

Primary Care Highlight Report

September 2025



Primary Care Access 2025/26

Operational Planning

- The NHSE operational plan for 2025/26 sets out expected improvements for Primary Care. These are around the continuation of delivery of the modern general practice access, with a focus on improving patient access and experience, delivering additional urgent dental appointments and delivering Pharmacy First consultations.
- Targets are set in response to the operational plan and these are:
 - Appointments in General Practice
 - % of general practice appointments within 2 weeks of booking
 - Units of dental activity delivered
 - Number of Pharmacy First consultations (oral contraception, Blood Pressure, clinical pathways)
- This report shows delivery highlights for each of the 4 areas of Primary Care with core and system measures that are produced in a report by our BI team.

General Practice

Deliverable
Deliver the Access Improvement Delivery Plan
2. Assure. What has been delivered? What are the key upcoming deliverables?
<div>Delivery<ul style="list-style-type: none">• Overall number of GP appointments in 25/26 as of July 25 is 4% higher than the previous year and above operational plan target• Percentage of GP appointments seen within 2 weeks remains around 80%, higher than the SW average of 77.7% but slightly below the national average of 81.92%• Percentage of appointments delivered face to face remains consistently around 62% and telephone appointments remains around 30%• NHS app sign up has increased to 67% of the population with 34% having notifications on. 23% of messages now being sent through the NHS app• NHS App sessions continue to be held by community groups to support digital inclusion• Capacity and Access Improvement (CAIP) templates shared with PCNs for completion 30th September 2025• 4 practices receiving Access Resilience and Quality (ARQ) Support with a further 5 scheduled for support• Significant ongoing work to review and update Local Enhanced Services to support GP Collective Action• Service Development Funding (SDF) allocations agreed with GPCB</div> <div>Upcoming Deliverables<ul style="list-style-type: none">• Review CAIP returns and schedule payments• Support practices with contractual change to online consultations opening during all core hours• Finalise methodology for advice and guidance enhanced service.• Delivery of SDF projects• Finalise and agree General Practice OPEL Action Cards and establish coordination / communication processes• Urgent Care Network to develop General Practice Winter Plan and work with partners to shape system winter plan</div>

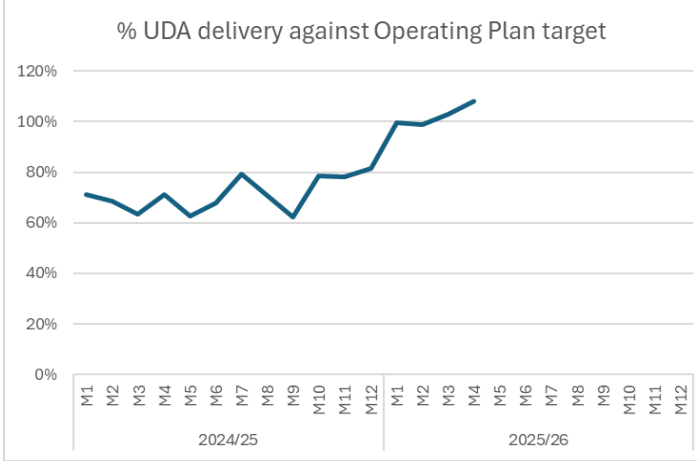
Dental

Deliverable
Deliver the BNSSG Dental Strategy

2. Assure. What has been delivered? What are the key upcoming deliverables?

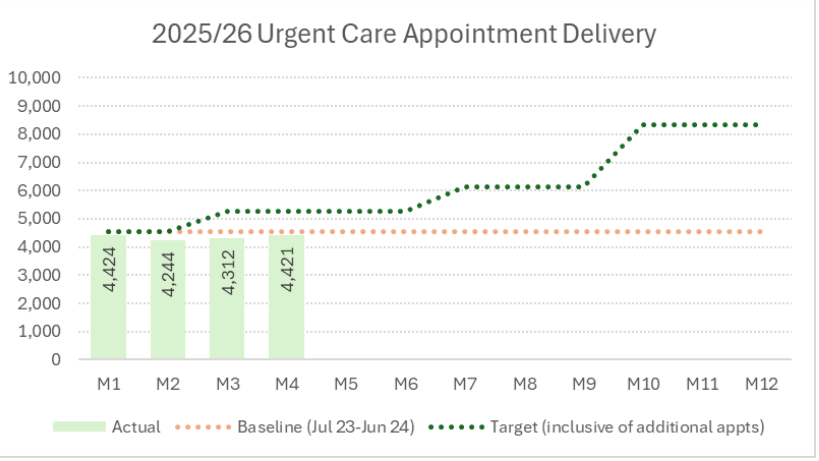
Delivery

% UDA delivery against Operating Plan target



Month	% UDA delivery against Operating Plan target
M1 2024/25	70%
M2 2024/25	68%
M3 2024/25	62%
M4 2024/25	70%
M5 2024/25	60%
M6 2024/25	65%
M7 2024/25	80%
M8 2024/25	75%
M9 2024/25	60%
M10 2024/25	78%
M11 2024/25	80%
M12 2024/25	82%
M1 2025/26	100%
M2 2025/26	100%
M3 2025/26	100%
M4 2025/26	105%
M5 2025/26	105%
M6 2025/26	105%
M7 2025/26	105%
M8 2025/26	105%
M9 2025/26	105%
M10 2025/26	105%
M11 2025/26	105%
M12 2025/26	105%

2025/26 Urgent Care Appointment Delivery



Month	Actual	Baseline (Jul 23-Jun 24)	Target (inclusive of additional appts)
M1	4,424	4,500	5,000
M2	4,244	4,500	5,000
M3	4,312	4,500	5,000
M4	4,421	4,500	5,000
M5		4,500	5,000
M6		4,500	5,000
M7		4,500	6,000
M8		4,500	6,000
M9		4,500	6,000
M10		4,500	8,000
M11		4,500	8,000
M12		4,500	8,000

2025/26 - UDAs delivered at Month 4

YTD Plan	YTD Actual	Difference (No)	Achievement (%)
341,206	349,163	7957	102.33%

2025/26
Total Target
1,023,618

Comparing 2024/25 performance with 2025/26

YTD in 2024/25	YTD IN 2025/26	Difference
328,841	349,163	20,322

2025/26 - Urgent Care Appointments delivered at Month 4

YTD Plan	YTD Actual	Achievement(No)	Achievement (%)
19,572	17,401	-2171	88.91%

2025/26
Total Target
73,501

* data is based on FP17 submissions; practices have two months to submit their returns.
Data shown is the most recent received. Therefore the last two months data is subject to change (i.e may show an increase)

Workstream Updates

Urgent Care

As part of phase 1, the 19,076 additional urgent care appointments mandated have now been allocated to all practices following an Expression of Interest process. Practices were selected based on geography and using Indices of Deprivation (IMD).
Phase 2 is focusing on delivery by working closely with comms colleagues and increasing public awareness of the additional capacity as well as working closely with NHS 111 and helpline provider and exploring direct booking options/online platforms.

UDA delivery

Delivery against plan is on track and access is improving, where UDAs have increased by 20,091 comparing M4 performance against the previous year.
As part of supporting access for vulnerable groups, the Children in Care service has been extended by 6 months following an evaluation of the service. Stabilisation services has been offered to additional practices focusing on IMDs 1-5.
Supervised toothbrushing (STB) is being rolled out to all children in schools in IMD 1-6; 13,496 are participating in the scheme against a target of 16,340 (82.5% achievement, expected 100% by Feb 2025)
Dental Electronic Referrals (DERs) is aimed at strengthening pathways into secondary care. Awaiting announcement of provider following the completion of procurement process. Further engagement sessions to be held with dental practices. The project is on track to deliver by Jan-26.

Upcoming Deliverables

- £32 uplift to minimum UDA value to be enacted subject to procurement checks
- Continued negotiations in relation to rebasing underperforming contracts; this will inform the rapid procurement of additional routine dental activity in areas of highest need

Community Pharmacy

Deliverable
Implement and Embed Pharmacy First
2. Assure. What has been delivered? What are the key upcoming deliverables?
<p>Delivery</p> <p><u>Community Pharmacy - Minor ailments and Clinical Pathways:</u></p> <ul style="list-style-type: none"> • BNSSG - Highest performing ICB in the Country/100,000 patients. • In June 92% surgeries referred > 20 patients/month, 78% surgeries referred > 40 pt/month. 29% surgeries referred > 125 patients/month. • Average of 11,800/month referrals made to CP in Q1, >1900 appointments have been referred from UEC to CP via PF to June 2025 • NHSE are now funding EMIS local services which is integrated into EMIS and enables referrals to be made in an efficient way which helps support making formal referrals to CP easier. <p><u>Pharmacy First</u></p> <p><u>Minor ailments and Clinical Pathways:</u></p> <ul style="list-style-type: none"> • Continue to work with CP/ PCN leads to embed PF referrals set up regular meetings with them LPC and ICB to share learning. They are leading CP/GP PCN meetings 3 times/year and face to face meetings with CP and GP practices • Continue working with UECs, Acute Trusts and BrisDoc to undertake formal electronic referrals to CP • Agreement for Local Enhanced Services (LES) PGDs for Hydrocortisone, Chloramphenicol and Otitis Externa and to expand further <p><u>Contraception:</u></p> <ul style="list-style-type: none"> • CP PCN leads working with CP and GP practices to expand initiation and continuation of oral contraception in CP. In June 25 the total number of supplies > 1200 and this continues to grow monthly <p><u>Hypertension:</u></p> <ul style="list-style-type: none"> • Work is ongoing with CP PCN leads to increase hypertension case finding & Ambulatory BP monitoring checks (ABPM) (which involves wearing a device to record BP over a 16-hour period which is more accurate than one off readings) • Further plans with Comms team to attend outreach events • Engaging practices with increasing referrals from practices to Community Pharmacy for BP checks <p><u>Community Pharmacy Independent prescribing (IP) Pathfinder:</u></p> <ul style="list-style-type: none"> • Live in April 2025 -3 Sites Yate, Cotham, Bedminster • Pilot to test use of an IP within CP & reduce GP referrals, Walk ins have a big impact on system • Extension of PF Minor illness, most common conditions: Sore Throat, Ear problems, Skin, UTI • 309 consultations -307 face to face <p><u>Upcoming Deliverables</u></p> <ul style="list-style-type: none"> • Expand LES PGDs for minor ailments eg Nystatin • Work with those practices not referring and CP not undertaking PF • New Medicines Supply service plus for hypertension pilot to increase medicines adherence in areas where patients are not reaching BP targets –Start end July 25 • Look to extend IP pathfinder pilot using winter pressure funding (extend March 26) • Continue to increase number of CP undertaking IP course by funding Designated prescribing practitioners (DPPs)

Eye Care

Deliverable
Re-establish the Eye Care Delivery Board and develop delivery plan
2. Assure. What has been delivered? What are the key upcoming deliverables?
<p>Delivery</p> <ul style="list-style-type: none">• Eye Care Delivery Board continues to meet monthly• Chair will be rotate between primary and secondary care• Macular Pilot has received over 350 patient referrals, with 69% of patients avoiding a hospital visit by being referred through this route. Clinical decisions have been made within one working day of referral receipt, enabling patients to access treatment a week earlier than under the previous pathway. Feedback from community optometrists has been highly positive, highlighting both the faster patient access and the valuable educational feedback provided on each referral.• SW working group for Sensory checks in Special Educational Settings established• ICB group met to review and establish which community optometry locally enhanced services are required across the ICB <p>Upcoming Deliverables</p> <ul style="list-style-type: none">• Task and finish group to be set up for macular pilot - assessing data and establishing funding arrangements for 2026-27• Procurement for eye checks in Special Educational Settings to be agreed• Work with procurement team to pursue the appropriate Provider Selection Regime processes for community optometry locally enhanced services

Primary - Core Measures

Reporting Month

Jul 25

GP Appointments - ICB

533,359

Achieving Operational Plan of 502,313



by Month

% of GP appointments seen within
two weeks - ICB

80 %



by Month

% Units of dental activity delivered -
ICB

70 %

Missing Operational Plan of 70.47 %



by Month

Pharmacy First consultations (oral
contraception, BP, clinical pathways) ...

10,542

Achieving Operational Plan of 8,000



by Month

Focus Measures

		Latest Period	Unit	Target	Month Value (RAG vs Target)	Vs Nat Avg	Month Value Change	Month % Change	Distance From Target	Value YTD	YTD vs Plan	National Rank	South West Rank
% of GP appointments seen within two weeks	ICB	Jul 25	%		80.32	Worse	0	0.29	NA	80	-	26 / 42	2 / 7
% of resident population seen by an NHS dentist – adults	ICB	May 25	%		25.71	Worse	0	-0.66	NA	26	-	24 / 42	1 / 7
% of resident population seen by an NHS dentist – children	ICB	May 25	%		55.14	Better	0	0.58	NA	55	-	16 / 42	2 / 7
% Units of dental activity delivered	ICB	May 25	%	70.47	✗ 69.86		0	-0.41	738	70	0	-	-
GP Appointments	ICB	Jul 25	Count	502,313	✓ 533,359		38079	7.69	NA	1990627	54,206	-	-
Number of completed Refs to Pharmacy First from 111	ICB	Jul 25	Count		603		-48	-7.37	NA	2835	-	-	-
Number of completed Refs to Pharmacy First from GP	ICB	Jul 25	Count		8,311		-132	-1.56	NA	33515	-	-	-
Number of self referrals to Pharmacy First	ICB	Jul 25	Count		3,288		476	16.93	NA	11339	-	-	-
Pharmacy First consultations (oral contraception, BP, clinical pathways)	ICB	Jun 25	Count	8,000	✓ 10,542		241	2.34	NA	31307	7,307	-	-
Total referrals to Pharmacy First (GP, 111, Self)	ICB	Jul 25	Count		12,202		296	2.49	NA	47689	-	-	-
Units of Dental Activity	ICB	May 25	Count	120,121	✗ 83,911		-356	-0.42	NA	168178	-72,064	-	-

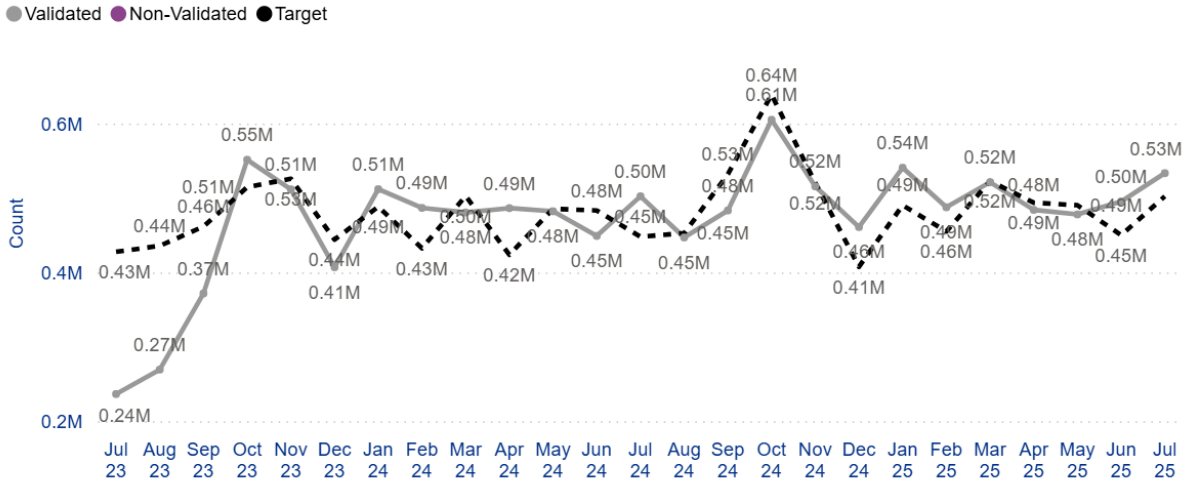
Note: Delay to Dental data, only May data available currently

Focus Summary

Measure	Narrative
% of GP appointments seen within two weeks	Remains around 80%, higher than the SW average of 77.7% but slightly below the national average of 81.92%
% of resident population seen by an NHS dentist – adults	Population of adults seen by an NHS dentist compared to population estimates over a 24 month period. Over a 24-month period, a greater proportion of BNSSG residents have been seen by an NHS dentist compared to the South West average, although this remains lower than the national average for England. Figures presented in this report differ from those reported by the BSA as they are based on different population estimates.
% of resident population seen by an NHS dentist – children	Population of children seen by an NHS dentist compared to population estimates over a 12 month period. Over a 12-month period, BNSSG has seen a greater proportion of children accessing NHS dental services than the South West average, with figures only slightly below the England-wide rate. Figures presented in this report differ from those reported by the BSA as they are based on different population estimates.
% Units of dental activity delivered	UDA % delivery is just very slightly under operational delivery plan. Individual contract delivery is monitored and reviewed regularly.
GP Appointments	Overall number of GP appointments in 25/26 as of July 25 is 4% higher than the previous year and above operational plan target.
Number of completed Refs to Pharmacy First from 111	Slight reduction in referrals
Number of completed Refs to Pharmacy First from GP	Slight increase in referrals in GP referrals, with only 7% being referred back to general practice
Number of self referrals to Pharmacy First	Increase seen in self referrals
Pharmacy First consultations (oral contraception, BP, clinical pathways)	New operational metric of community pharmacy consultations (clinical pathways, oral contraception consultations and blood pressure checks), delivering over plan.
Total referrals to Pharmacy First (GP, 111, Self)	Continued increase with 81% of patients being looked after by the pharmacy and no onward referral required.
Units of Dental Activity	Quantifiable amount of work dentists perform in BNSSG and the value of the treatment that is provided, this is delivered against individual UDA targets

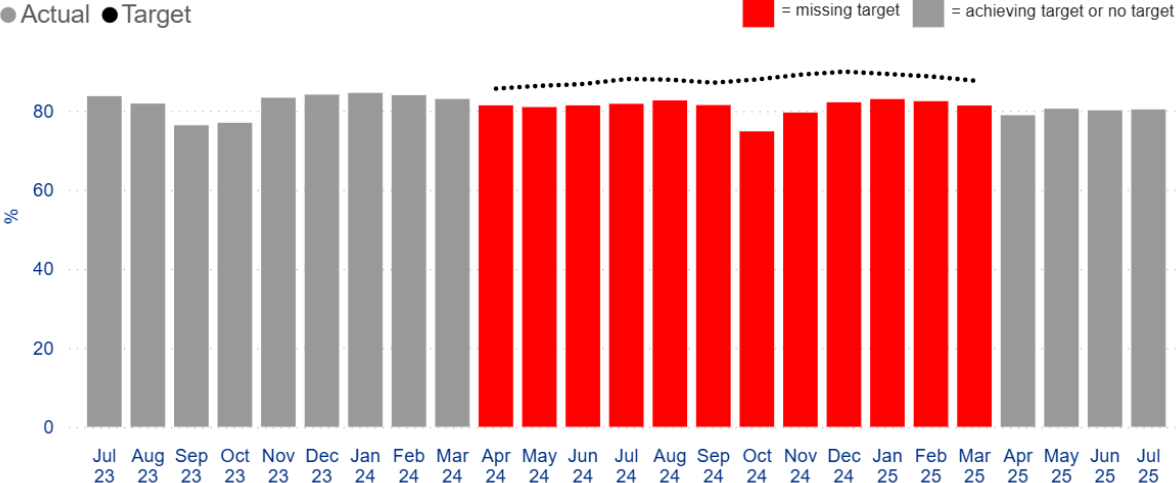
GP Appointments

Visualisation



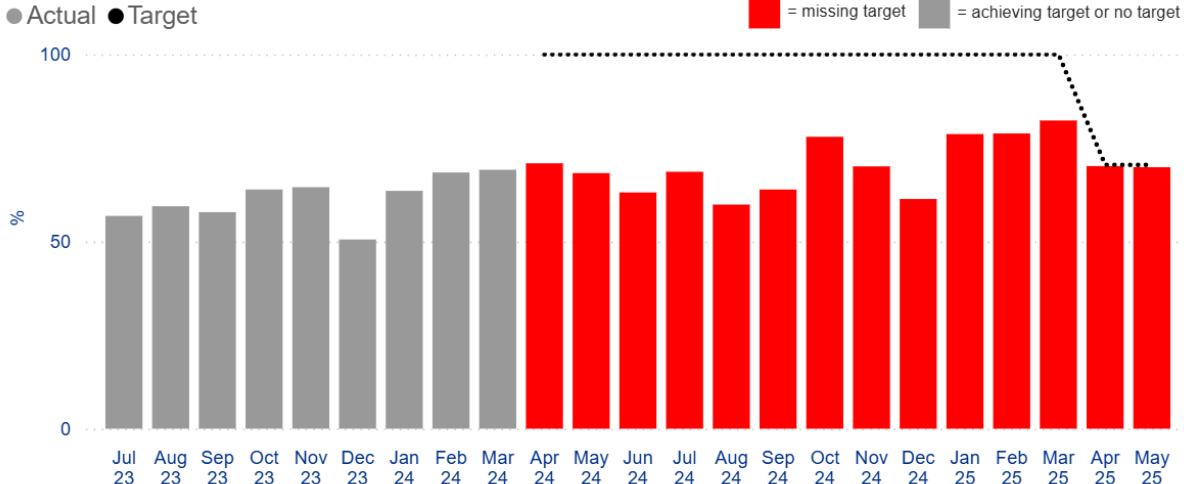
% of GP appointments seen within two weeks

Visualisation



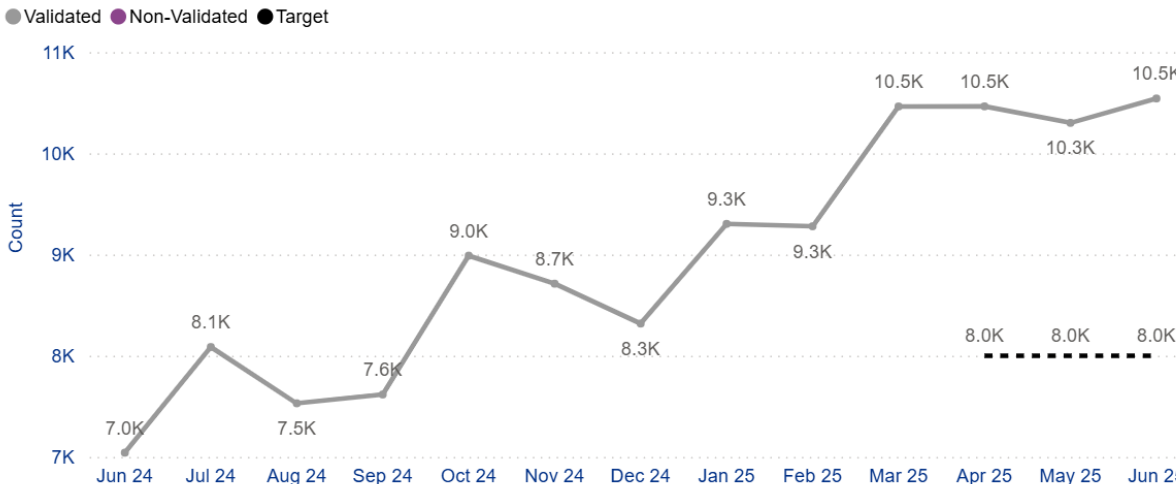
% Units of dental activity delivered

Visualisation



Pharmacy First consultations (oral contraception, BP, clinical path...

Visualisation



Summary

Primary

	Unit	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr ...	May 25	Jun 25	Jul 25
% of GP appointments seen within two weeks	%	82.60	81.42	74.77	79.52	82.13	82.94	82.40	81.31	78.86	80.51	80.09	80.32
% of resident population seen by an NHS dentist – adults	%	25.82	25.75	25.47	25.41	25.39	25.49	25.52	25.61	25.88	25.71		
% of resident population seen by an NHS dentist – children	%	51.86	51.92	51.81	52.30	52.57	52.95	53.29	54.38	54.82	55.14		
% Units of dental activity delivered	%	59.87	63.89	77.98	70.08	61.37	78.71	78.87	82.34	70.15	69.86		
GP Appointments	Count	446,...	483,...	605,...	515,...	460,...	540,...	487,...	521,...	484,...	477,...	495,280	533,359
Number of completed Refs to Pharmacy First from 111	Count	633	647	736	781	994	888	776	856	812	769	651	603
Number of completed Refs to Pharmacy First from GP	Count	6,762	7,326	9,237	9,176	9,860	9,283	9,236	9,912	8,556	8,205	8,443	8,311
Number of self referrals to Pharmacy First	Count	1,894	1,840	2,139	2,251	2,683	2,582	2,481	2,971	2,556	2,683	2,812	3,288
Pharmacy First consultations (oral contraception, BP, clinical pathways)	Count	7,530	7,617	8,989	8,712	8,318	9,303	9,279	10,463	10,...	10,301	10,542	
Total referrals to Pharmacy First (GP, 111, Self)	Count	9,289	9,813	12,112	12,208	13,537	12,753	12,493	13,739	11,9...	11,657	11,906	12,202
Units of Dental Activity	Count	73,756	78,708	93,1...	83,678	73,274	92,491	92,671	96,751	84,...	83,911		

Reporting Month

Jul 25

Appendix (South West)

Primary

	Unit	Latest Period	BNSSG	BSW	Cornwall	Devon	Dorset	Glos	Somerset	BNSSG SW Rank	National Avg	Prev Mth	% Change
▲ % of GP appointments seen within two weeks	%	Jul 25	80.32	76.35	79.51	81.14	73.67	72.92	76.95	2 / 7	82.03	80.09	0.29
% of resident population seen by an NHS dentist – adults	%	May 25	25.71	22.86	21.98	19.82	25.06	20.91	17.98	1 / 7	27.32	25.88	-0.66
% of resident population seen by an NHS dentist – children	%	May 25	55.14	53.03	55.47	41.87	51.18	50.03	38.84	2 / 7	53.81	54.82	0.58