



GP Access: Where We Are Today



Appointments Trending Up

8%

Comparing November 2018 and November 2024 there was an 8% increase in the number of GP appointments within the North East and North Cumbria.



Record Numbers In October 24

2.2M

In October 2024 we saw almost 2.2 million GP appointments in the North East and North Cumbria, which is a 14% increase on the previous highest number in October 2023.

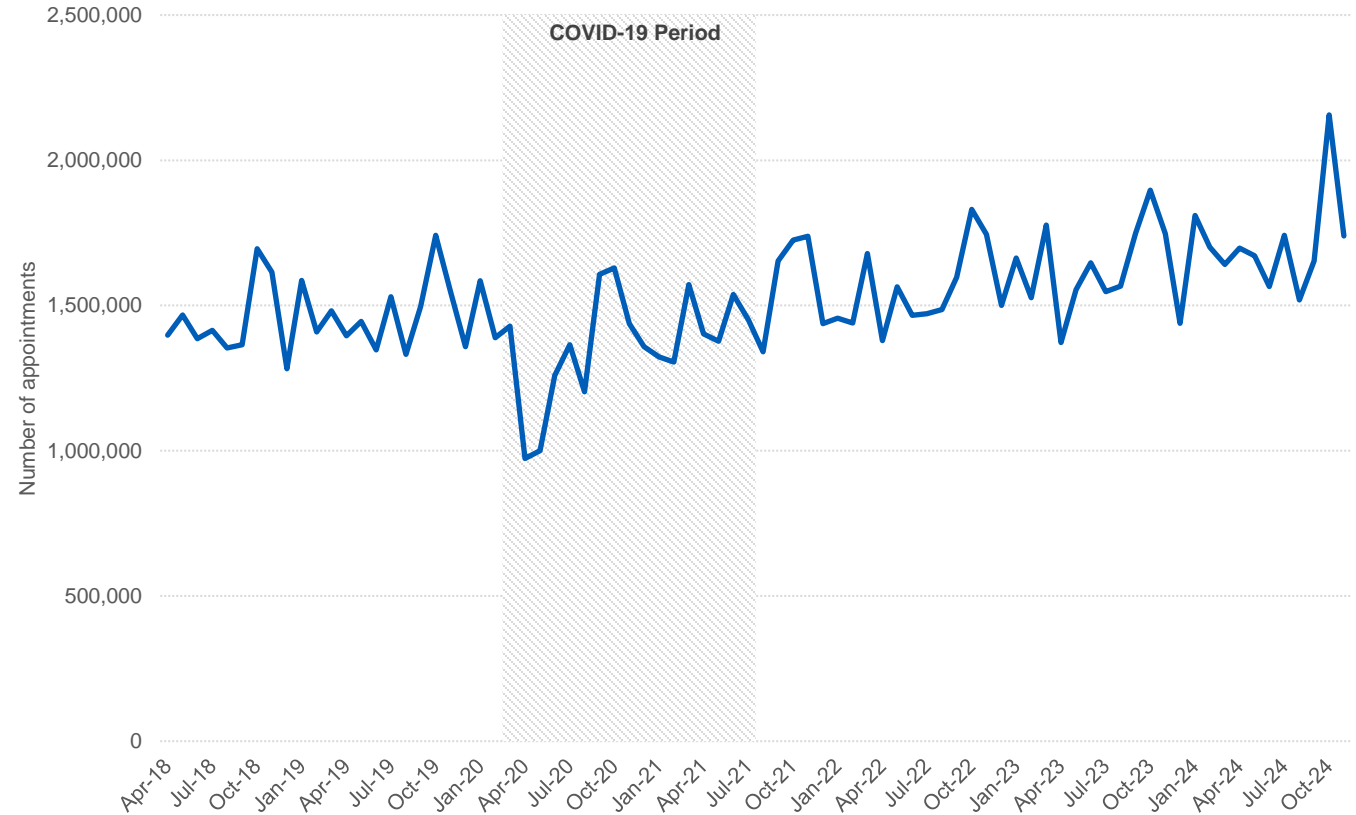


Forecasting Record Year

21M

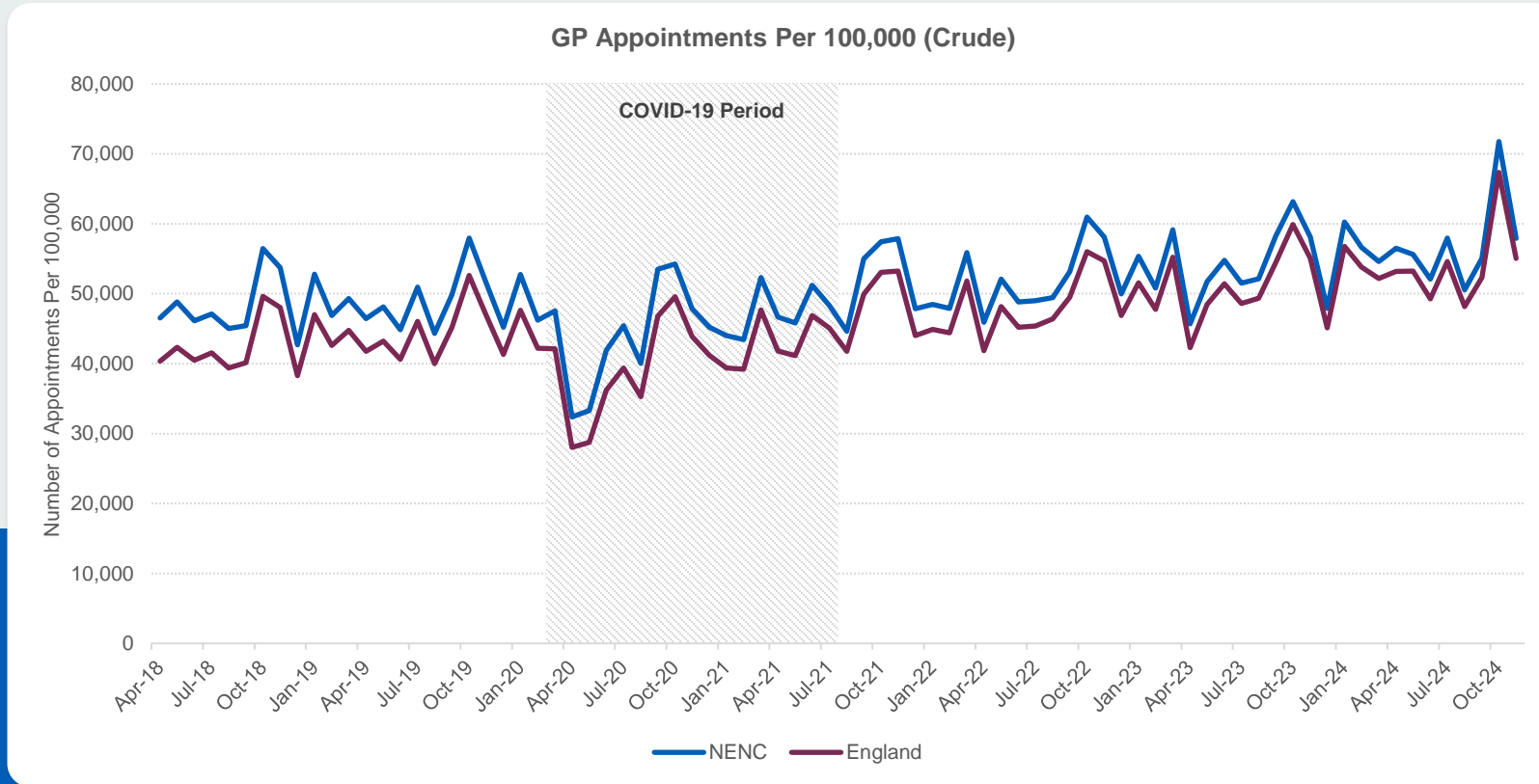
Based on current performance, we could expect to see almost 21 million GP appointments in the 2024/25 financial year, a 5% increase on the previous period.

Number of GP Appointments In North East And North Cumbria





GP Access: How We Compare



North East And North Cumbria Mirror The National Trend

NENC appointment rates consistently track up and down in tandem with England's, suggesting they're both subject to similar overall trends.



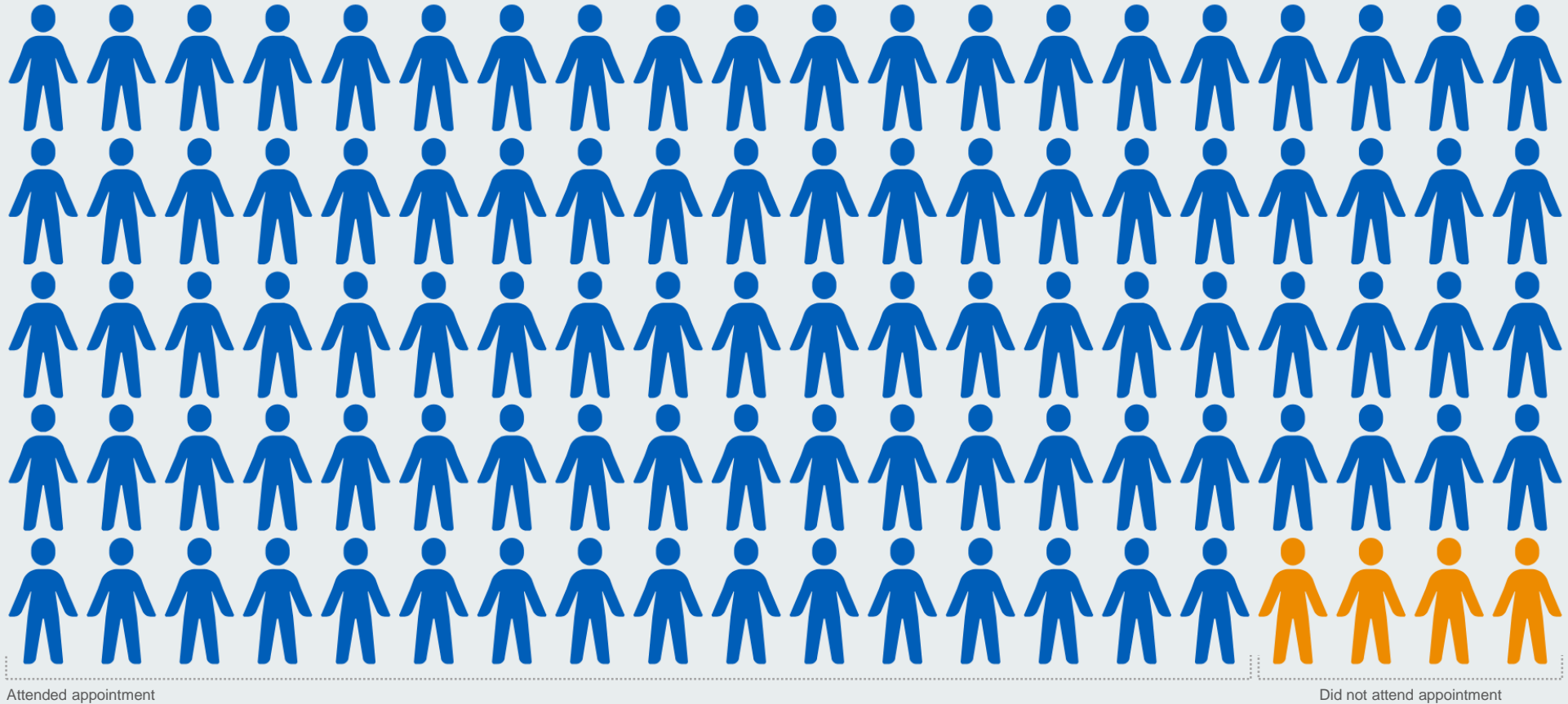
But NENC Rates Are Higher Than England Average

Across the reporting period, NENC GP appointment rates per 100,000 remain consistently higher than the England rate.



Appointments By Status YTD

NENC Appointment By Status (where known)



96%

of NENC patients attended their appointment, above the England rate of 95%.

4%

of NENC appointments were not attended by a patient, below the 5% rate seen nationally.



Appointment Waits (YTD)

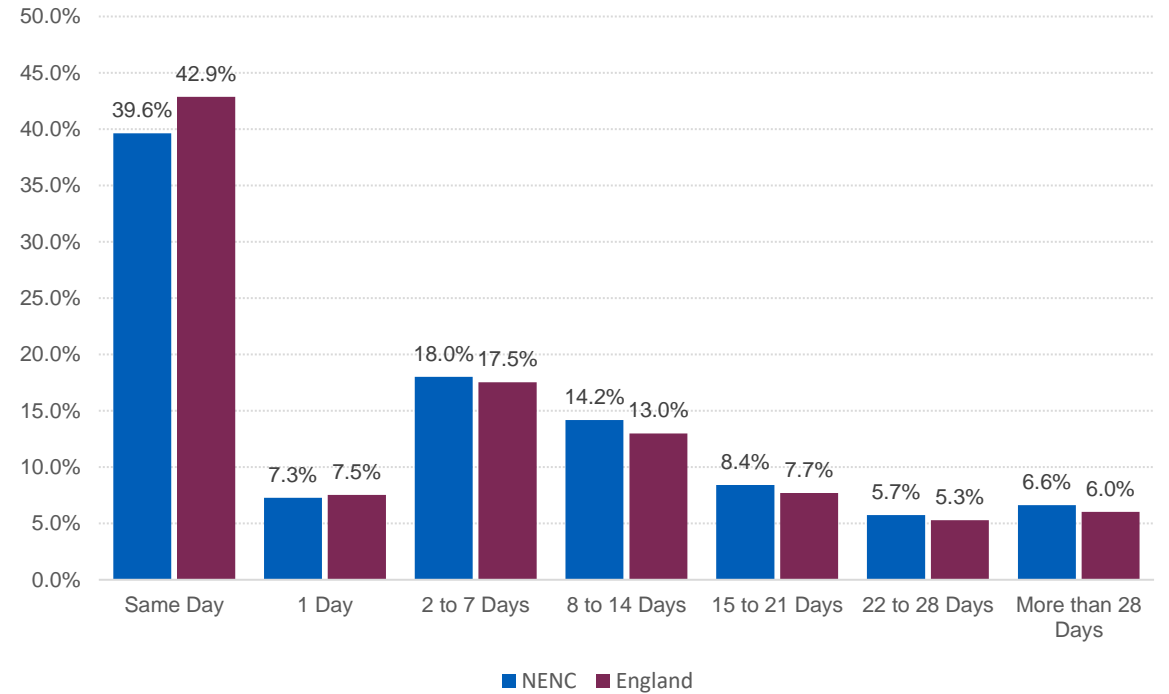
Same Day or Next Day Appointments

-3.5^{pp} Looking at the financial year-to-date, we see a slightly lower rate of same day or next day appointments within NENC compared to the England average.

Waiting Times Over 7 Days

3^{pp} Within NENC we also see a slightly higher proportion of appointments waiting over 7 days compared to the overall England rate.

2024/25 YTD Appointment Waiting Times

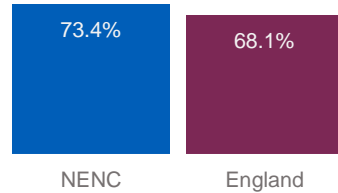


Appointment By Type (Year-To-Date)

Face-To-Face Appointments

5.3^{pp}
NENC vs. England

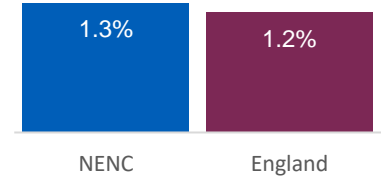
For the 2024/25 financial year, North East and North Cumbria currently has a face-to-face appointment rate 5.3 points above the overall England rate.



Home Visits

0.1^{pp}
NENC vs. England

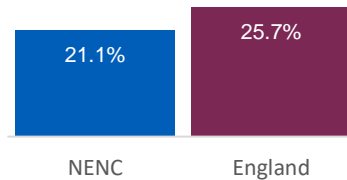
Home visit rates with the North East and North Cumbria are comparable to those seen nationally.



Telephone Appointments

-4.6^{pp}
NENC vs. England

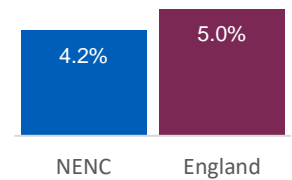
The proportion of telephone appointments in the North East and North Cumbria as 4.6 points below the England rate.



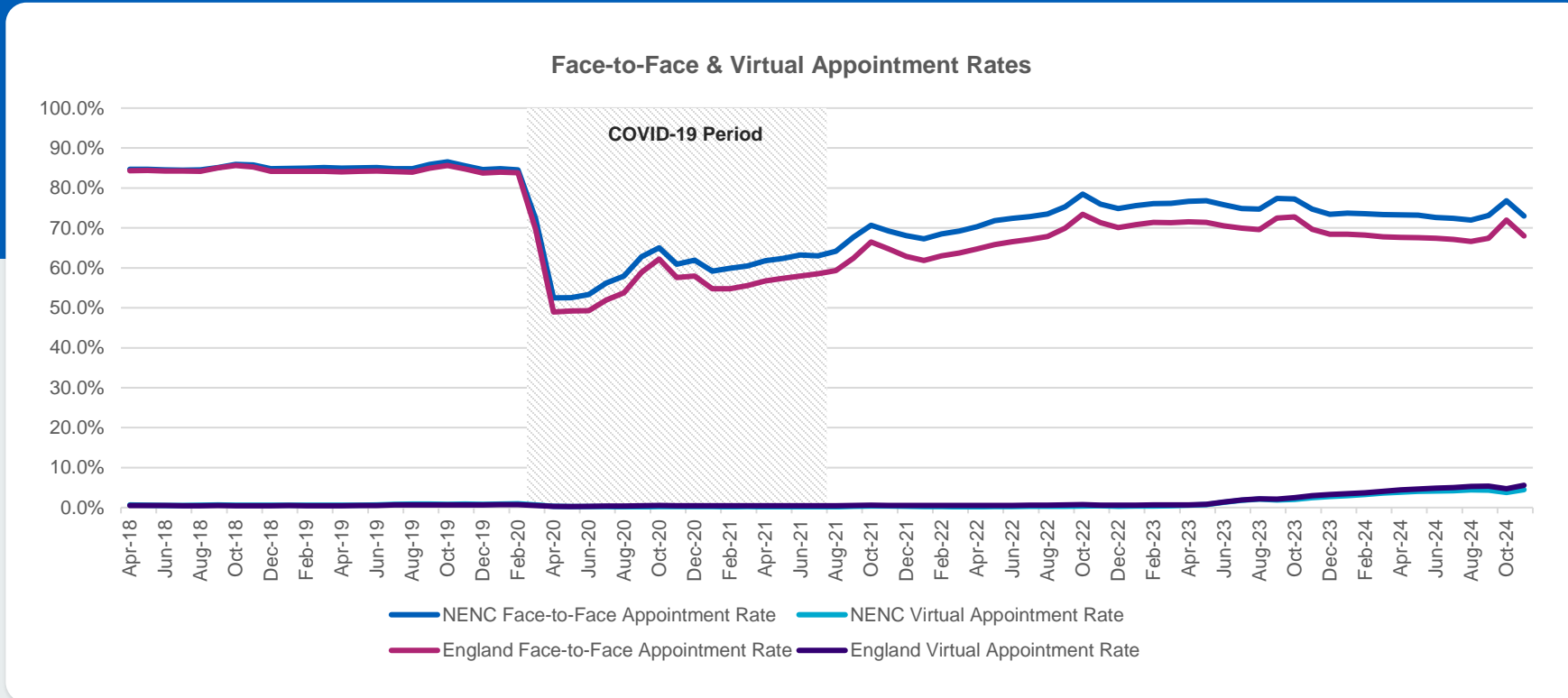
Virtual Appointments

-0.8^{pp}
NENC vs. England

NENC virtual appointment rates are slightly below those of England.



Face-to-Face vs. Virtual Appointment Rates



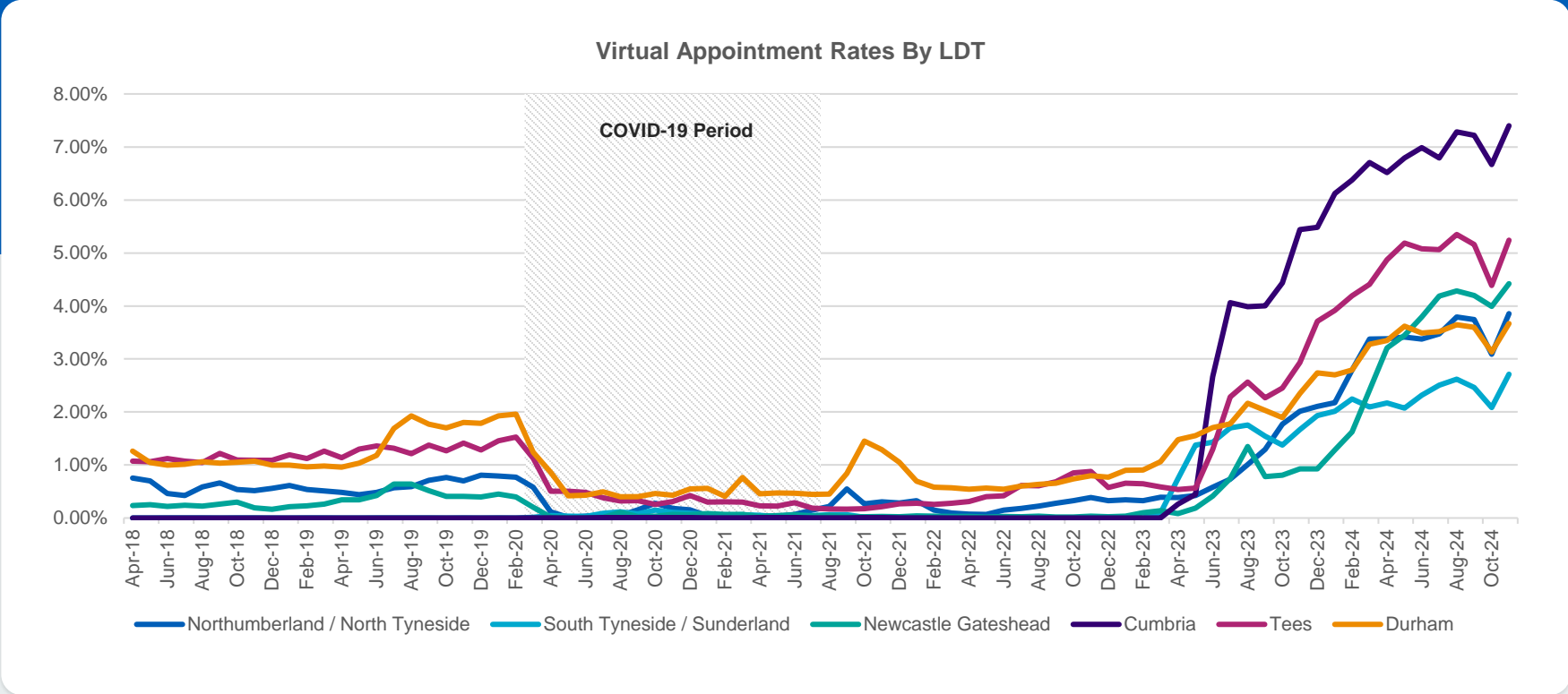
Face-to-Face Appointment Rate Recovering

After dropping sharply during COVID-19, we saw both the NENC and England face-to-face appointment rates steadily climbed back into the 70 to 75% range. However, they do remain several percentage points below the 85% rate seen pre-pandemic.

Virtual Appointment Rate Increasing

In June 2023, the rate climbed above 1% for the first time, with November 2024 seeing a NENC rate of 4.5% and an England rate of 5.6%.

While still modest, it marks a shift toward increased usage of virtual appointments.



Pre-Pandemic Usage of Virtual Appointments

Pre-pandemic we saw mixed use of virtual appointments across NENC with some LDTs such as Durham and Tees having higher rates than both NENC and England, while others such as South Tyneside and Sunderland saw very little usage.

Rapid Growth In Usage In All Local Delivery Teams

Across NENC we've seen solid growth, with all local delivery teams now using virtual appointments at higher rates than before the pandemic.

It's worth highlighting the significant growth in North Cumbria where they now see a virtual appointment rate of around 7%.

Note: Rates are based on those appointment with a known status.