



Londonwide LMCs' Workforce Survey

Wave 15, May / June 2023

LMC slides (include comparisons from earlier survey waves)

An Additional Note on Methodology

- **Patients:** In places where we have made reference to an estimated number of patients, figures have been calculated using the list size as provided by member practices. Where these figures are mentioned, we have taken the mid-point of the stated list size to estimate the number of patients in a given category. These figures are an estimation and, particularly where base sizes are small, should be taken as indicative rather than representative.
- **GP positions:** In places where we have made reference to an estimated number of GPs, figures have been calculated using the number of WTE roles for all GP positions, as provided by member practices. Where these figures are mentioned, we have taken the WTE figures provided by respondents to estimate the number of GPs in a given category. These figures are an estimation and, particularly where base sizes are small, should be taken as indicative rather than representative.
- **Non-GP positions:** In places where we have made reference to an estimated number of non-GP staff, figures have been calculated using the number of WTE roles for all non-GP positions, as provided by member practices. Where these figures are mentioned, we have taken the WTE figures provided by respondents to estimate the number of non-GP staff in a given category. These figures are an estimation and, particularly where base sizes are small, should be taken as indicative rather than representative.
- For this wave, rather than marking statistically significantly different changes between the current and first wave of this research per slide, as we have done previously, we have created a slide (4) to show specific changes over time.

Methodology

The Londonwide LMCs' Workforce Survey was completed by Practice Managers and Principal GPs from member practices across London. This survey was conducted by Savanta on Londonwide LMCs' behalf.

The survey was conducted online between 30th May – 20th June 2023, with a total of 282 responses from 244 individual member practices. Of Londonwide LMCs' 1,129 member practices that were invited to participate in the research, this represents a response rate of 22%. Of Londonwide LMCs' total universe of 1,129 member practices, this represents a response rate of 22%. The previous waves of this research were conducted between 22nd November – 12th December 2022, 15th June - 5th July 2022, 29th November – 17th December 2021, 8th June – 27th June 2021, 24th November – 14th December 2020, 18th November – 13th December 2019, 28th May and 21st June 2019, 21st November and 13th December 2018, 6th and 25th June 2018, 6th December 2017 and 5th January 2018, 31st May and 20th June 2017, 25th November and 12th December 2016, 25th May and 10th June 2016 and 23rd November and 8th December 2015.

The data have been weighted so that in total each practice counts as one response. Please note that the quoted base sizes refer to the number of practice responses, rather than the number of individual responses. Responses from the last wave are in brackets.

Area	# of practices that responded
North East	58 (46)
South West	28* (21)
South East	56 (64)
North Central	37* (52)
North West	65 (87)
TOTAL	244** (270)

Where the number of practices in a group mentioned in this report is below 50, findings are marked with an asterisk (*). These results should be treated with caution and should be considered indicative rather than representative. Figures with two asterisks () should be treated with extreme caution as they denote a base size of less than 10.*

***Methodological note on data disparity: in this report, the specified total # of practices that responded (244) can differ slightly from the manually calculated sum of the individual STP area totals. This reflects the rounding used by the survey to accommodate multiple practice responses and is **NOT** an error.*

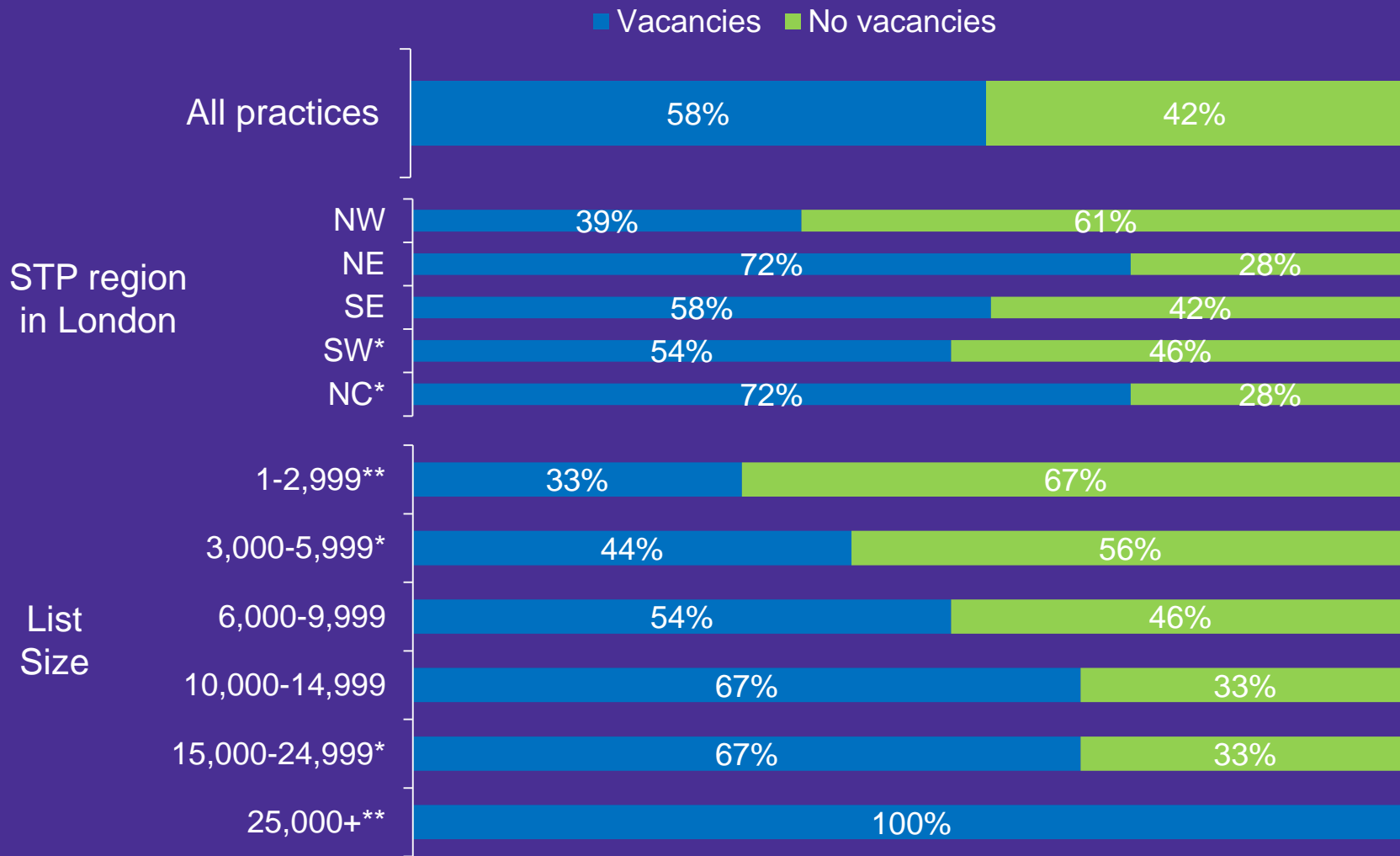
Approaching all practices are PCN members, and just over three in five are a training practices. Three in five, respectively, have an active and engaged Patient Participant Group and are a GP federation member practice.



In total, 142 of the member practices that took part in this survey say they have an active and engaged patient participation group; in total these practices have approximately 1,615,715 registered patients.

Q2. Which of the following, if any, applies to the practice? Base: All practices (n= 244)

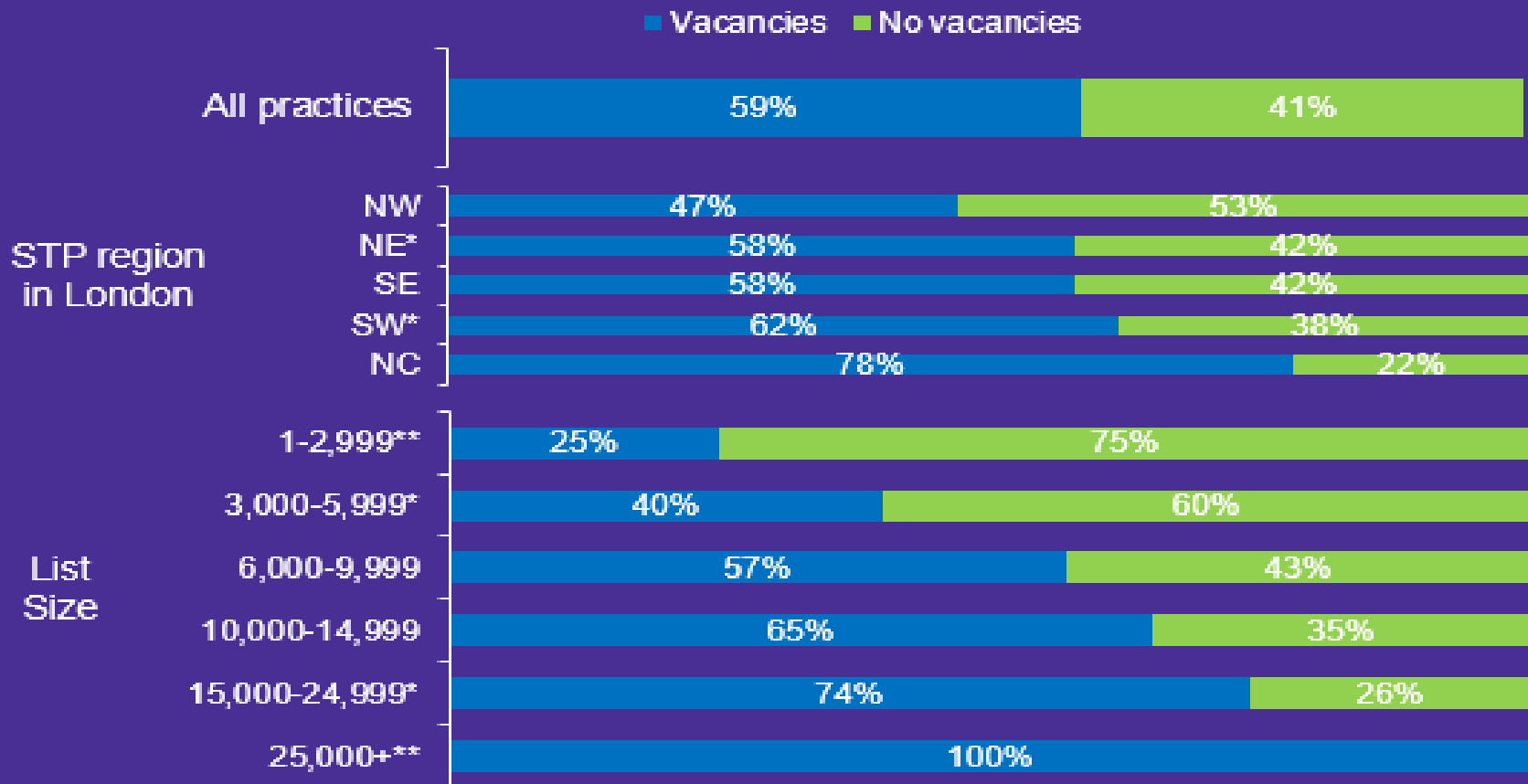
Three in five practices have current vacancies. Vacancies tend to be more likely in the North Central and North East STP regions, and the likelihood of having vacancies increase with list size.



Q5. Does the practice currently have any GP / practice nurse vacancies, or other vacancies? Base: All practices (n=244), SE (n=56), SW (n=28*), NC (n=37*), NW (n=65), NE (n=58), 1-2,999 (n=6**), 3,000-5,999 (n=36*), 6,000-9,999 (n=94), 10,000-14,999 (n=67), 15,000-24,999 (n=37*), 25,000+ (n=3**)

Compare previous slide - June 2023 With this slide - December 2022

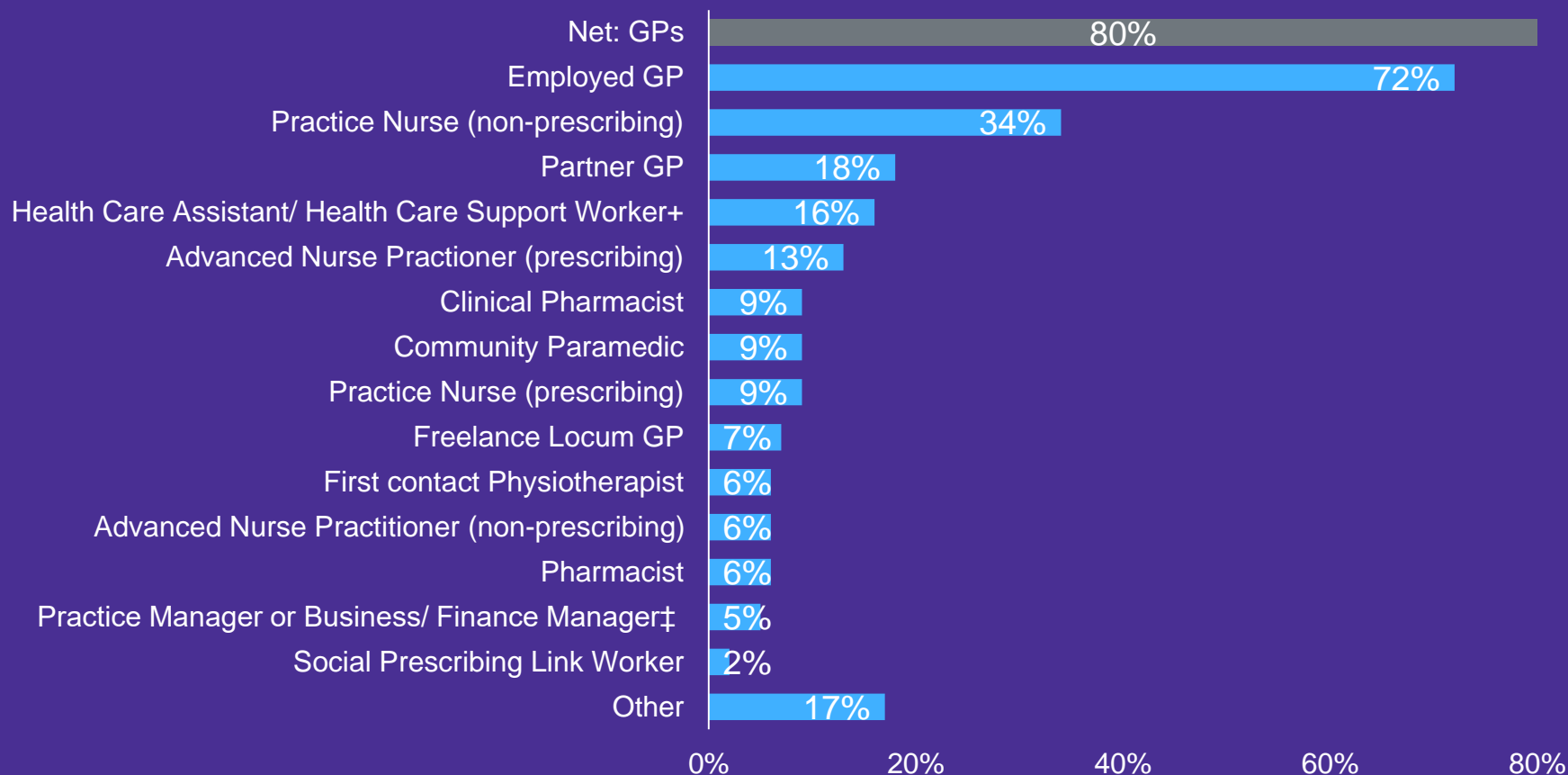
Three in five practices have current vacancies. Vacancies tend to be more likely in the North Central and South West STP regions, and among practices with 25,000+ patient lists (to be taken as indicative due to the very low sample size).



Q5. Does the practice currently have any GP / practice nurse vacancies, or other vacancies? Base: All practices (n=270), SE (n=84), SW (n=21*), NC (n=52), NW (n=87), NE (n=46*), 1-2,999 (n=4**), 3,000-5,999 (n=42*), 6,000-9,999 (n=112), 10,000-14,999 (n=84), 15,000-24,999 (n=44*), 25,000+ (n=3**)

Employed GPs and non-prescribing practice nurses are the most common form of vacancy, with four in five practices reporting any type of GP vacancy.

Showing most common unfilled posts among practices that currently have vacancies



Q6a. What positions, if any, are currently vacant at the practice? Base: All practices that have current vacancies (n=141)

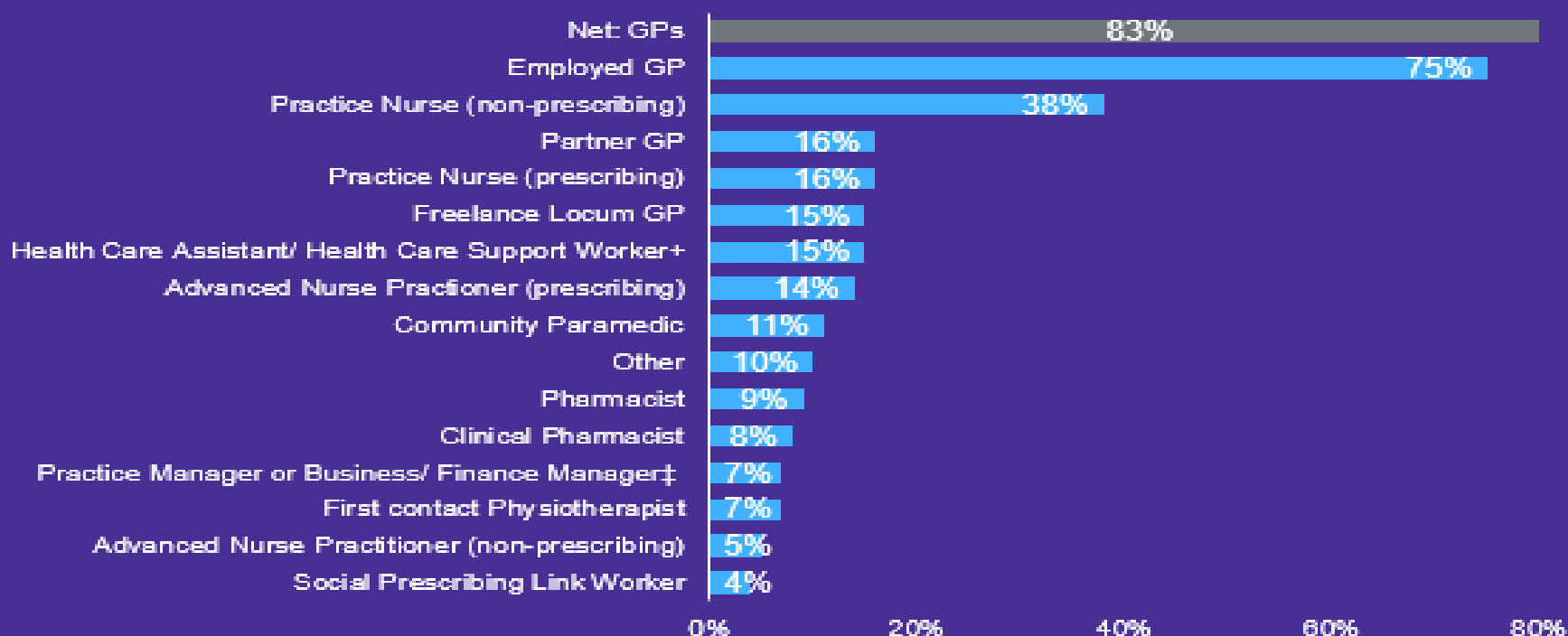
+ Updated from 'Health Care Assistant' to 'Health Care Assistant / Health Care Support Worker' in Wave 7

‡ Updated from 'Practice manager' to 'Practice Manager or Business/Finance Manager' in Wave 8

Compare previous slide - June 2023 With this slide - December 2022

Current vacancies are most common among employed GPs and non-prescribing practice nurses, with over four in five practices reporting any type of GP vacancy.

Showing most common unfilled posts among practices that currently have vacancies



Q8a. What positions, if any, are currently vacant at the practice? Base: All practices that have current vacancies (n=159)

[‡] Updated from 'Health Care Assistant' to 'Health Care Assistant / Health Care Support Worker' in Wave 7

[±] Updated from 'Practice manager' to 'Practice Manager or Business/Finance Manager' in Wave 8

Half of practices are considering employing additional locum or agency staff to manage future and current vacancies, with one in ten practices not considering any of the provided measures.



Q7. What actions are currently being considered within your practice to manage current and future vacancies? Base: All practices (n=244)

Compare previous slide - June 2023 With this slide - December 2022

Half of practices are considering employing additional locum or agency staff to manage future and current vacancies, with one in six practices not considering any of the provided measures.

The 5% of member practices currently considering practice closure could impact an estimated 124,914 patients



Q7. What actions are currently being considered within your practice to manage current and future vacancies? Base: All practices (n=270)

There are 12 practices which say that they are either considering closure or planning to terminate their GP contract in the next 3 years, with 4 in North West and 3 in North Central STP areas.

Borough	# Practices Considering Closure	# Practices Planning to terminate GP Contract in next 3 years	# Practices Considering Closure OR Planning to Terminate GP Contract
Barnet	2*	1*	3*
Bexley	1*	--*	1*
Brent	1*	--*	1*
Bromley	--*	--*	--*
Camden	--**	--**	--**
City & Hackney	1*	--*	1*
Ealing	--*	1*	1*
Enfield	--**	--**	--**
Greenwich	--**	--**	**
Hammersmith & Fulham	--**	--**	--**
Haringey	--**	--**	--**
Harrow	--**	--**	--**
Hillingdon	--**	--**	--**
Hounslow	1*	--*	1*
Islington	--**	--**	--**
Kensington & Chelsea	1*	--*	1*
Lambeth	1*	1*	2*
Lewisham	--**	--**	--**
Merton	--**	--**	--**
Newham	--*	--*	--*
Redbridge	--**	--**	--**
Southwark	--*	--*	--*
Sutton	--**	--**	--**
Tower Hamlets	1*	--*	1*
Waltham Forest	--*	--*	--*
Wandsworth	1*	--*	1*
Westminster	--**	--**	--**

Area	# Practices Considering Closure	# Practices Planning to Terminate GP Contract in next 3 years	# Practices Considering Closure OR Planning to Terminate GP Contract
SW	1*	0*	1*
NC	2*	1*	3*
NW	3	1	4
SE	2	1	2
NE	2	0	2
TOTAL**	10	3	12

Q7. What actions are currently being considered within your practice to help manage current and future vacancies?

Q9. Does the practice have plans to terminate its GP contract in the next three years?

Base: practices in; Barnet (n=8**), Bexley (n=5**), Brent (n=12*), Bromley (n=13*), Camden (n=6**), City & Hackney (n=14*), Ealing (n=18*), Enfield (n=8**), Greenwich (n=6**), Hammersmith and Fulham (n=3**), Haringey (n=8**), Harrow (n=6**), Hillingdon (n=6**), Hounslow (n=7**), Islington (n=7**), Kensington & Chelsea (n=5**), Lambeth (n=15*), Lewisham (n=7**), Merton (n=7**), Newham (n=11*), Redbridge (n=8**), Southwark (n=10*), Sutton (n=7**), Tower Hamlets (n=11*), Waltham Forest (n=14*), Wandsworth (n=14*), Westminster (n=8**), SE (n=56), SW (n=28*), NC (n=37*), NW (n=65), NE (n=58)

**Please see methodological note on data disparity (slide 3)

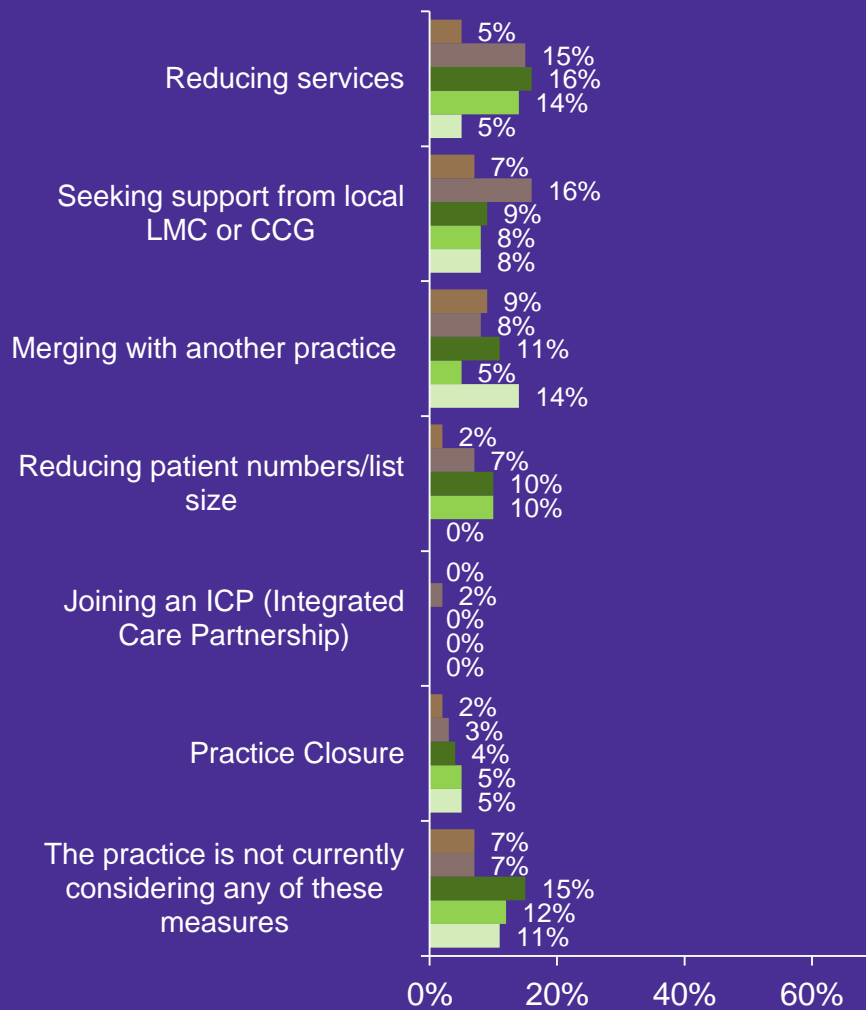
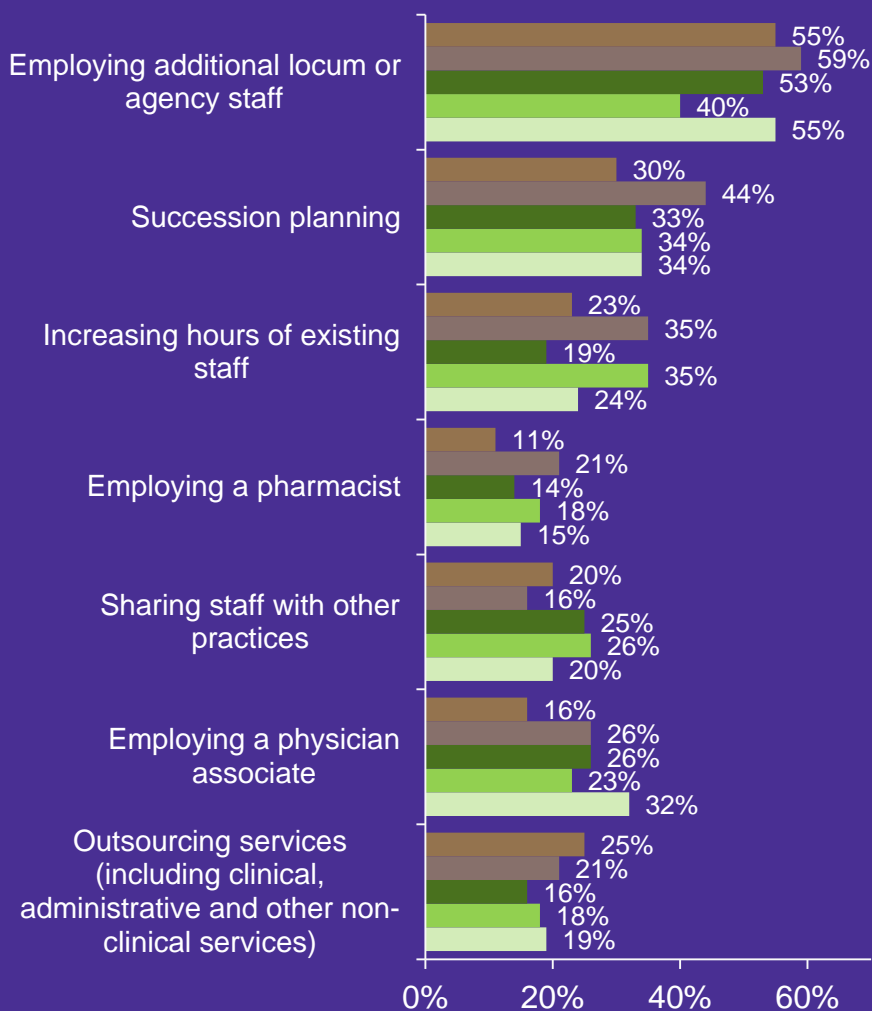
^ N.B. Figures rounded up to 1 from 0.5 as a consequence of weighting

^^ N.B. Data disparity due to weighting and rounding

^^^ N.B. Figures rounded down to 0 from 0.33 as a consequence of weighting

Practices in the South West and North East STP area are the least likely to say they are not considering any of the actions tested as a way to manage current and future vacancies; those in the South East area are most likely to say this.

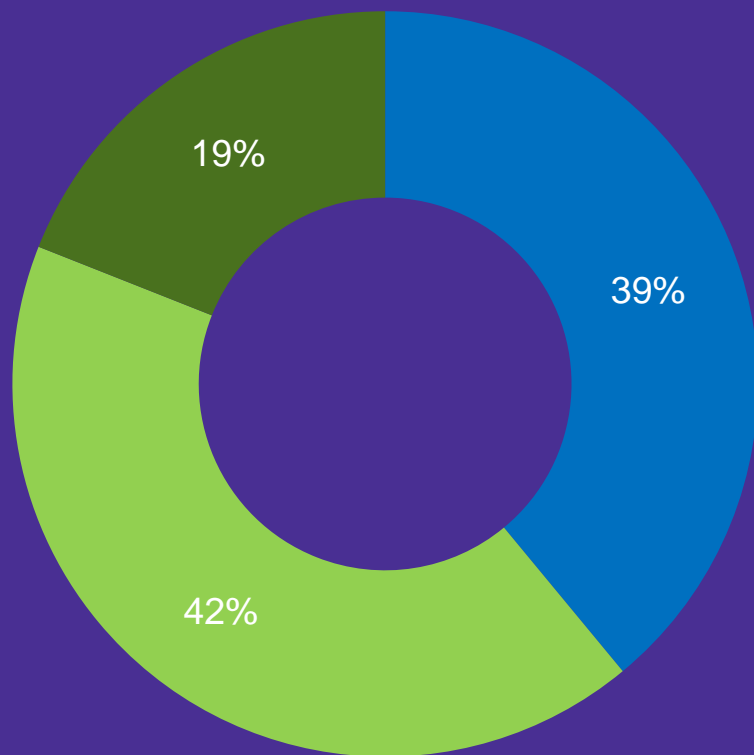
■ SW* ■ NE ■ SE ■ NW ■ NC*



Q7. What actions are currently being considered within your practice to manage current and future vacancies? Base: SE (n=56), SW (n=28*), NC (n=37*), NW (n=65), NE (n=58)

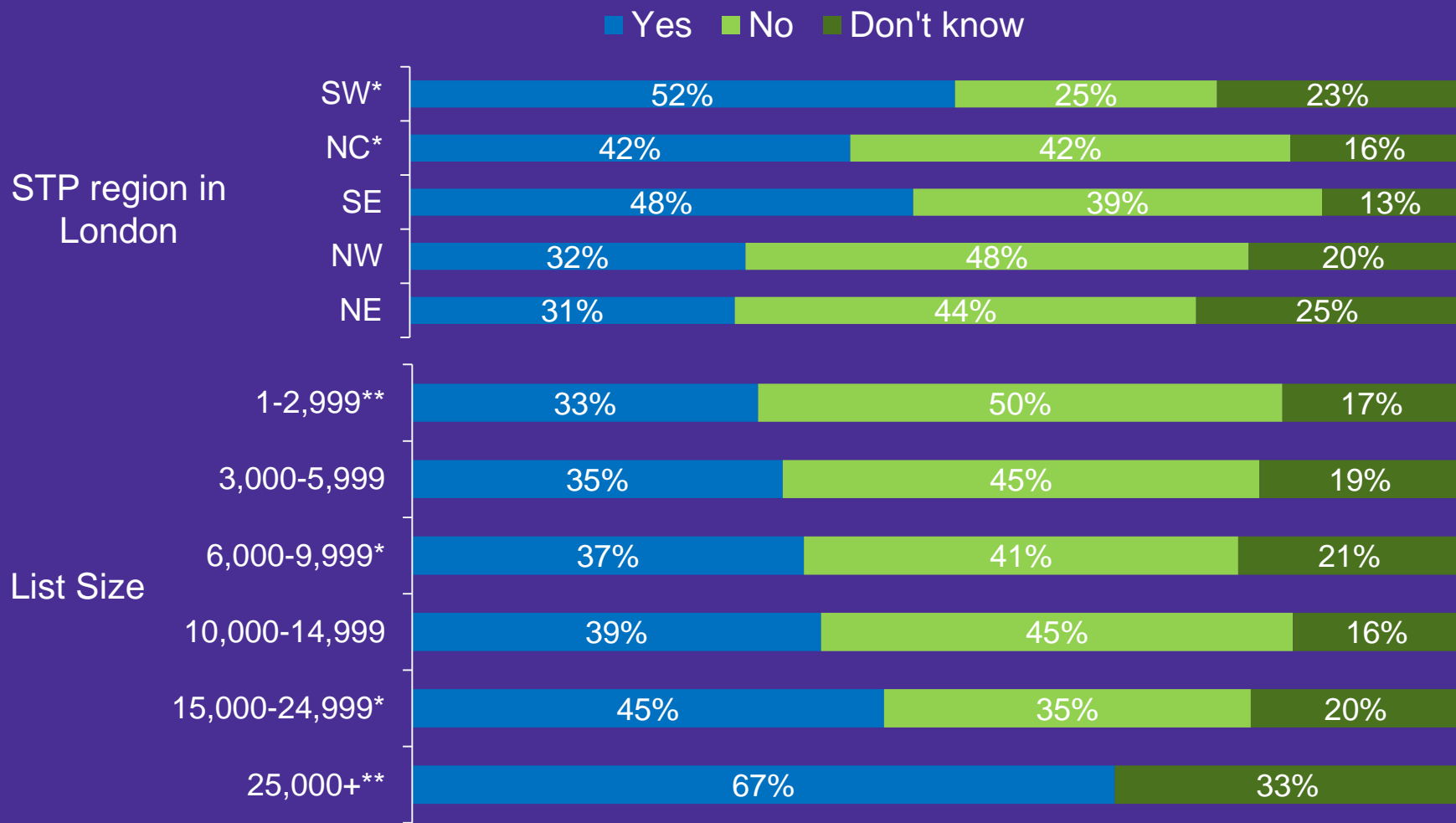
Two in five practices have GPs planning to retire in the next three years, while a similar proportion say they do not have any GPs planning to retire.

■ Yes ■ No ■ Don't know



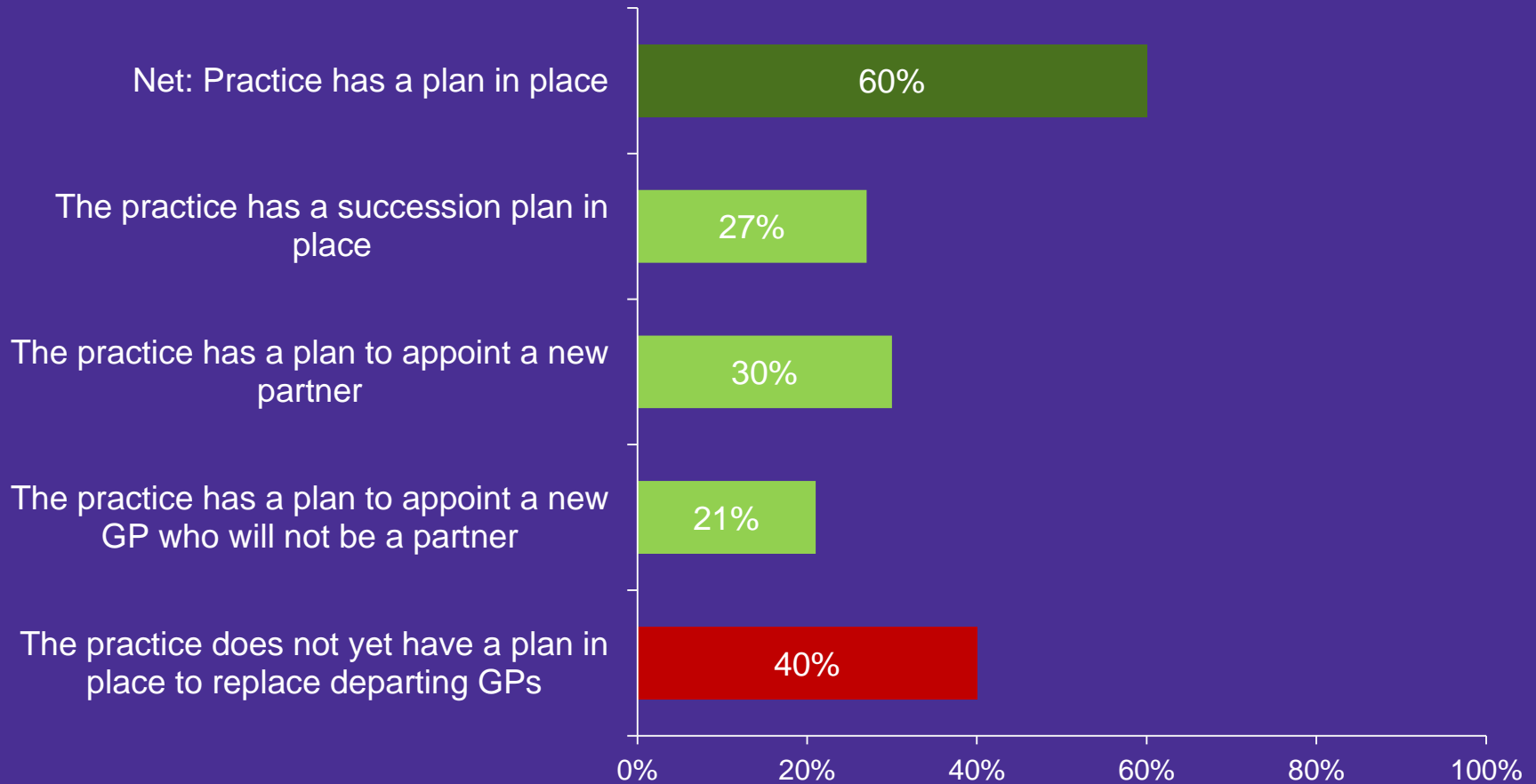
Q8a. Does the practice currently have any GPs planning on retiring in the next 3 years? Base: All practices (n=244)

Practices that have GPs planning to retire in the next 3 years are most likely to be in the South West STP region and tend to have larger list sizes (though these practices with larger list sizes have low to very low base sizes).



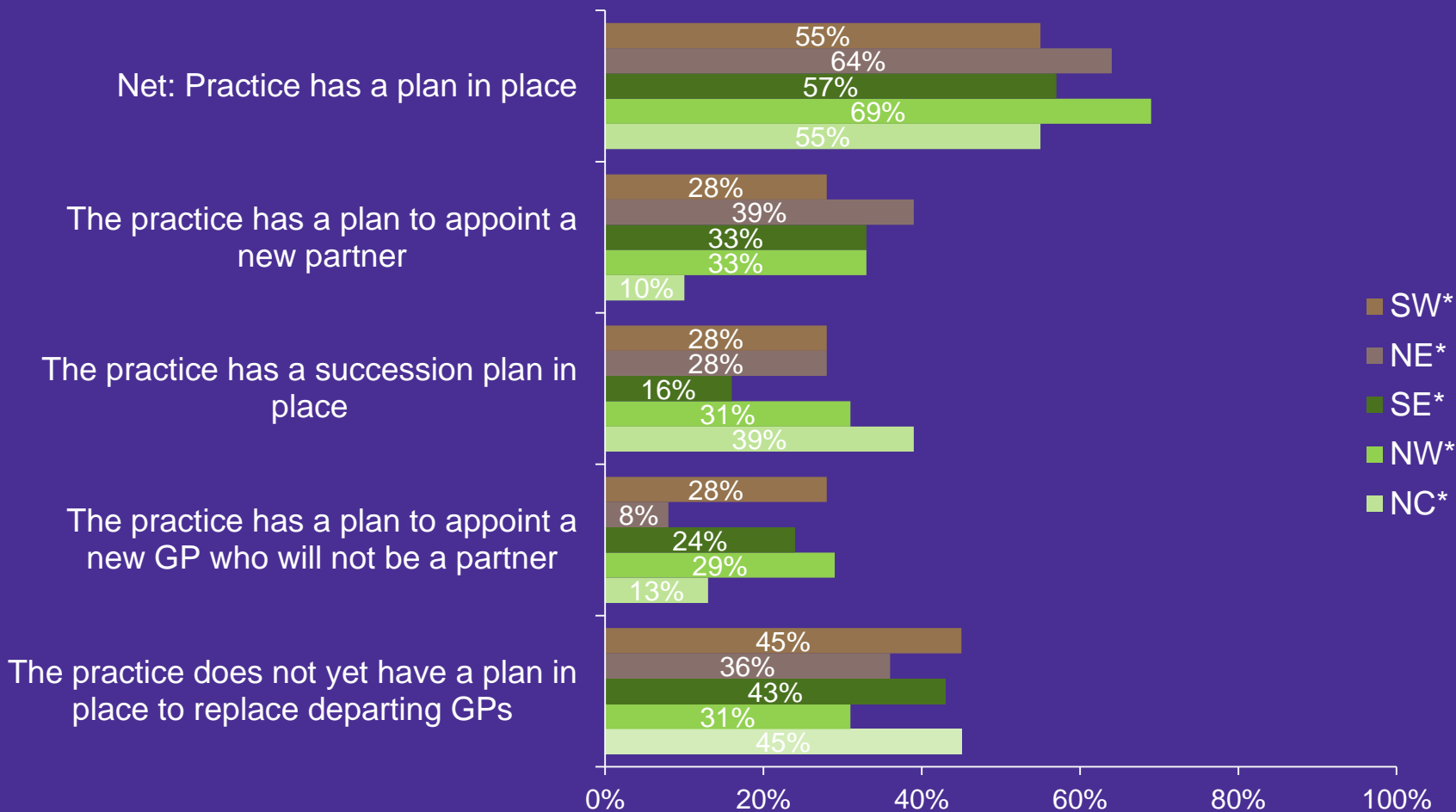
Q8a. Does the practice currently have any GPs planning on retiring in the next 3 years? Base: All practices in; SE (n=56), SW (n=28*), NC (n=37*), NW (n=65), NE (n=58), 1-2,999 (n=6**), 3,000-5,999 (n=36*), 6,000-9,999 (n=94), 10,000-14,999 (n=67), 15,000-24,999 (n=37*), 25,000+ (n=3**)

The majority of practices in Wave 15 say they have some kind of plan in place to replace GPs retiring within the next 3 years, although two in five do not have a plan in place yet.



Q8b. You said that the practice currently has GPs who are planning to retire within the next 3 years. Which of the following apply to the practice? Base: All practices who said they have GPs planning to retire in the next three years (n=95)

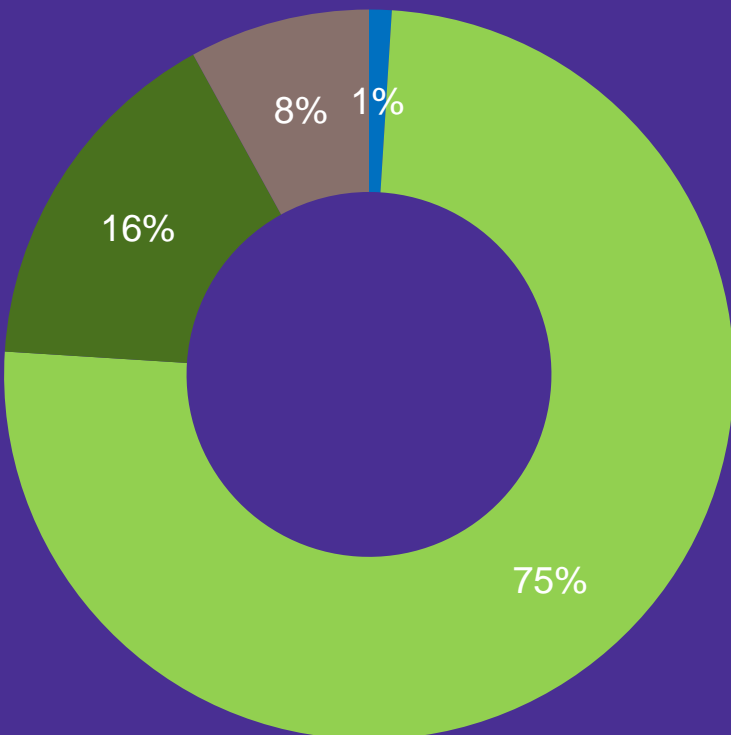
Practices in the North West and North East STP areas are most likely to say they have a plan in place to replace GPs retiring within the next 3 years.



Q8b. You said that the practice currently has GPs who are planning to retire within the next 3 years. Which of the following apply to the practice? Base: All practices with GPs planning to retire in the next three years; SW (n=15*), NW (n=20*), NC (n=16*), NE (n=18*), SE (n=27*)

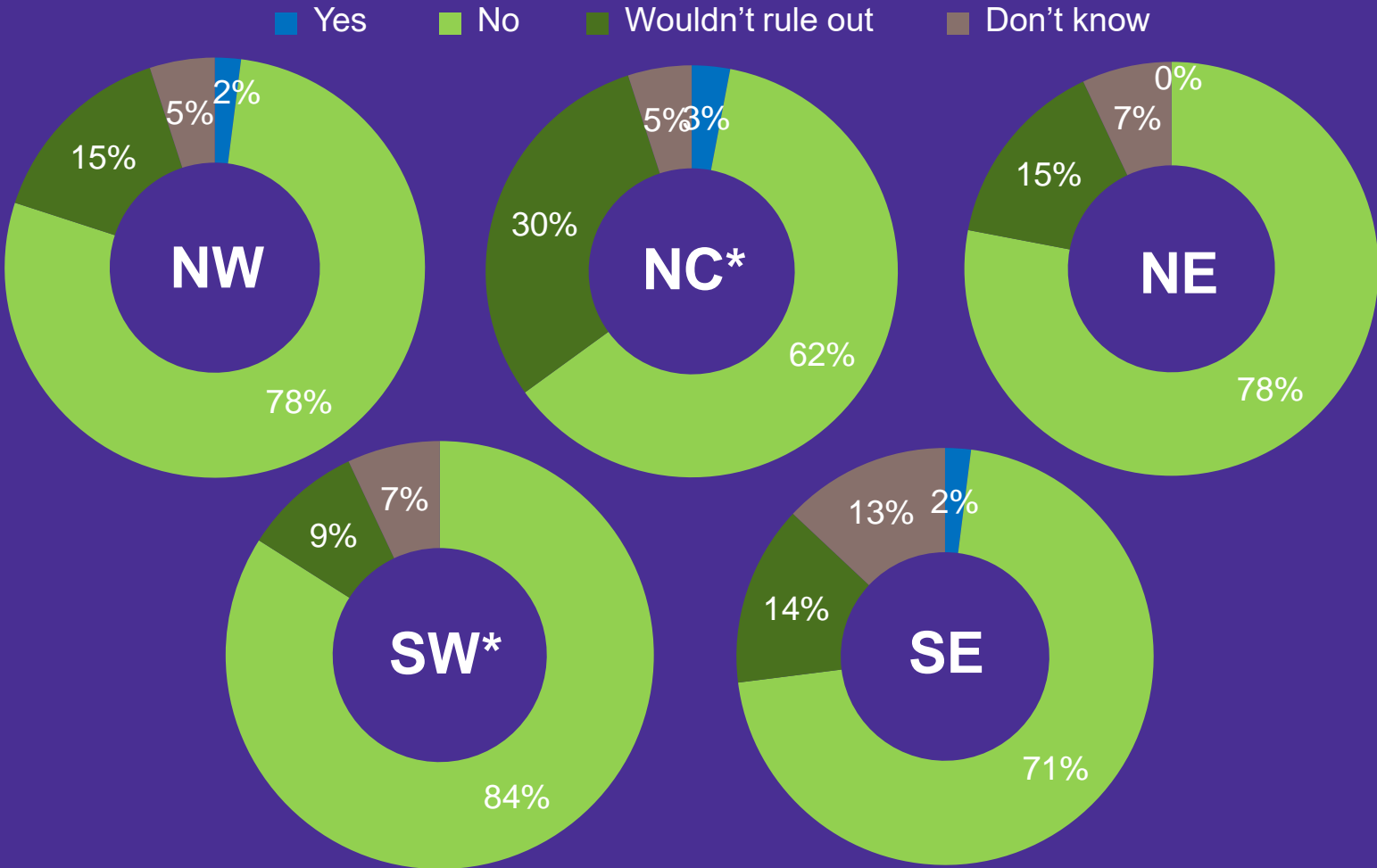
Three quarters of practices say they have no plans to terminate their GP contract in the next 3 years. One in six would not rule it out whilst less than one in ten are unsure.

■ Yes ■ No ■ Wouldn't rule out ■ Don't know



Q9a. Does the practice have plans to terminate its GP contract in the next three years? Base: All practices (n=244)

Only practices in the North West, North Central and South East areas say they have plans to terminate their GP contract in the next 3 years, with the North Central STP most likely to say they wouldn't rule it out (worth noting this area's low base size however). Practices in the South West STP are most likely to have no plans to terminate.



Q9a. Does the practice have plans to terminate its GP contract in the next three years? Base: All practices in SW (n=28*), NW (n=65), NC (n=37*), SE (n=56), NE (n=58)

*Please see methodological note on data disparity (slide 3)

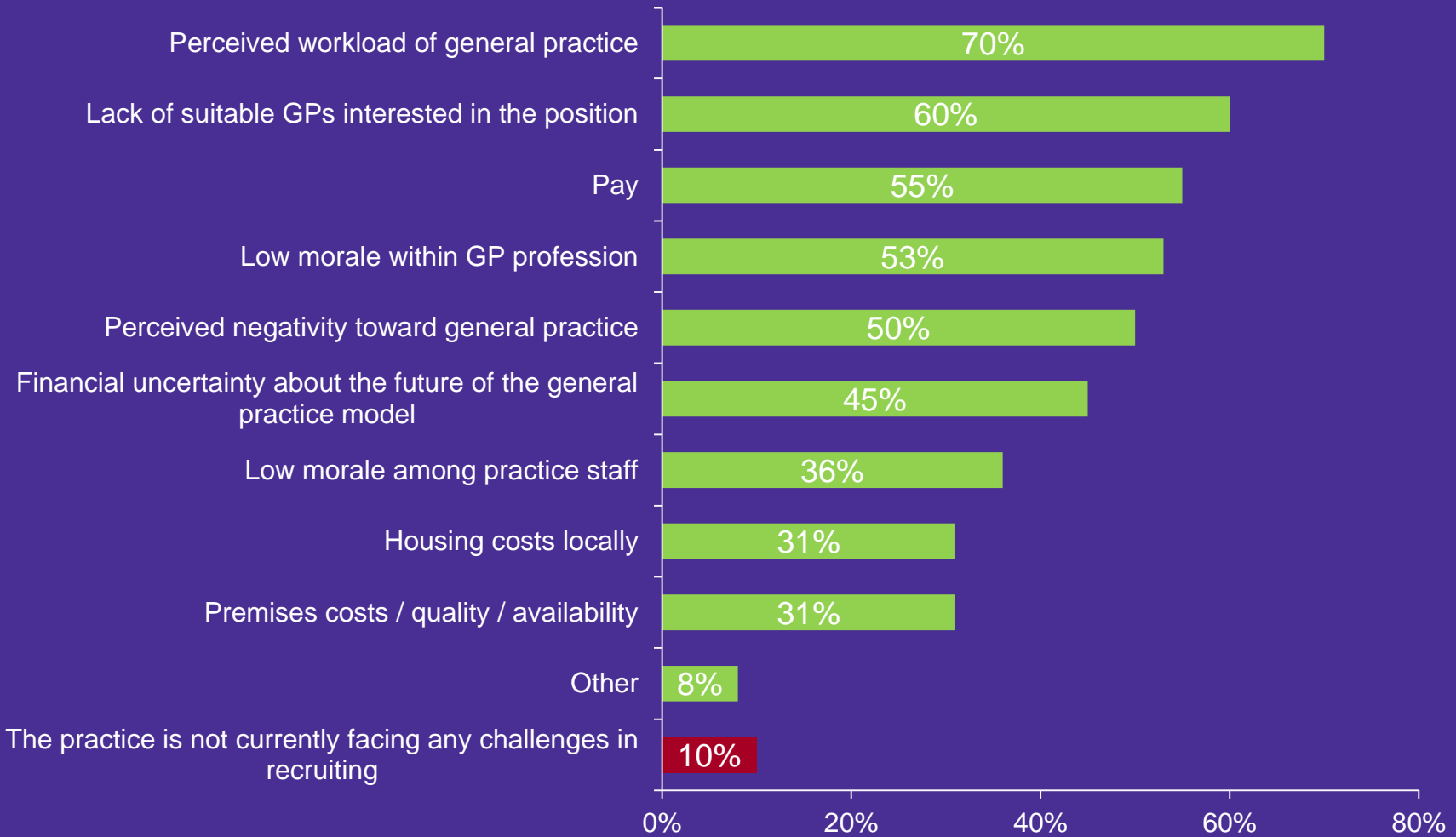
Fewer than one in ten practices in North Central, North West and South East STP areas with GPs who plan to retire in the next 3 years currently indicate they have plans to terminate their GP contract in the next 3 years.

Showing plans to terminate GP contracts amongst practices who have any GPs planning to retire within the next three years



Q9a. Does the practice have plans to terminate its GP contract in the next three years? Base: All practices with GPs planning to retire in the next three years; SW (n=15*), NW (n=20*), NC (n=16*), SE (n=27*), NE (n=18*), 1-2,999 (n=2**), 3,000-5,999 (n=13*), 6,000-9,999 (n=35*), 10,000-14,999 (n=26*), 15,000-24,999 (n=17*), 25,000+ (n=2**)

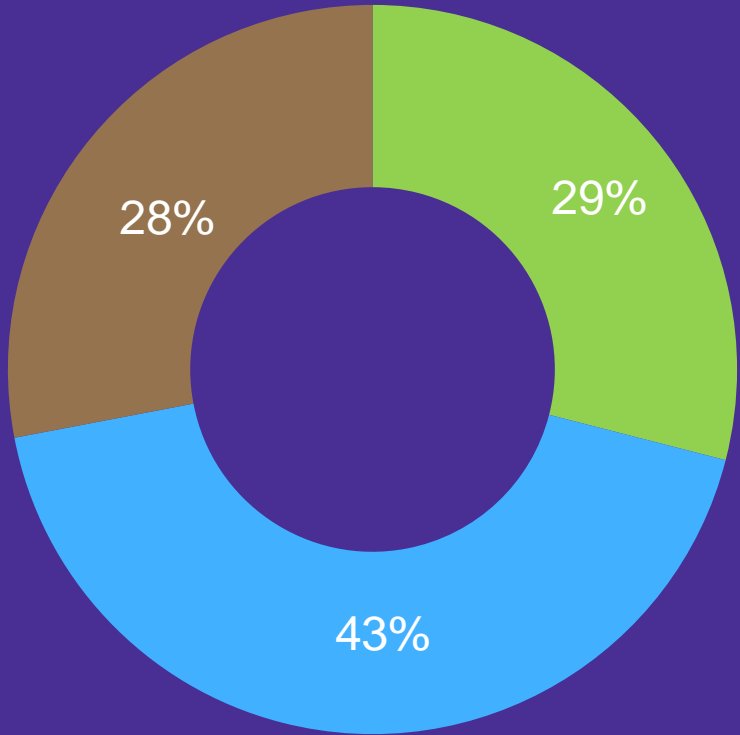
Seven in ten practices say the perceived workload of general practice is a factor preventing or hindering staff recruitment, with 5 of the 9 factors listed registering at least half saying it is hindering recruitment. One in ten practices report not facing any challenges in recruitment currently.



Q10a. What factors, if any, are currently preventing / hindering staff recruitment to the practice? Base: All practices (n=244)

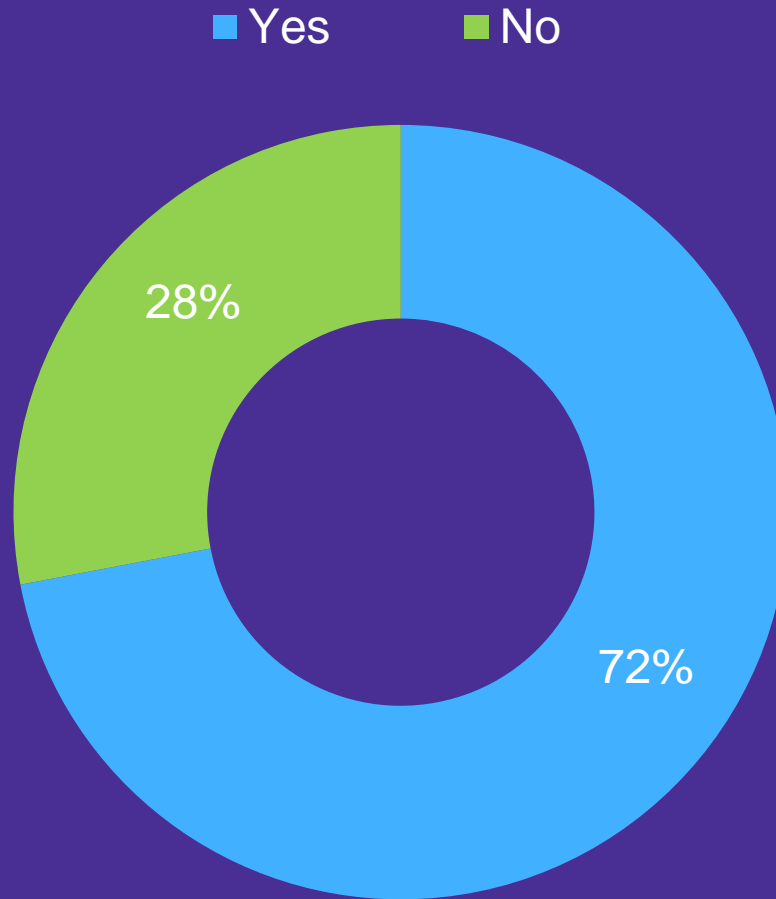
There is a range of opinion from practices in terms of their ability to safely meet patient need over the coming months (until December 2023), with three in ten saying that they are optimistic, the same proportion are pessimistic. Alternatively, 70% NOT feeling optimistic.

■ Optimistic ■ Neutral ■ Pessimistic



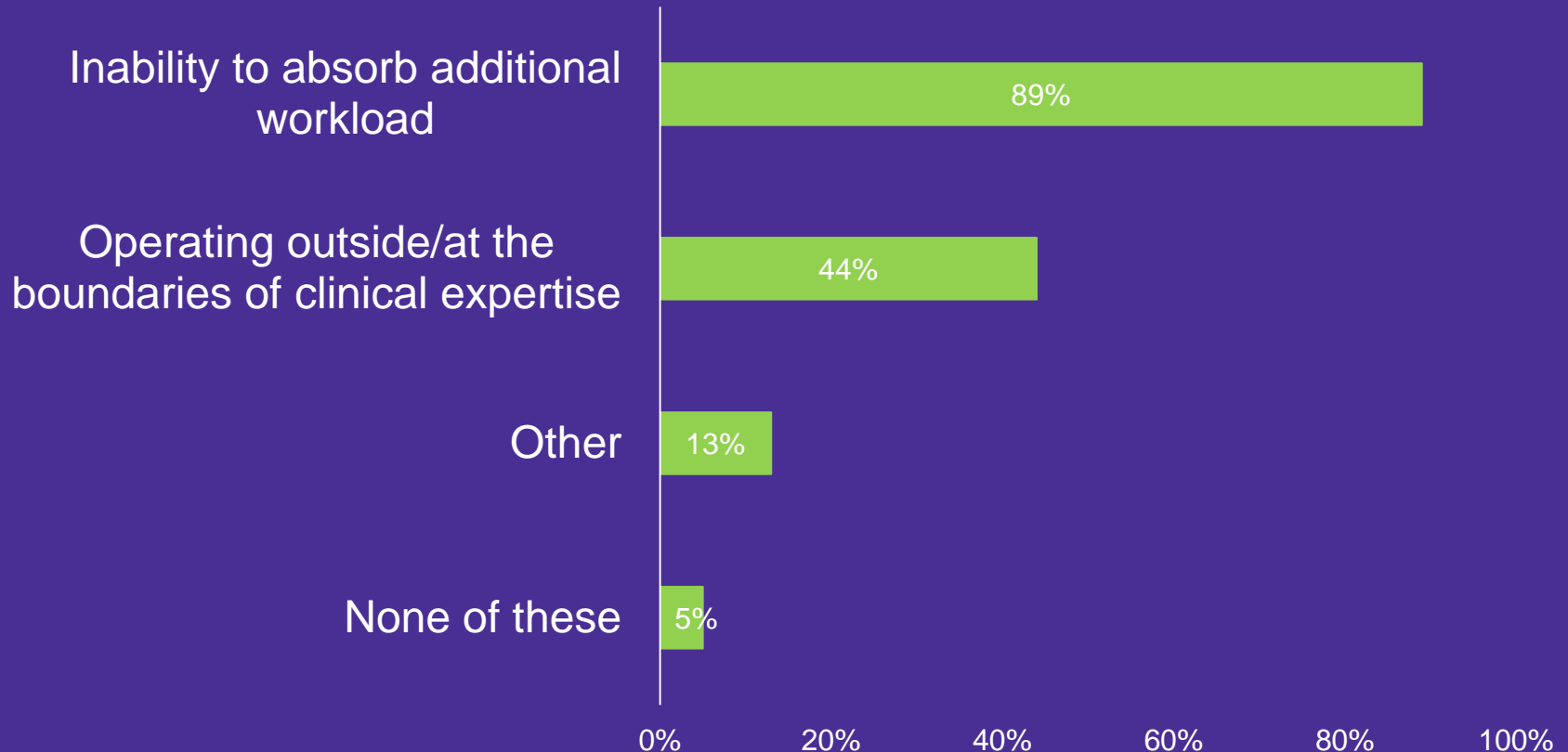
Q48. How do you feel about being able to safely meet patient need over the coming months (until December 2023)? Base: All practices (n=244)

Seven in ten practices say their ability to deliver safe patient care is being impacted by workload shift from other providers



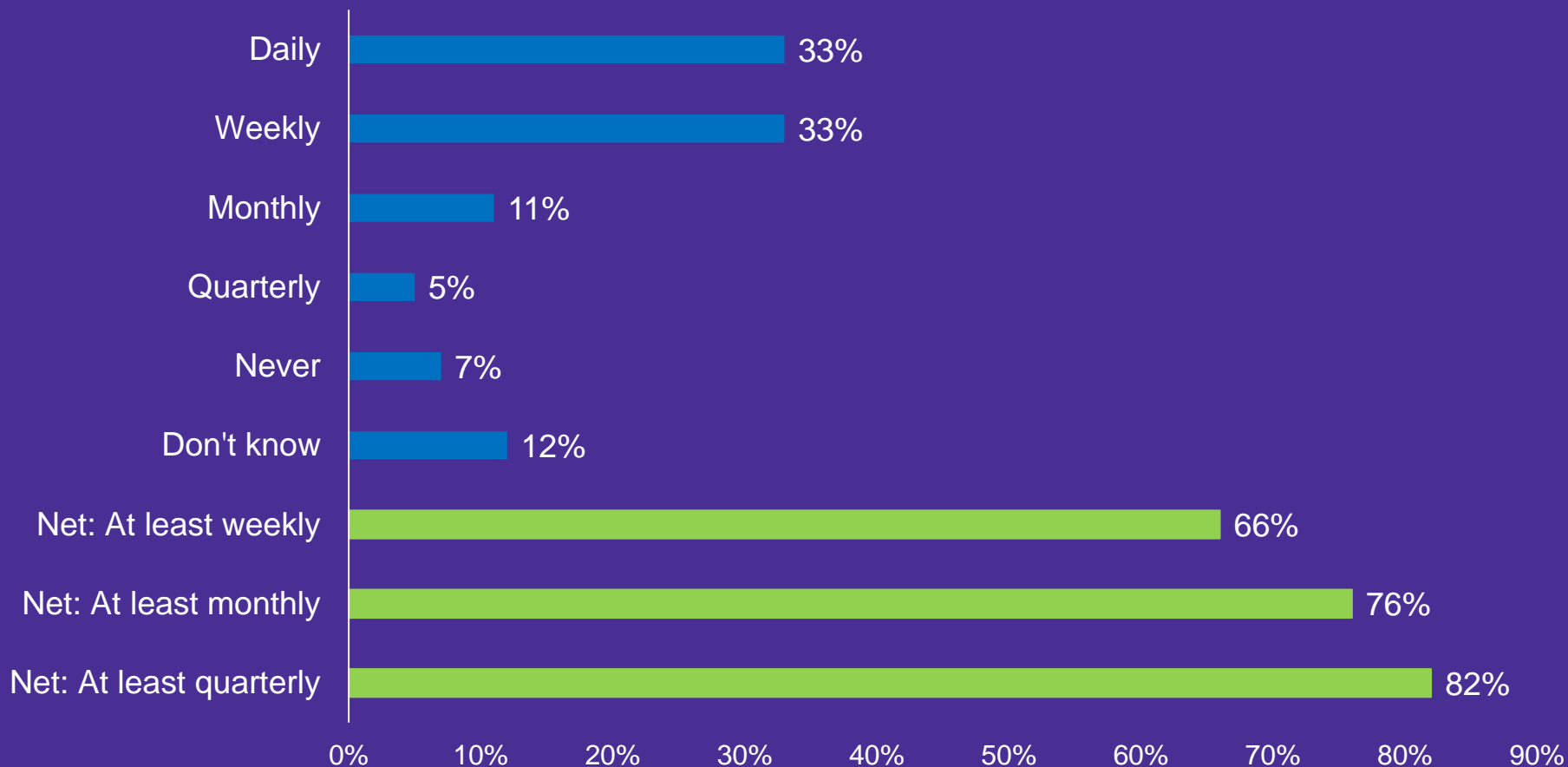
Q54. Is workload shift from other providers impacting on your ability to deliver safe patient care? Base: All practices (n=244)

Nine in ten practices who say workload shift is impacting their ability to deliver safe patient care cite inability to absorb additional workload as the cause of this



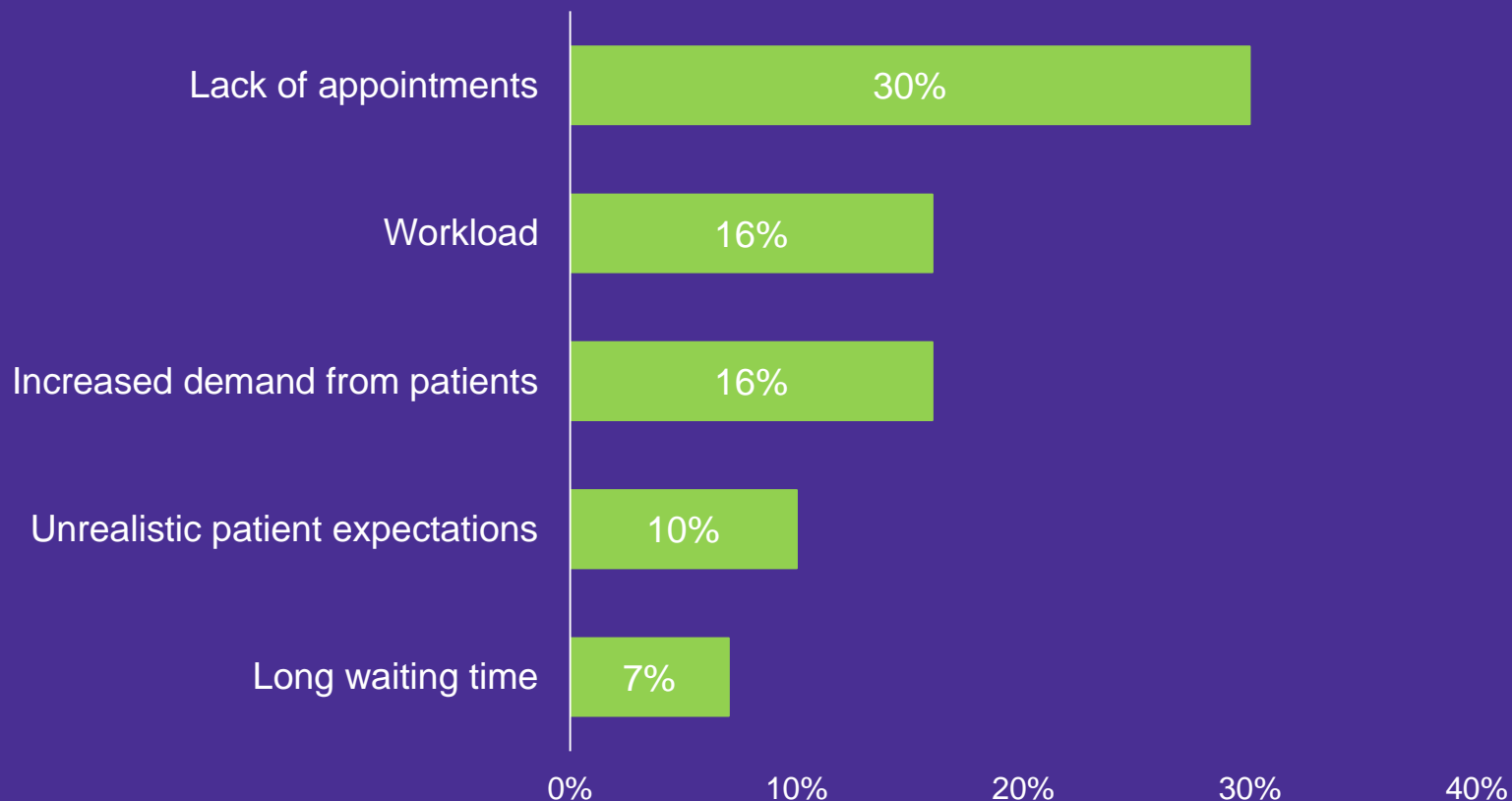
Q55. In which of the following ways is workload shift from other providers impacting on your ability to deliver safe patient care? Base: All respondents who say workload shift is impacting ability to deliver safe patient care (n=176)

A third say staff express concerns about meeting patient demand safely daily, whilst another third say these concerns are weekly. Fewer than one in ten say concerns are never expressed



Q56. How frequently do the staff team express concerns about meeting patient demand safely? Base: All practices (n=244)

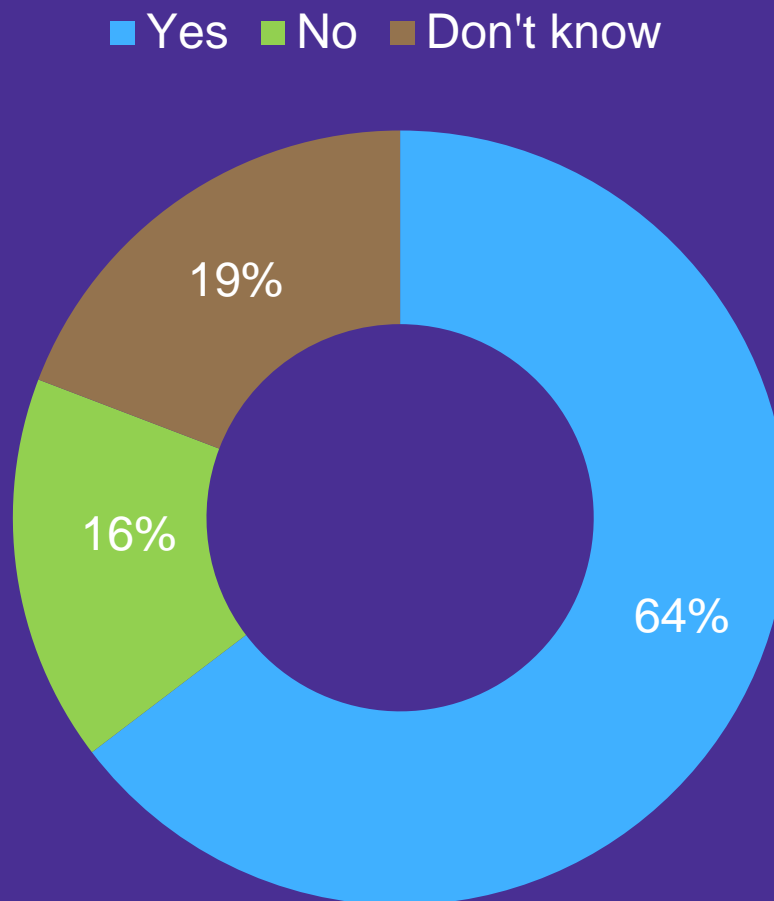
Three in ten practices who said staff have concerns about meeting patient demand safely cite lack of appointments, whilst one in six cite workload or increased demand from patients



Q57. What concerns are most frequently expressed by the staff team about meeting patient demand safely? Base: All who said staff have concerns about meeting patient demand safely (n=244)

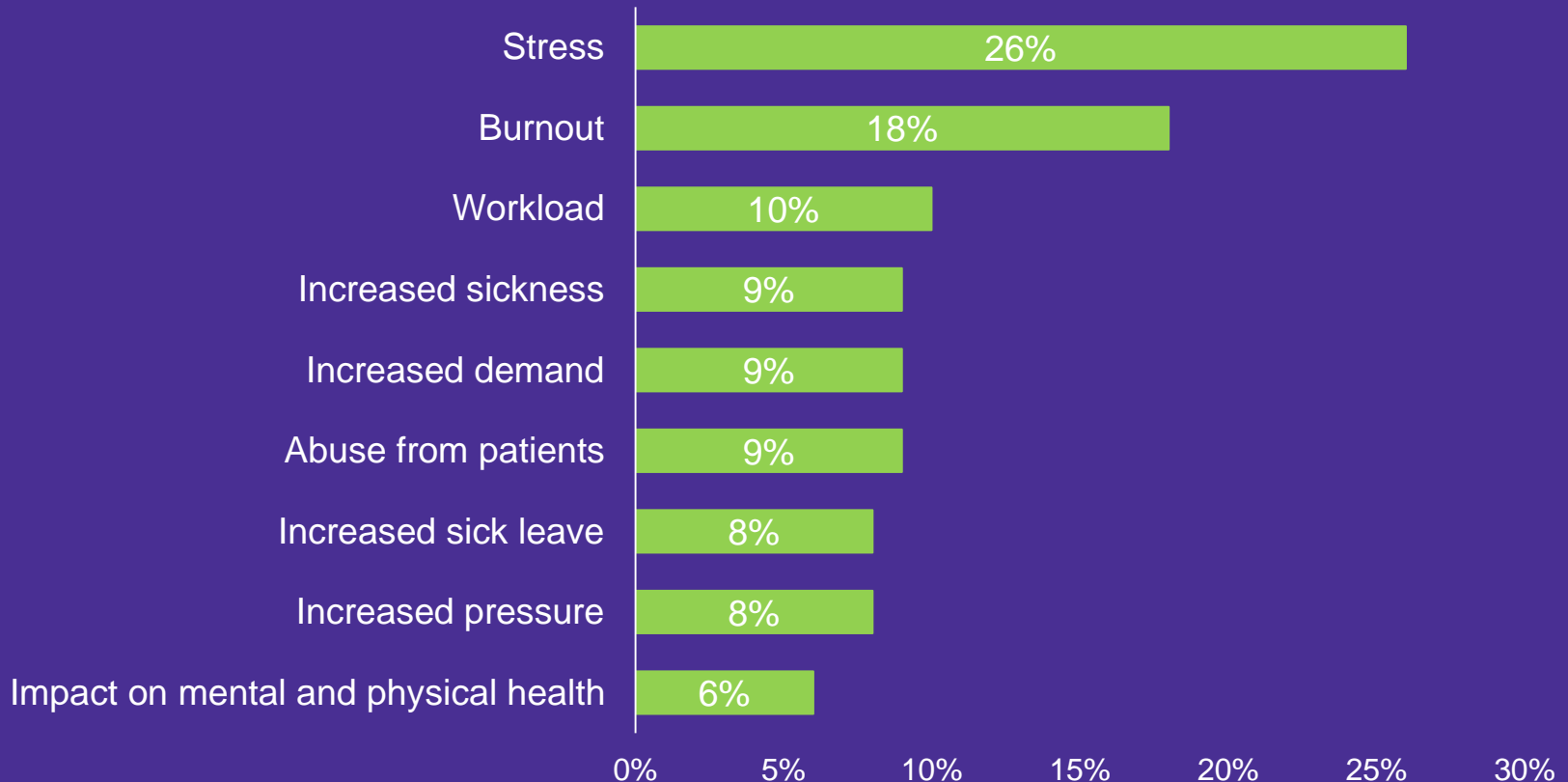
NB: Only responses with bases of 10 or more shown

Just under two thirds say that current work pressures are impacting the health (mental and/or physical) of their staff, one in six do not have any concerns here



Q58. Do you have concerns that current work pressures are impacting on the health (mental and/or physical) of the staff team? Base: All practices (n=244)

A quarter of practices who have concerns that current work pressures are impacting on the health of the staff team cite stress, and one in five cite burnout



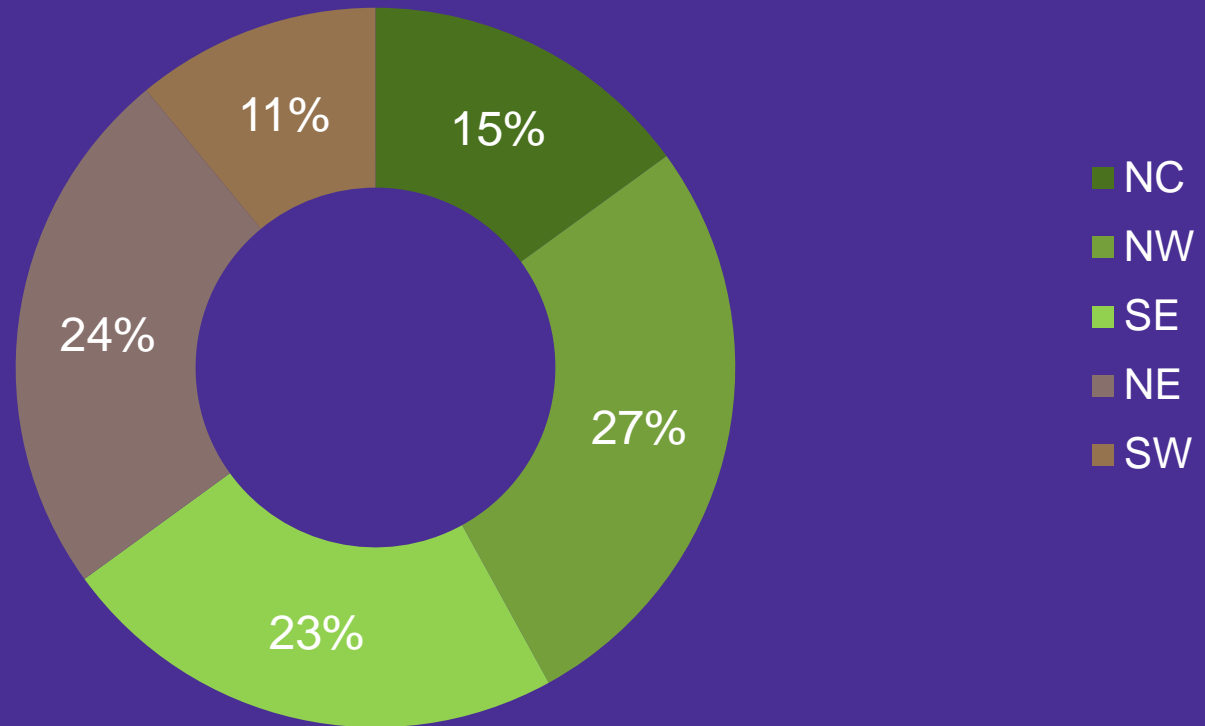
Q58b. What concerns do you have about the current work pressures impacting on the health (mental and/or physical) of the staff team? Base: All who said they have concerns that current work pressures are impacting on the health (mental and/or physical) of the staff team (n=157)

NB: Only responses with bases of 10 or more shown



APPENDIX

APPENDIX I: Member Practice Responses by STP region in London



The LLMC member practices that took part in this survey account for approximately 2,592,629 registered patients across the five London regions. This includes approximately 551,149 patients in NW, 614,480 patients in SE, 423,500 patients in NC, 654,000 patients in NE and 349,500 patients in SW.

Q1. Which local area is the practice based in? Base: All practices (n=244)