Primary Care (GP) Workforce Model

A Step-by-Step Guide

The document is intended to provide detailed user guidance and oversight of the key data points and inputs required for the Primary Care workforce model for those in HEE, HLP or other organisations intending to utilise the model.

1. Initial notes on using the tool

The model uses inputs and calculations to establish levels of demand and supply. This guidance is therefore split into demand and supply side calculations. A gap is then calculated as the difference between the level of demand and the level of supply.

Demand

There are some user defined inputs that drive the demand aspect of the model. The main ones are:

- Proportion of FTE each staff group spends with patients of varying health complexities (low, medium or high) (variable 1).
- Proportion of each profession that deal with patient contact (variable 2).
- Proportion of FTE each staff group spends on each appointment type (variable 3).
- Length of each type of appointment (face to face, phone call, home visit) (variable 4).
- Current population by CCG (variable 5).
- Population growth by CCG (variable 6).

Demand process:

1. The population that is input (variable 5) is split by patient complexity (variable 1) and using the total contacts per complexity is derived.
2. This is then separated by profession (variable 2), followed by appointment type (variable 3).
3. At this point the proportion of contacts for each grouping (complexity, profession, and type) is calculated.
4. These proportions are multiplied by the number of minutes each appointment type takes (variable 4). This provides us with the **total number of minutes each profession needs** on each type of appointment and each complexity level.

The model is iterative and loops using the data created from the previous run. The only difference is that population growth (variable 6) is added before step 1 after the first iteration.

Supply

There are some user defined inputs that form most of the supply aspects of models for each profession within Primary Care (GP, Nurse, HCA and other). These are:

- In flows
    - o Current FTE of staff group.
    - o Recruitment of newly qualified into staff group. (ST1 for GP).
- Out flows
    - o Proportion of staff retiring.
- In/Out flows
    - o Proportion of turnover with other areas within London.
    - o Proportion of turnover out of the model (i.e. outside of London, the profession).

Supply process:

1. Uses other variables, including what proportion of time is allocated to admin, how many working days in a year, hours in a day etc, the model calculates the **number of minutes available** for each profession.
2. **Total minutes** / **Available minutes** calculates FTE needed.

Shortfall

1. Subtracting the FTE needed from the current FTE shows the shortfall for each profession.
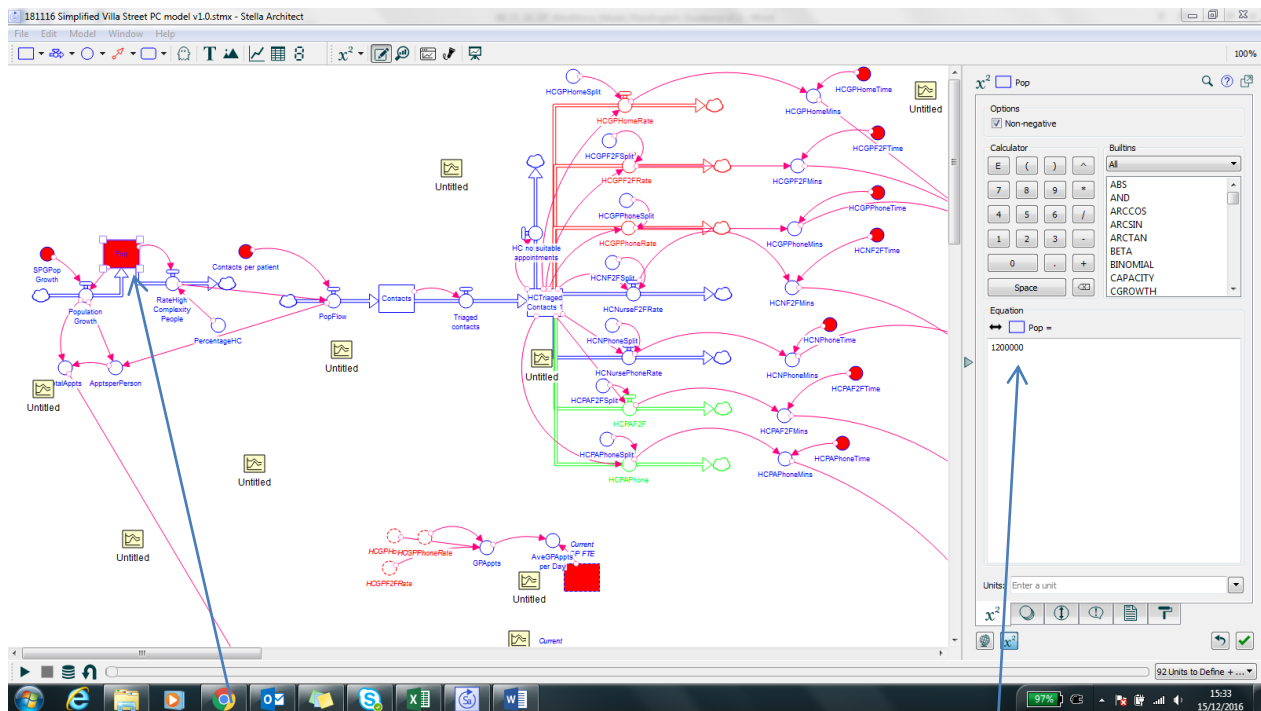
Other Notes:

1- The model has the ability to factor in the triage of patients before the activity reaches the GP. This is generally set to zero for the modelling we have done so far (as in not currently happening) but can be activated. The functions here require a variable to reduce overall activity that reaches the GP/Nurse etc as a result of the triage. The workforce impact is a time commitment. Typically this would be GP time so the model applies an average triage time in minutes per patient activity. This GP triage time is then added to the overall GP Time Needed pot.
2- On patient complexity the model is set up to split the population between high / medium / low complex patients – but can equally group all into one category by setting the variables in 2 of the 3 brackets to zero and funnelling all activity through one complexity bucket. This simplifies the amount of inputs needed, meaning only one set of assumptions regarding average appointment activity / times etc. Typically we would do this in an area where there was minimal information on the varying complexities of the population.

2. A walkthrough guide to using the Primary Care Model

As described above, the Primary Care model has been grouped into 3 main sections. This section of the report will provide an introduction to using the tool using screen shots to guide you through the steps.
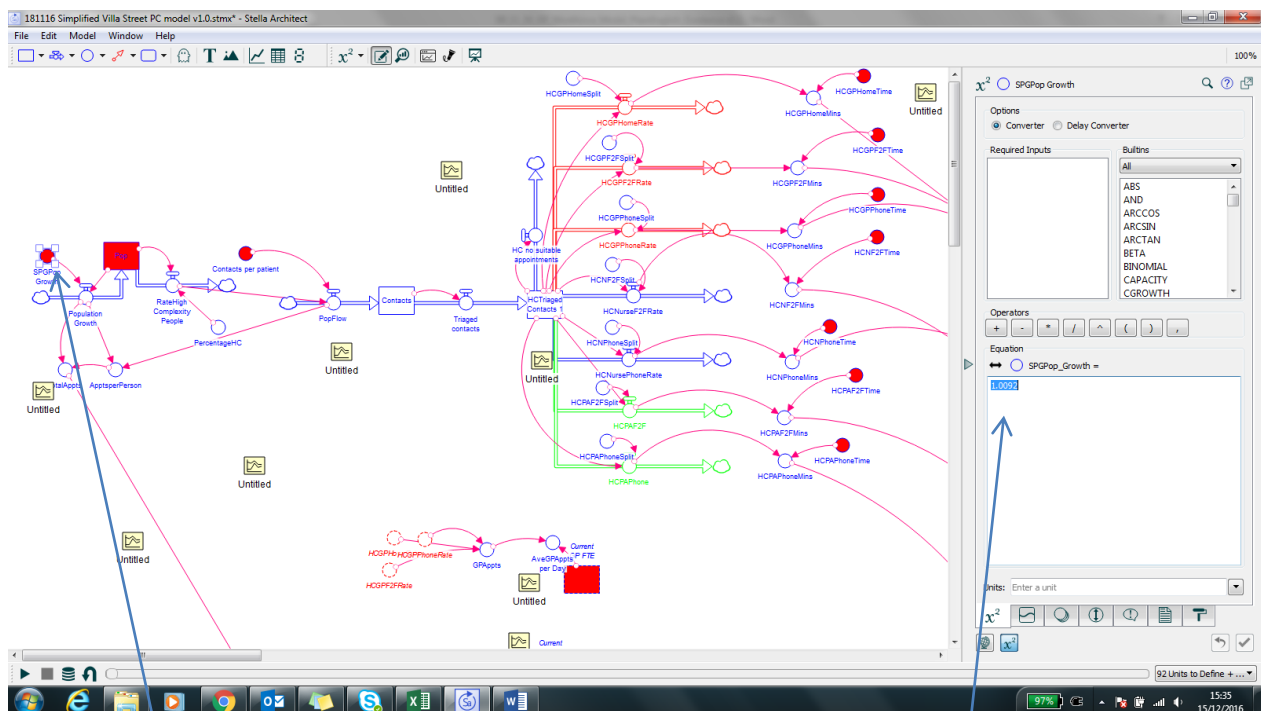
Demand side framework

Step 1: Enter the population of your STP / CCG / practice / federation

1. Click on the population stock

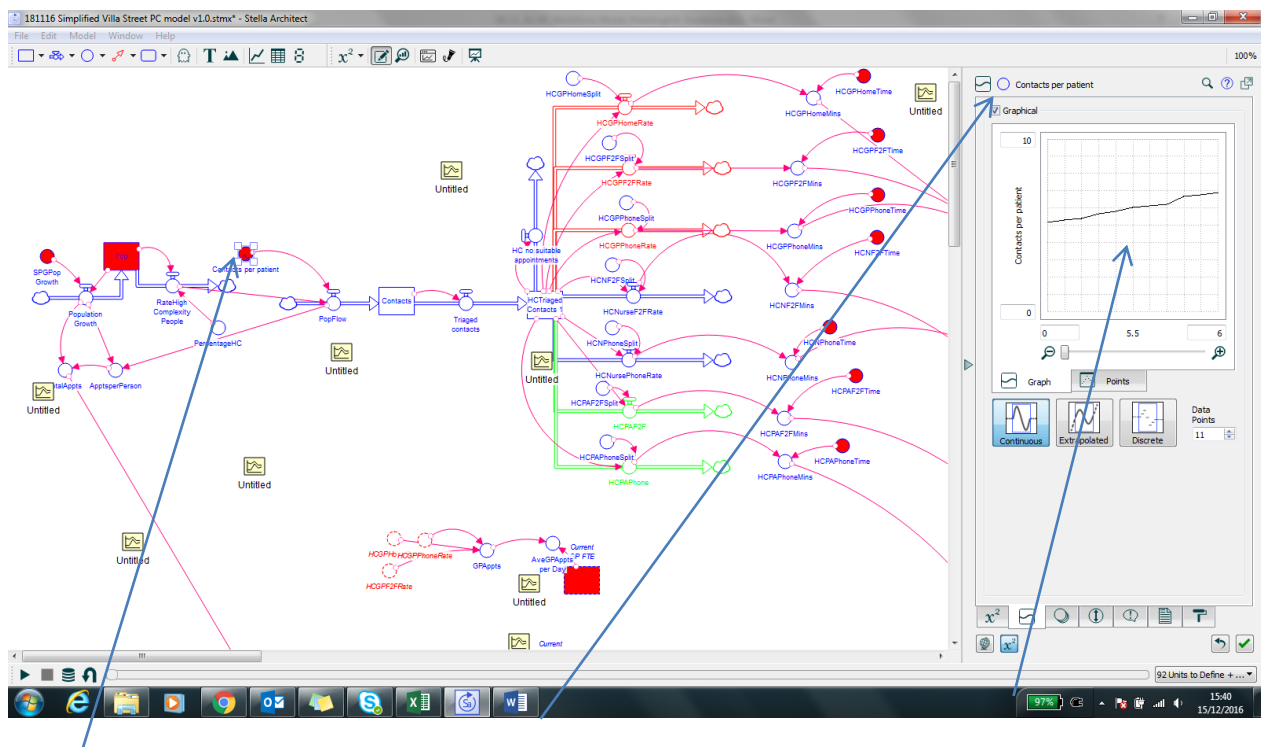2. Enter the population in the designated box

Step 2: Enter the estimated population change

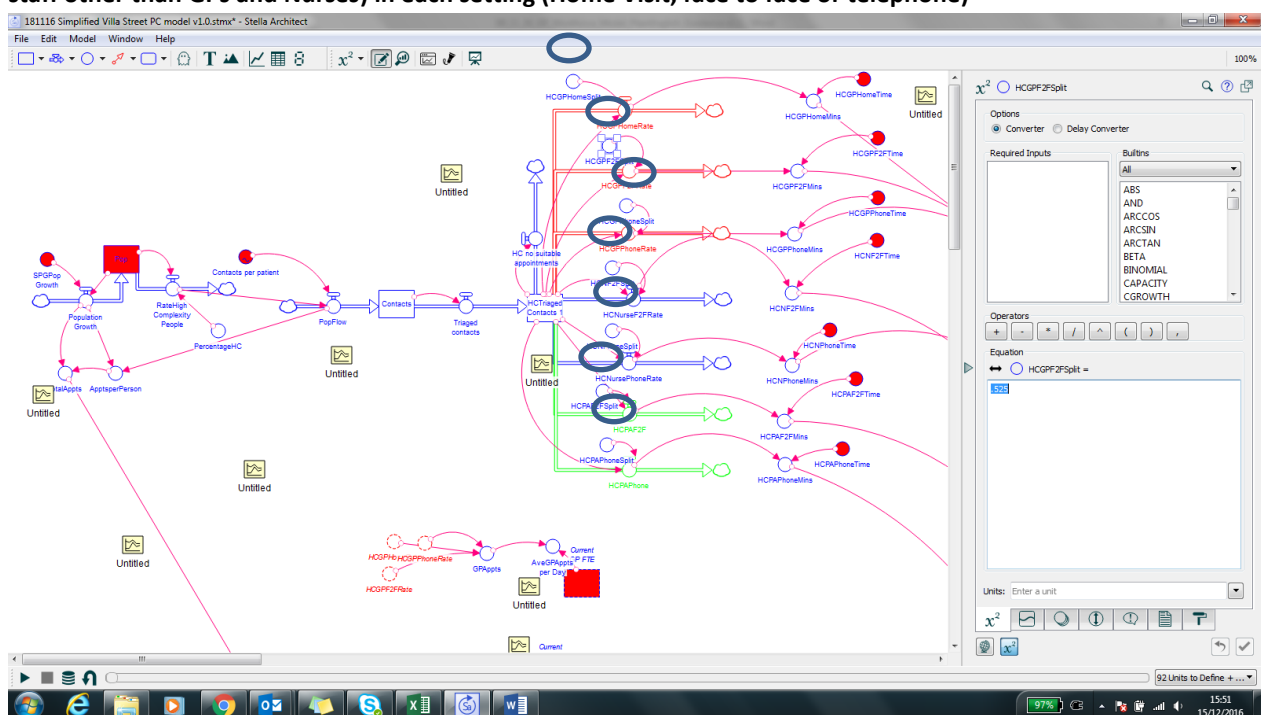1. Click on the proportional population growth converter

2. Enter the anticipated annual population change (this should be a factor of 1 so a 1% annual population increase will mean entering 1.01)

Step 3: Enter the average contacts per patient per year. You may want to do this graphically to show any changing trends.
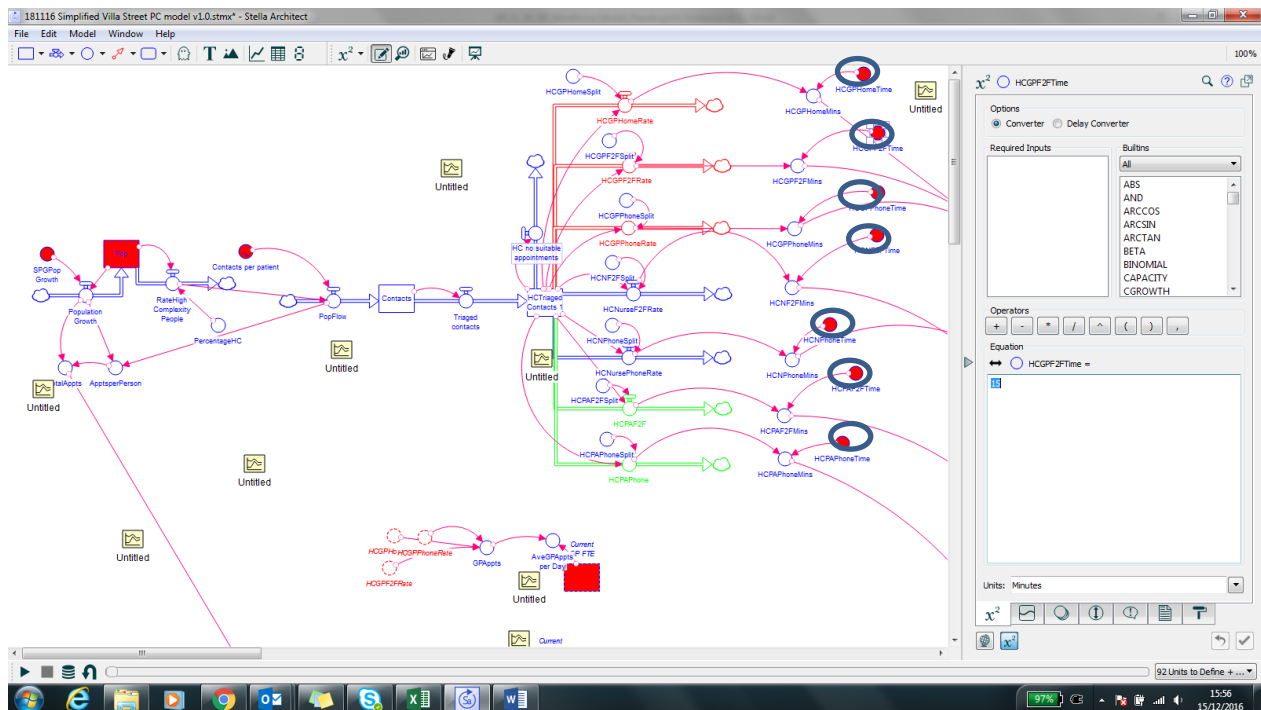

3. Click on the contacts per person converter

2. Select Graphical Input

1. Enter anticipated number of contacts per person year on year in graphical format

Step 4: Enter the split of contacts that go to each role (GP / Nurse / DPC - NHS Digital's Classification for clinical staff other than GPs and Nurses) in each setting (Home Visit, face to face or telephone)

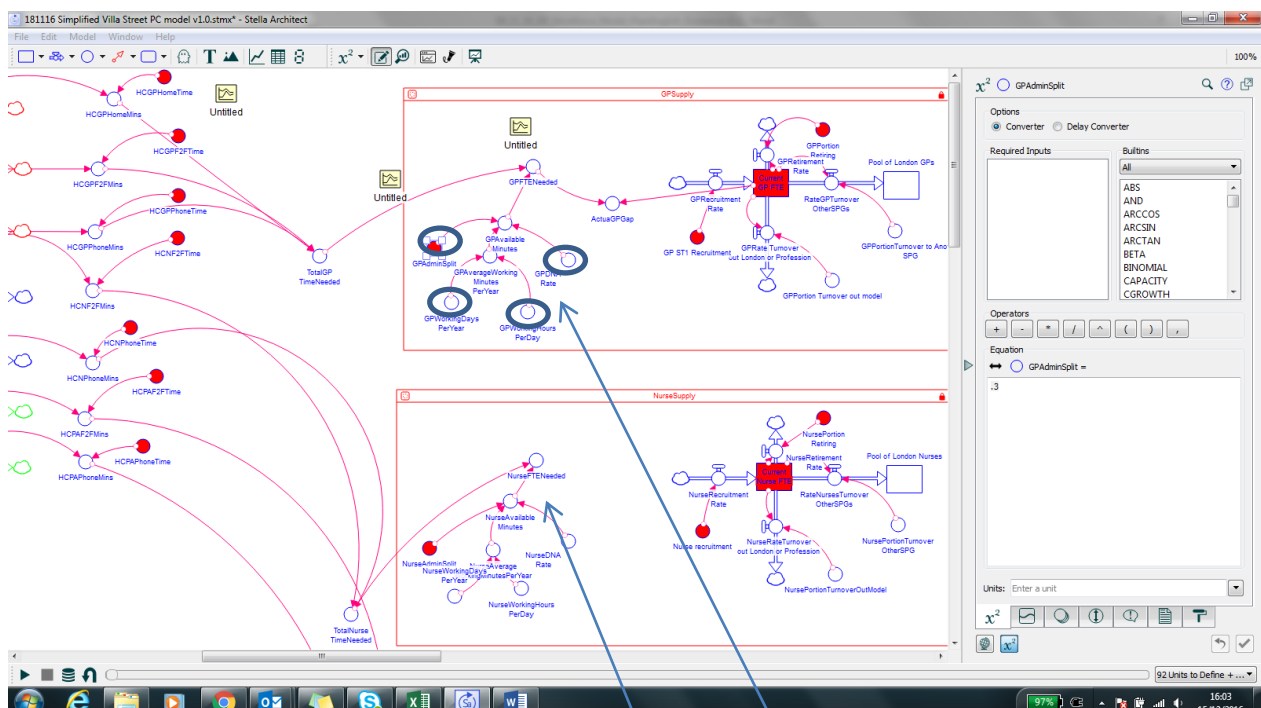1. Enter information into highlighted converters. Ensure information adds up to 1.

Step 5: Enter the staff time required for each stage in the assessment process (you may choose to do this by coding in fixed numbers or using charts to demonstrate how the times are changing over the period to be modelled.

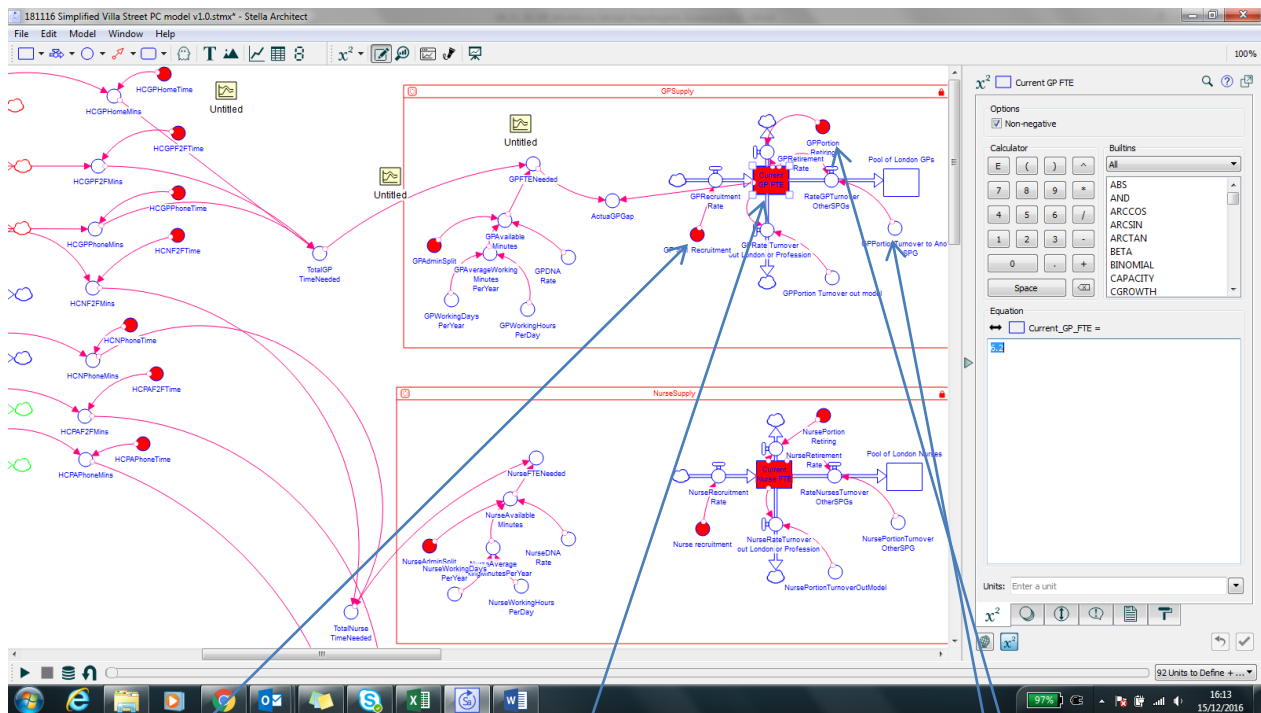1. Enter information on the amount of staff time required into the circled nodes.

Availability Framework

Step 6: Enter the key inputs around staff availability. Repeat for each of the roles in the Practice (GPs, Nurses and HCAs etc)
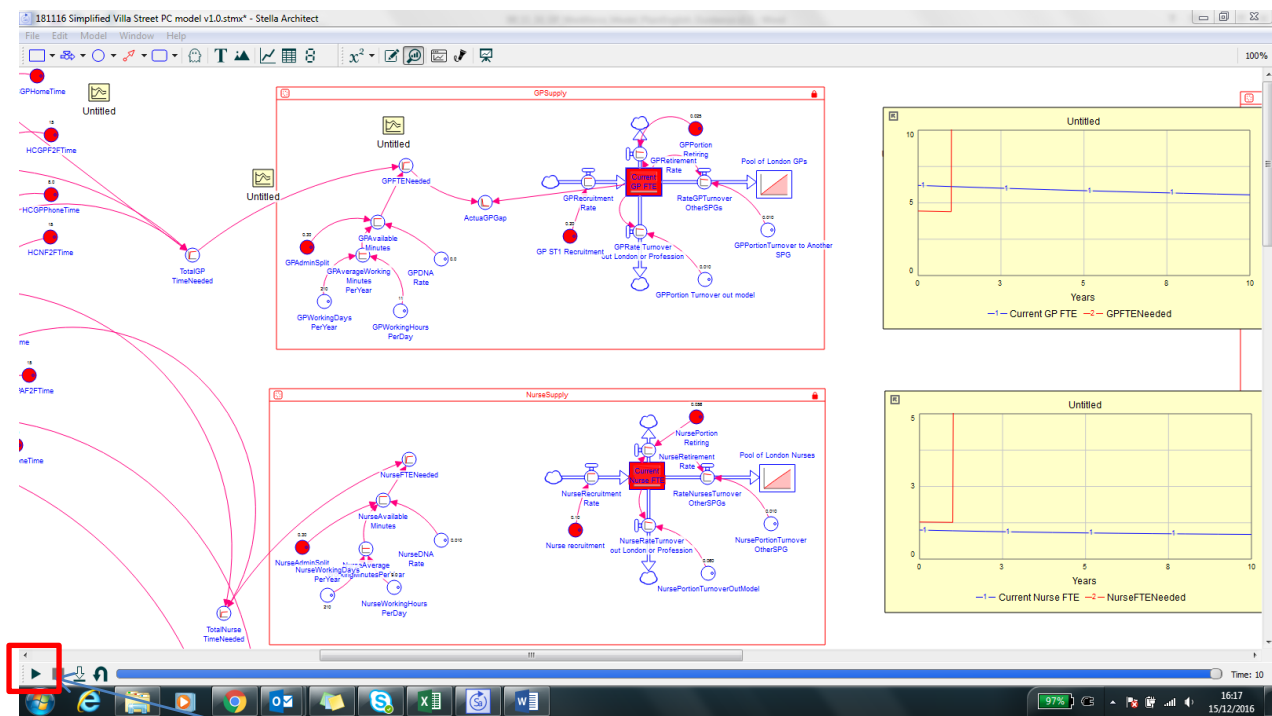
Supply Framework

Step 7: Enter inputs and assumptions in relation to existing staffing FTE levels, volumes of staff recruited to roles, and turnover of staff % for both general turnover and retirement rates.

Repeat this process for each of the roles identified (GPs, Nurses, DPC)

1. Click on this converter and enter the expected recruitment levels in FTE here.

2. Enter the existing FTE levels here

3. Enter turnover and retirement rates in the two identified converters.

Once these processes have been done the model will be ready to run:

1. You can run the model by pressing the 'Run' button, which is highlighted in red in the bottom left corner of the screen. This will automatically update the values.
2. The graphs for each role, showing demand and supply of roles will automatically update as demonstrated.