

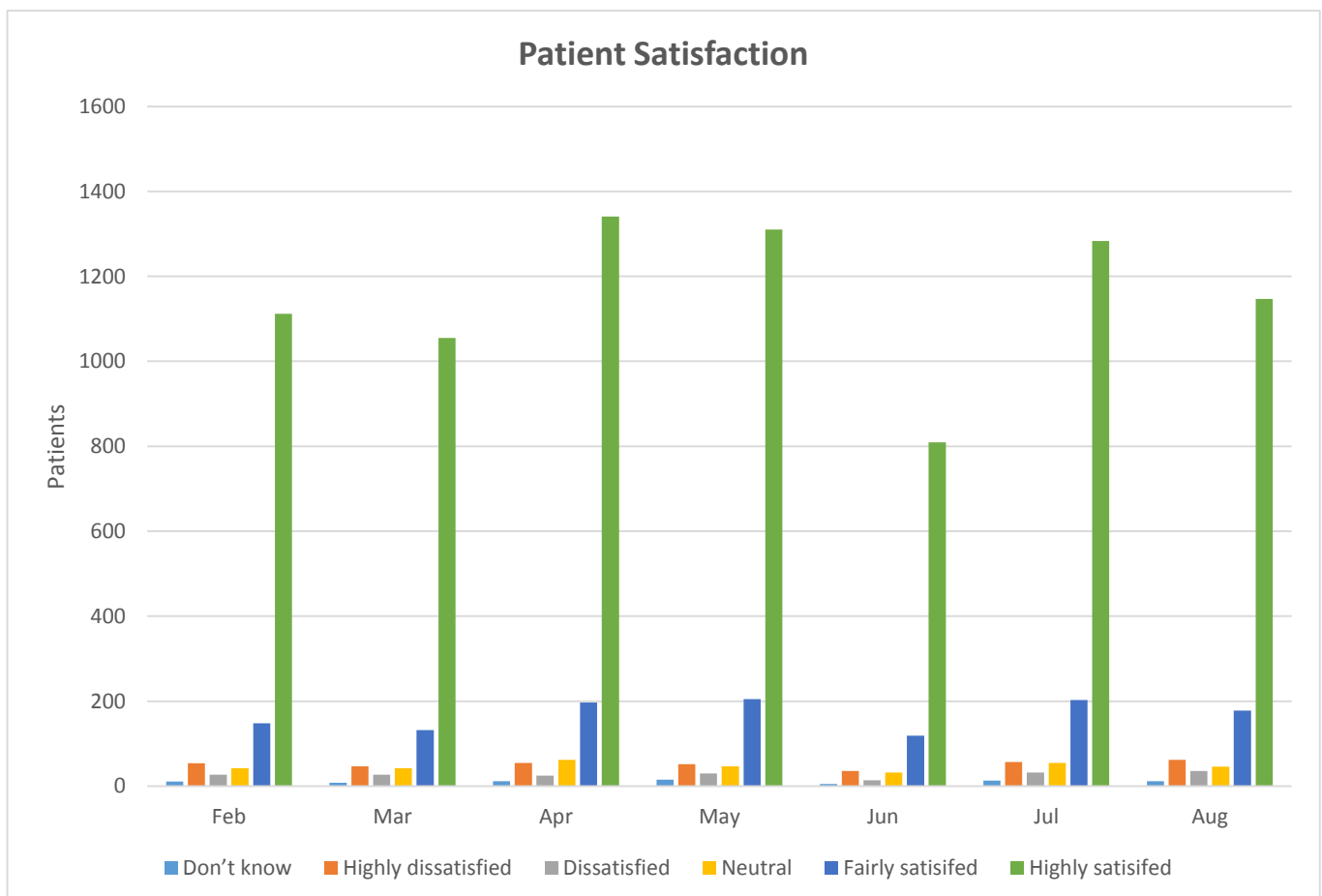
Healthshare update – August 2019

Patient Satisfaction

As the below table demonstrates Healthshare have an average of 91% patient satisfaction, with 5% of those responding not satisfied with the service. For comparison the data released by NHS England for June 2019 for the friends and family test shows that on average across the NHS 89% of GP's patients and 94% of outpatients would recommend the service they received, with 6% and 3% respectively not recommending the service.

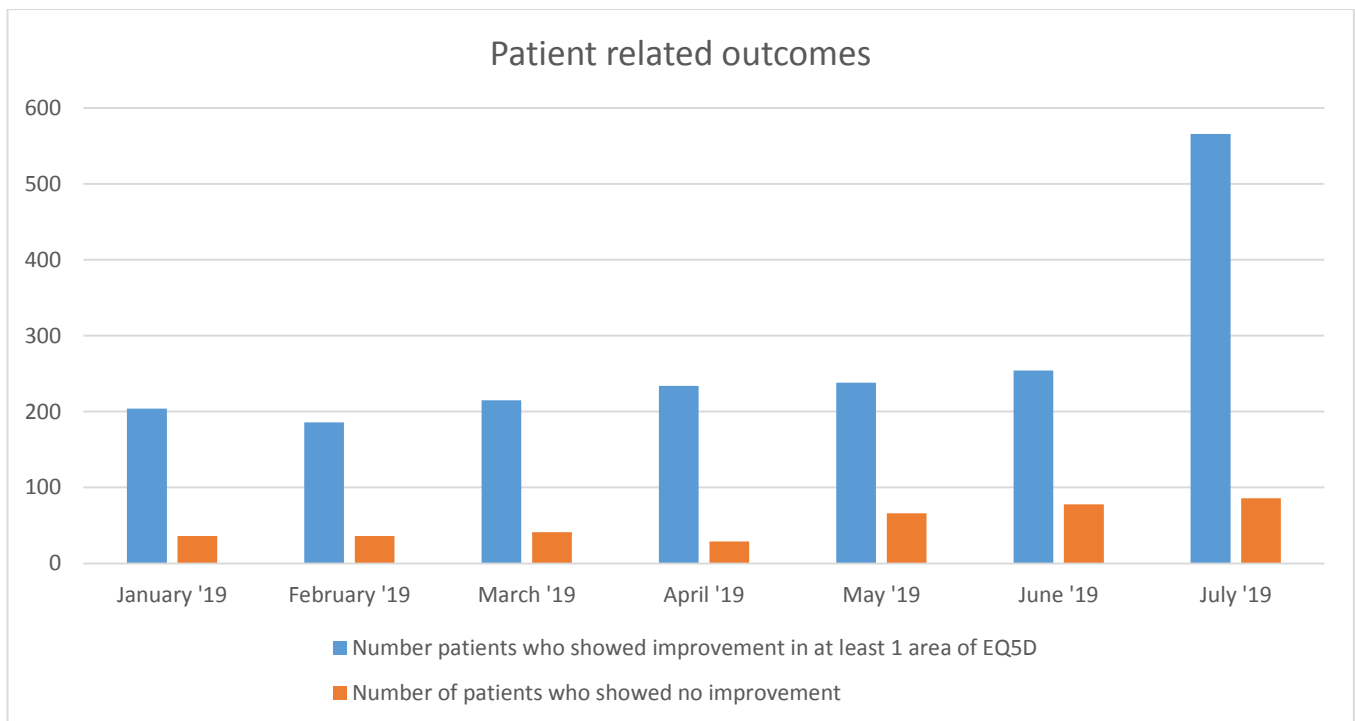
For an even closer patient group comparison the 2019 data from the NHS GP survey for patients only with joint and muscles issues and living in Oxfordshire the satisfaction rating is 87%, with 6% unhappy with their treatment. Demonstrating that the service that Healthshare delivers is comparable or better than the national averages.

It is also worth noting that for the period below Healthshare have collected over 10,000 patient responses with a response rate of 25% compared to a response rate of c.1% of GP appointments and c.4% of outpatient appointments, allowing for a much truer reflection of the service Healthshare deliver.



Patient related outcome measures

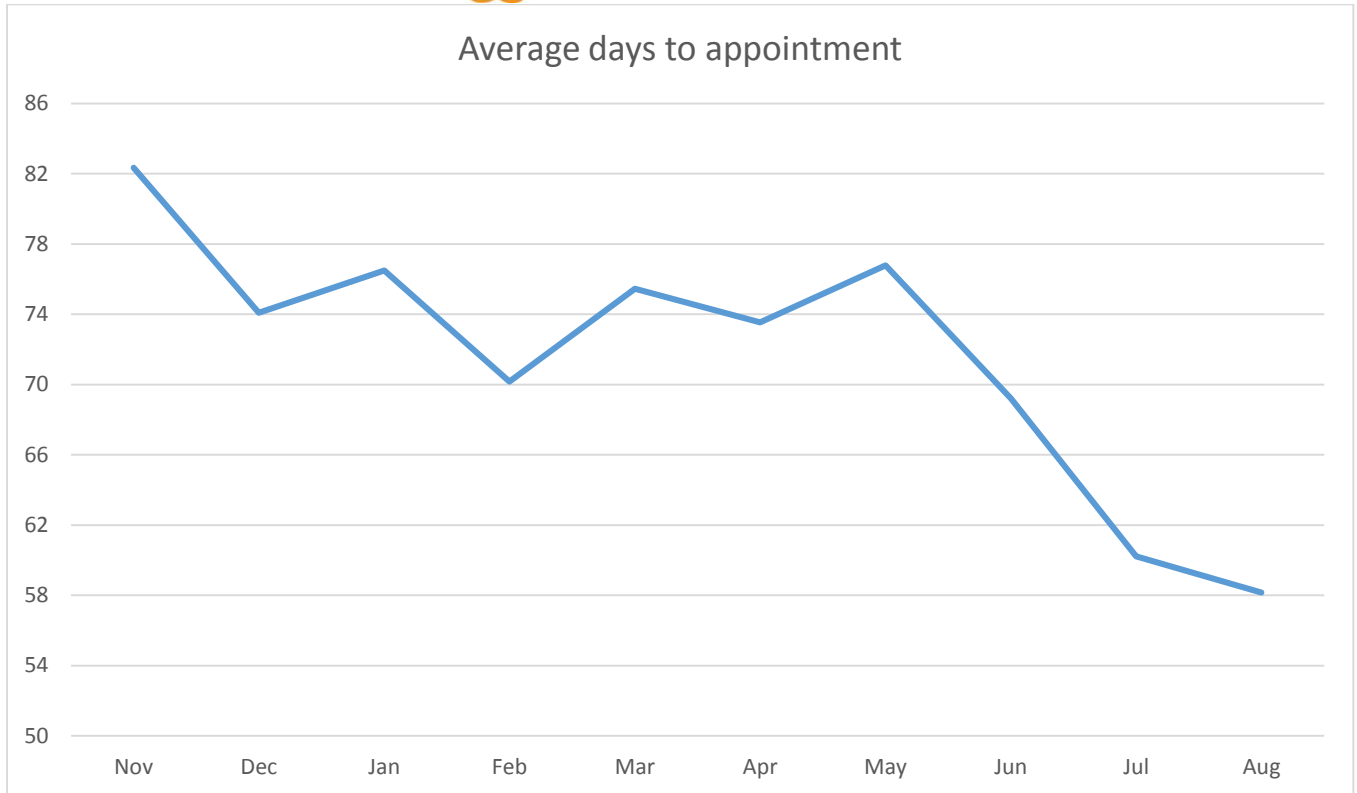
On average 85% of Healthshare patients report an increase in their general health. We record this data using the EQ5D outcome tool. This gives a more holistic insight that ties in to the approach Healthshare uses in signposting patients to various other local resources for things like; weight loss, smoking cessation and mental health. It also allows benchmarking against other health services that use the EQ5D measure. For example in 2017/18 NHS digital reports that 82% of patients that had a knee replacement self-reported an increase in their general health. Healthshare have also been working hard to improve our collection data and have recently seen a significant increase in patients returning a questionnaire at both their initial and final appointments.



Wait times

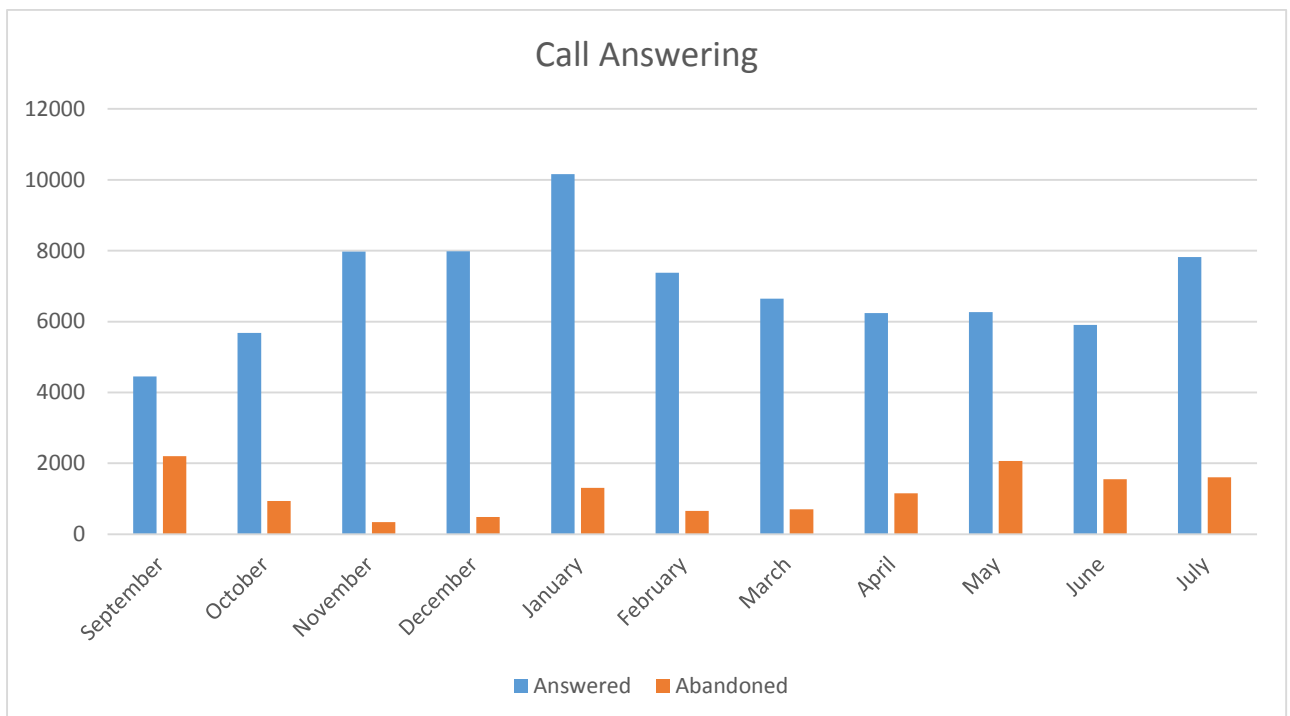
Wait times for the service have been consistently dropping since Healthshare began the contract. As of mid-August 2019 the average wait for appointments is 58 days, and we expect to see that decrease further to within the CCG designated KPI by the start of September. Along with additional estate in Wantage Healthshare have invested in both new permanent staff to ensure the long term sustainability of the improvement and temporary clinical staff to drive wait times down as quickly as possible.

Alongside this there has been an evolution of the clinical model, whereby patients that have low level degenerative changes, such as osteoarthritis of the knee, are seen as a group by a multi-disciplinary team of clinicians. This allows more time with the patients to provide education, advice and treatment than a one to one appointment, whilst also allowing the service to see more patients in a shorter time.



Call Data

On average between September '18 and July '19 Healthshare answered over 85% of the 90,000 calls that came in to our phone system to be answered. As a comparison the NHS GP survey for 2019 advises that 81% of Oxfordshire patients and 68% of patients nationally advise it is easy to get through to someone at their GP practice.



Self-referral

Self-referral continues to be a success, having seen a drop in the number of patients referred by GP and a commensurate rise in self-referrals, but with no increase in overall referrals. With referral numbers now starting to plateau Healthshare will engage on a new round of publicity for the self-referral service, concentrating on advertising on the screens within GP surgeries and looking at publicising it more directly to patients.

