

**From:** HATCH, James (NHS SUSSEX INTEGRATED CARE BOARD) james.hatch@nhs.net   
**Subject:** GP appointment data  
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**To:** undisclosed-recipients::

JH

Dear colleagues,

I hope you are well, as promised here is the information on the GP appointment data that has been published today.

In total, 984,232 appointments took place within GP practices in Sussex in October this year (the reported period). For Brighton and Hove / East Sussex / West Sussex, this totals were:

- Brighton and Hove - 149,886
- East Sussex - 341,339
- West Sussex - 493,007

This is a record number of appointments, after the total has increased continually since the start of the year.

The data also shows:

- 69.8% of appointments in October were face to face
- 26.3% of appointments in October were by telephone
- 44.3% of appointments were with a GP and 52.6% were with other practice staff (such as a nurse, GP assistant or healthcare assistant)
- 37.6% of appointments in October happened on the same day they were booked

Patient choice is a key driver for how appointments are offered, for example some patients prefer to have an online or phone appointment to fit around other arrangements, some appointments are planned in advance such as screening or immunisations, or the patient or clinician may choose to factor in a wait to ensure continuity of care.

For the first time, the data includes information for every practice in the country, covering a breakdown of time between booking and appointment date, total appointments, how the patient was seen and who patients were seen by.

It is important to note that the data shown at practice level in this data release should be used with caution when comparing individual practices and the publication of this data is still in its experimental stage.

For example, the data does not consider the vast differences in practices in terms of their local areas and the patients they look after such as age, prevalence of long-term conditions and patients in care homes which has a big impact on the workload of GP practices. It is also important to acknowledge that the data does not show the additional work carried out by practice staff such as, administrative tasks, processing results, training and teaching, referrals, prescriptions, and clinical meetings, all of which are not recorded.

We recognise that this new data is likely to lead to possible concern from

patients and an expected increase in enquiries.

We have been working recently to share the steps we are taking to further improve access to general practice this winter. This includes the information on our website here: [Improving access to primary care this winter - Sussex Health and Care \(ics.nhs.uk\)](https://www.sussex.ics.nhs.uk/improving-access-to-primary-care-this-winter)

We are also sharing our response to the data today, in particular to share the caveats with this information with patients and the public: [Health and care leaders respond to new figures that show that GP appointments in Sussex have reached a record high - Sussex Health and Care \(ics.nhs.uk\)](https://www.sussex.ics.nhs.uk/health-and-care-leaders-respond-to-new-figures-that-show-that-gp-appointments-in-sussex-have-reached-a-record-high) and we have worked with BBC South East today to showcase a positive example in one of our practices.

We will continue to work to share communications about the work that is underway in GP practices to help patients to get the care they need and the further work that is planned.

I hope you find this information of use and we can talk further next week.

Best wishes  
Laura

**Laura Robertson**  
**Director of Communications and Engagement**  
**NHS Sussex**

07876 843243 | [laura.robertson5@nhs.net](mailto:laura.robertson5@nhs.net)  
Please note my working hours are 9am – 5pm (Mon, Tues, Wed and Fri)

Pronouns I use: she, her, hers



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