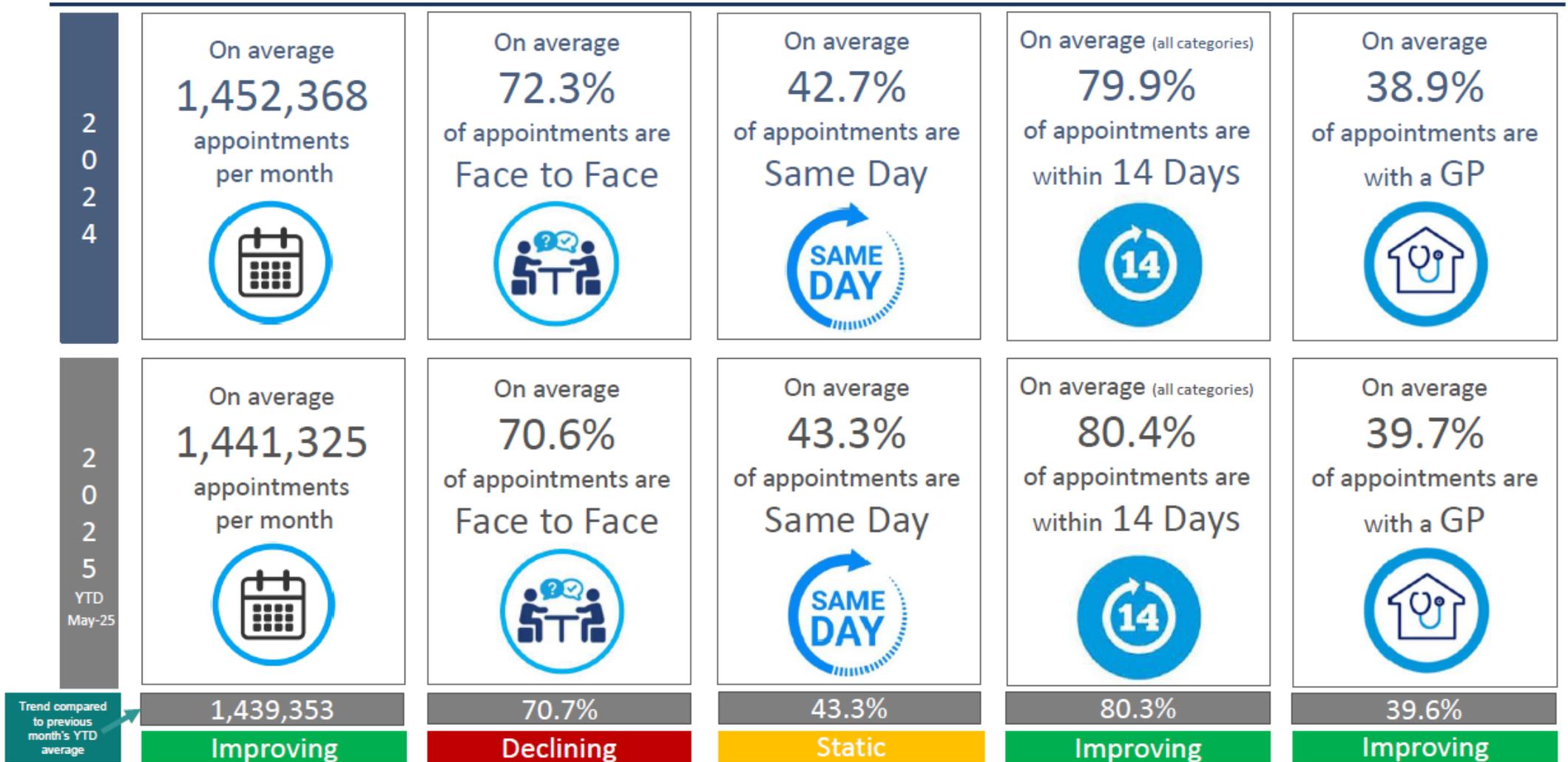
Appointments took place with a GP tracking	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Change from Previous year
2022/23	74,645	86,951	82,417	81,875	82,556	89,551	92,957	94,076	85,606	91,749	82,494	95,492	28,595
2023/24	71,080	85,453	88,355	83,689	83,375	94,997	94,023	89,829	78,004	93,723	85,714	83,728	-8,399
2024/25	87,124	87,188	80,637	91,214	77,285	85,010	99,682	85,223	80,447	89,523	81,153	88,359	875
2025/26	83,999	84,361	87,607	92,529									-864,485
Change from the same point last year 2024/25	3,125	2,827	6,970	1,315									Monthly Change
Change from previous month	4,360	362	3,246	4,922									↑ 5.6%



# WY GP Practice Total Appointments



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# National GP Patient Survey results 2025

## Survey Response Rates for England and West Yorkshire

	Number of surveys sent to adults registered with a GP Practice	Completed Surveys	Response Rate
England	2,700,000	702,837	25.8%
West Yorkshire	130,305	30,944	24%
Kirklees	30,177	7,417	24.6%

## Results for Kirklees Primary Care

### Overall, how would you describe your experience of your GP practice?

	2024 results	2024 results	2025 results	2025 results
PCN	Table ranking (lowest to highest out of 52)	Percentage of patients saying their overall experience of their GP Practice was good	Table ranking (lowest to highest out of 52)	Percentage of patients saying their overall experience of their GP Practice was good
Dewsbury and Thornhill	17 (L)	71%	9 (L)	70%
Batley and Birstall	25	73%	38	81%
Greenwood	21	73%	12	73%
Tolson	42	83%	33	80%
SPEN	28	74%	22	76%
3 Centres	36	78%	23	76%
Viaduct	29	74%	18	75%
Mast	39	79%	45	83%
Valleys	52 (H)	89%	52 (H)	91%

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## Generally, how easy is it to get through to someone at your GP practice on the phone?

	2024 results		2025 results	
PCN	Table ranking (lowest to highest out of 52)	Percentage of patients saying it is easy to get through to their practice by phone	Table ranking (lowest to highest out of 52)	Percentage of patients saying it is easy to get through to their practice by phone
Dewsbury and Thornhill	25	48%	17 (L)	49%
Batley and Birstall	28	49%	38	58%
Greenwood	20 (L)	47%	25	55%
SPEN	27	49%	28	55%
3 Centres	35	54%	46	62%
Mast	46	58%	50	68%
Tolson	45	58%	40	59%
Viaduct	37	56%	29	55%
Valleys	52 (H)	76%	52 (H)	82%

## Generally, how easy or how difficult is it to contact your GP using their website?

	2024 results		2025 results	
PCN	Table ranking (lowest to highest out of 52)	Percentage of patients saying it is easy to contact GP practice using their website	Table ranking (lowest to highest out of 52)	Percentage of patients saying it is easy to contact GP practice using their website
Dewsbury and Thornhill	9 (L)	36%	7 (L)	37%
Batley and Birstall	12	38%	12	43%
Greenwood	32	49%	29	53%
SPEN	34	49%	25	50%
3 Centres	45	63%	41	61%
Mast	43	60%	48	66%
Tolson	36	54%	32	54%
Viaduct	28	46%	17	46%
Valleys	52 (H)	67%	52 (H)	71%

## Generally, how easy it is to contact GP practice using the NHS App?

	2024 results	2024 results	2025 results	
PCN	Table ranking (lowest to highest out of 52)	Percentage of patients saying it is easy to contact GP practice using the NHS App	Table ranking (lowest to highest out of 52)	Percentage of patients saying it is easy to contact GP practice using the NHS App
Dewsbury and Thornhill	18 (L)	41%	16 (L)	45%
Batley and Birstall	28	46%	20	46%
Greenwood	24	43%	22	47%
SPEN	31	49%	30	54%
3 Centres	47	60%	33	55%
Mast	43	56%	51	66%
Tolson	42	56%	27	53%
Viaduct	29	47%	24	49%
Valleys	50 (H)	62%	52 (H)	69%

## Overall, how would you describe your experience of contacting your GP on this occasion?

	2024 results	2024 results	2025 results	
PCN	Table ranking (lowest to highest out of 52)	Percentage of patients saying their overall experience of contacting their GP was good	Table ranking (lowest to highest out of 52)	Percentage of patients saying their overall experience of contacting their GP was good
Dewsbury and Thornhill	15 (L)	64%	12 (L)	64%
Batley and Birstall	18	65%	43	76%
Greenwood	17	65%	20	69%
SPEN	25	68%	22	70%
3 Centres	34	73%	36	74%
Mast	42	76%	49	81%
Tolson	45	77%	31	73%
Viaduct	31	70%	19	68%
Valleys	52 (H)	87%	52 (H)	88%

## How do you feel about how long you waited for your appointment?

	2024 results	2024 results	2025 results	
PCN	Table ranking (lowest to highest out of 52)	Percentage of patients who felt the wait time for their appointment was about right	Table ranking (lowest to highest out of 52)	Percentage of patients who felt the wait time for their appointment was about right
Dewsbury and Thornhill	13	60%	16	64%
Batley and Birstall	26	68%	48	79%
Greenwood	11 (L)	60%	25	68%
SPEN	43	76%	34	74%
3 Centres	44	76%	51	81%
Mast	33	72%	46	78%
Tolson	37	73%	31	71%
Viaduct	17	64%	9 (L)	61%
Valleys	48 (H)	80%	52 (H)	81%

## In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

	2024 results	2024 results	2025 results	
PCN	Table ranking (lowest to highest out of 52)	Percentage of patients saying yes, they have had enough support to manage their conditions or illnesses	Table ranking (lowest to highest out of 52)	Percentage of patients saying yes, they have had enough support to manage their conditions or illnesses
Dewsbury and Thornhill	5 (L)	60%	7 (L)	64%
Batley and Birstall	20	65%	35	74%
Greenwood	33	70%	27	71%
SPEN	28	69%	19	69%
3 Centres	29	69%	20	69%
Mast	43	74%	47 (H)	77%
Tolson	11	63%	28	71%
Viaduct	25	68%	17	68%
Valleys	48 (H)	77%	46	77%

# Pharmacy First route

The following table shows the 7 conditions pharmacists can manage across various age ranges

- Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.
- You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. GP receptionists, NHS 111 and providers of emergency care will also be able to direct patients to pharmacies, that offer the service, if contacted.
- Patients can still choose to visit a GP if they wish to.

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Clinical pathway	Age range
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

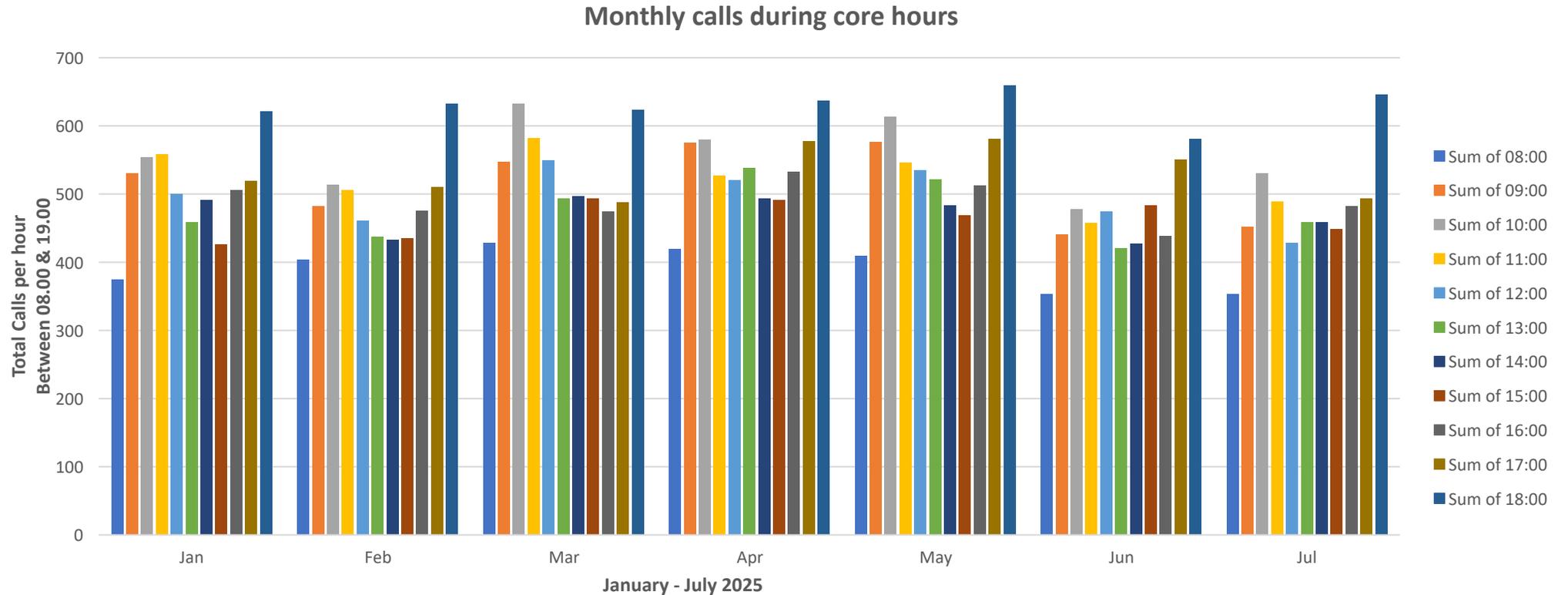
# Patient Population in Kirklees

No of patients in practices in Kirklees approx. 462,500

## Breakdown across PCNs

PCN	No of Patients	PCN	No of Patients
Bately and Birstall	61450	The Mast	35827
Dewsbury and Thornhill	42669	The Valleys	58657
Greenwood	63286	Tolson	51058
3 Centres	43781	Viaduct	52458
SPEN	53324		

# Accessing NHS 111 – Calls received monthly

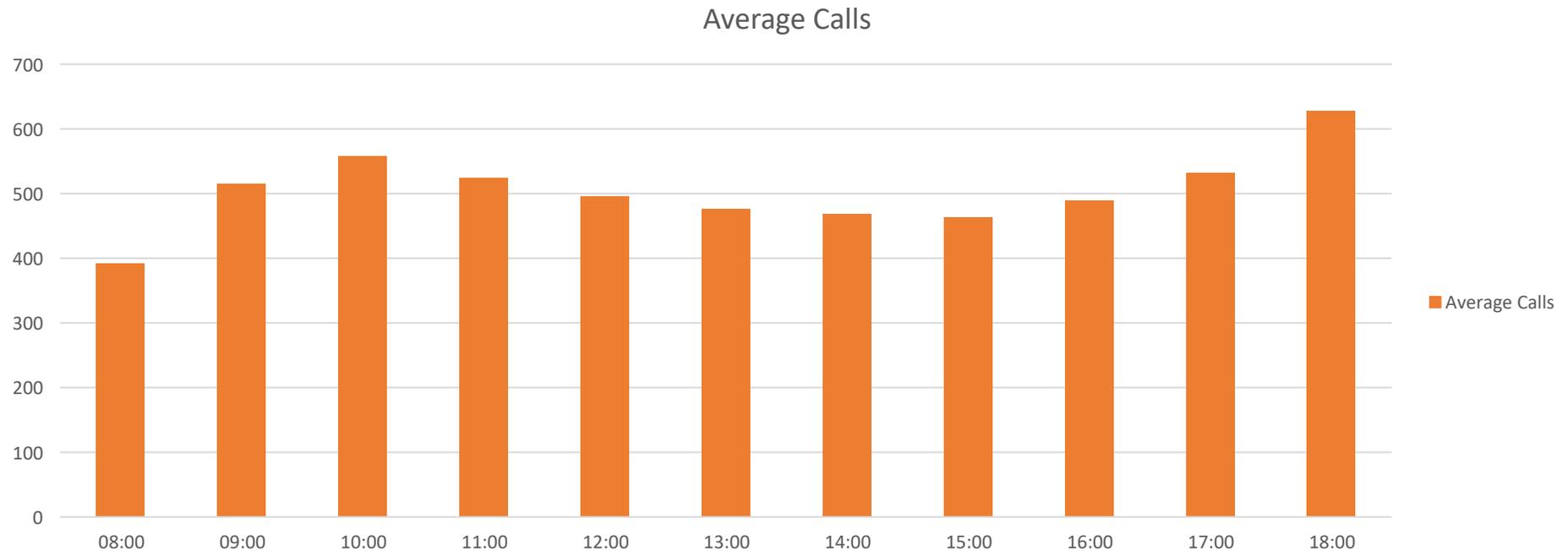


During **core hours** there are between 5000 and 6000 calls taken per month

**Highest monthly volume:** May (5,906 calls)

**Lowest monthly volume:** June (5,106 calls)

# Accessing NHS 111 – Average calls hourly



**Over the seven-month** period the average call each hour was approx. 500 calls

**Peak hour: 18:00**, with an average of 628.43 calls

**Lowest activity: 08:00**, with an average of 391.86 calls