

**Communications pack**  
**Publication of General Practice Appointment Data (GPAD) by NHS Digital**

The following communications materials aim to support general practice following NHS Digital's publication of appointment data in general practice.

**Contents**

- Key messages – supporting responses to media enquiries
- Frequently Asked Questions – supporting responses to patient enquiries

## Key messages

November 2022

### Data quality

- General Practice Appointment Data includes important information at a practice-specific level on the number of appointments delivered, the length of time between booking and receiving an appointment and more. However, it only contains information captured on GP practice systems.
- Appointments in general practice are one part of a wide range of care provided. As a result, appointment data does not show all the work happening within general practice, the complexity of activity or provide an indicator of the quality of care provided.
- We are continuing to work with NHS England to improve the quality of appointment data available.

### Models of access

- We know how much people value being able to see a GP in person and we want to reassure our residents that face-to-face appointments are, and will continue to be, available to patients at every GP practice in North Central London.
- These appointments are provided alongside a range of online, telephone and video appointments, which can be convenient and flexible ways to speak to a healthcare professional.
- The ways in which practices across North Central London provide health and care services varies in response to differences in the health and wellbeing needs of our local populations and how they prefer to access health and care services.

### Appointments in primary care

- Practices in North Central London continue to work incredibly hard to offer patients the right support, providing 15-30% more appointments than before the pandemic with an increased number of appointments delivered face-to-face.
- Appointments are available not only in core general practice hours of 8am to 6.30pm but also on weekday evenings 6.30-8pm and at weekends.
- If you need an appointment, please contact your GP practice. No matter how you choose to get in touch, whether it's using an online form or an app, calling or visiting, you'll get the help that's right for you.

### Opportunities

- This data enables practices to better understand their own appointment data and consider opportunities for local improvement.
- It also provides NHS North Central London Integrated Care Board with the opportunity to better support practices in improving patient care and to demonstrate activity and pressures in primary care using appointment data in combination with insights and data from a wider range of sources.

## Frequently Asked Questions

November 2022

### What is General Practice Appointment Data?

- General Practice Appointment Data is a national dataset held by NHS Digital that provides information on appointments in general practice.
- This includes information at a practice-specific level on the number of appointments delivered, the length of time between booking and receiving an appointment and more.

### How can I access this data?

- NHS Digital will publish this data monthly as of Thursday 24 November and it can be accessed at this link: <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>

### What does the data include?

The data reports on the following information for general practice:

- appointment status: attended, did not attend and unknown
- appointment mode: face-to-face, telephone, home visit, video and unknown
- healthcare professional: GP, other and unknown
- wait time from booking to appointment
- appointment duration.

### Is the data accurate?

- General Practice Appointment Data includes important information at a practice-specific level on the number of appointments delivered, the length of time between booking and receiving an appointment and more. However, it only contains information captured on GP practice systems.
- Appointments in general practice are one part of a wide range of care provided. As a result, appointment data does not show all the work happening within general practice, the complexity of activity or provide an indicator of the quality of care provided.
- We are continuing to work with NHS England to improve the quality of appointment data available.

### Appointments in primary care

- Practices in North Central London continue to work incredibly hard to offer patients the right support, providing 15-30% more appointments than before the pandemic with an increased number of appointments delivered face-to-face.
- Appointments are available not only in core general practice hours of 8am to 6.30pm but also on weekday evenings 6.30-8pm and at weekends.
- If you need an appointment, please contact your GP practice. No matter how you choose to get in touch, whether it's using an online form or an app, calling or visiting, you'll get the help that's right for you.

### Face-to-face appointments



## North Central London

Integrated Care Board

- We know how much people value being able to see a GP in person and we want to reassure our residents that face-to-face appointments are, and will continue to be, available to patients at every GP practice in North Central London.
- These appointments are provided alongside a range of online, telephone and video appointments, which can be convenient and flexible ways to speak to a healthcare professional.