



Londonwide LMCs' Workforce Survey

Wave 17, June 2024

Slides for circulation (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 28th May – 18th June 2024, with a total of 289 responses from 247 individual member practices. Of Londonwide LMCs' 1,121 member practices that were invited to participate in the research, this represents a response rate of 22%. The previous waves of this research were conducted between 21st November – 4th December 2023, 30th May – 20th June 2023, 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.

Area	# of practices that responded
North East	44*
South West	28*
South East	61
North Central	34*
North West	80
TOTAL	247**

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 (247) 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.*

Almost all practices are PCN members. Almost two thirds are training practices, have an active and engaged Patient Participant Group, and are a GP federation member practice.

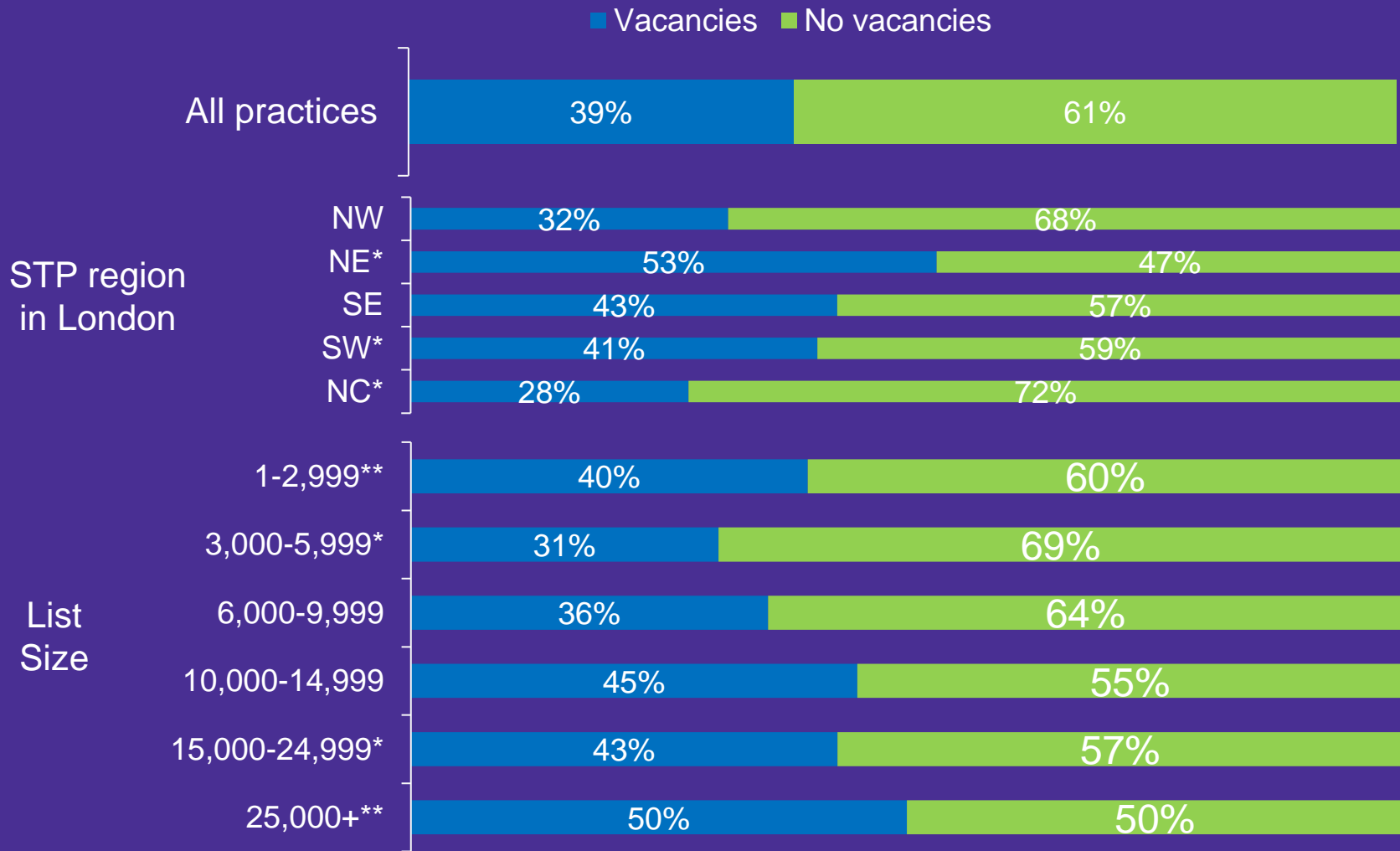


In total, 155 of the member practices that took part in this survey say they have an active and engaged patient participation group; in total these practices have approximately 1,742,738 registered patients.

Q2. Which of the following, if any, applies to the practice? Base: All practices (n= 247)



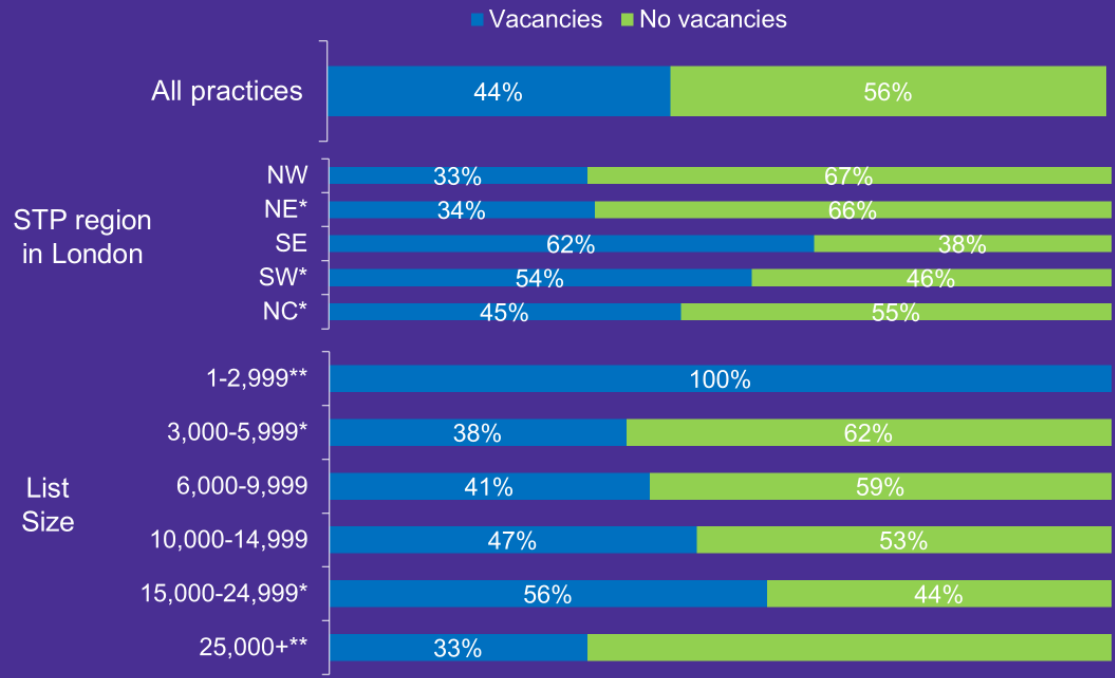
Just over a third of practices have current vacancies. Practices in the NE and SE STP regions are more likely to have vacancies. Vacancies are most likely in practices with patient list size of 10,000-14,999 and 25,000+ (very small base size).



Q5. Does the practice currently have any GP / practice nurse vacancies, or other vacancies? Base: All practices (n=247), SE (n=61), SW (n=28*), NC (n=34*), NW (n=80), NE (n=44*), 1-2,999 (n=5**), 3,000-5,999 (n=36*), 6,000-9,999 (n=95), 10,000-14,999 (n=74), 15,000-24,999 (n=34*), 25,000+ (n=2**)

Compare previous slide - June 2024 With this slide – December 2023

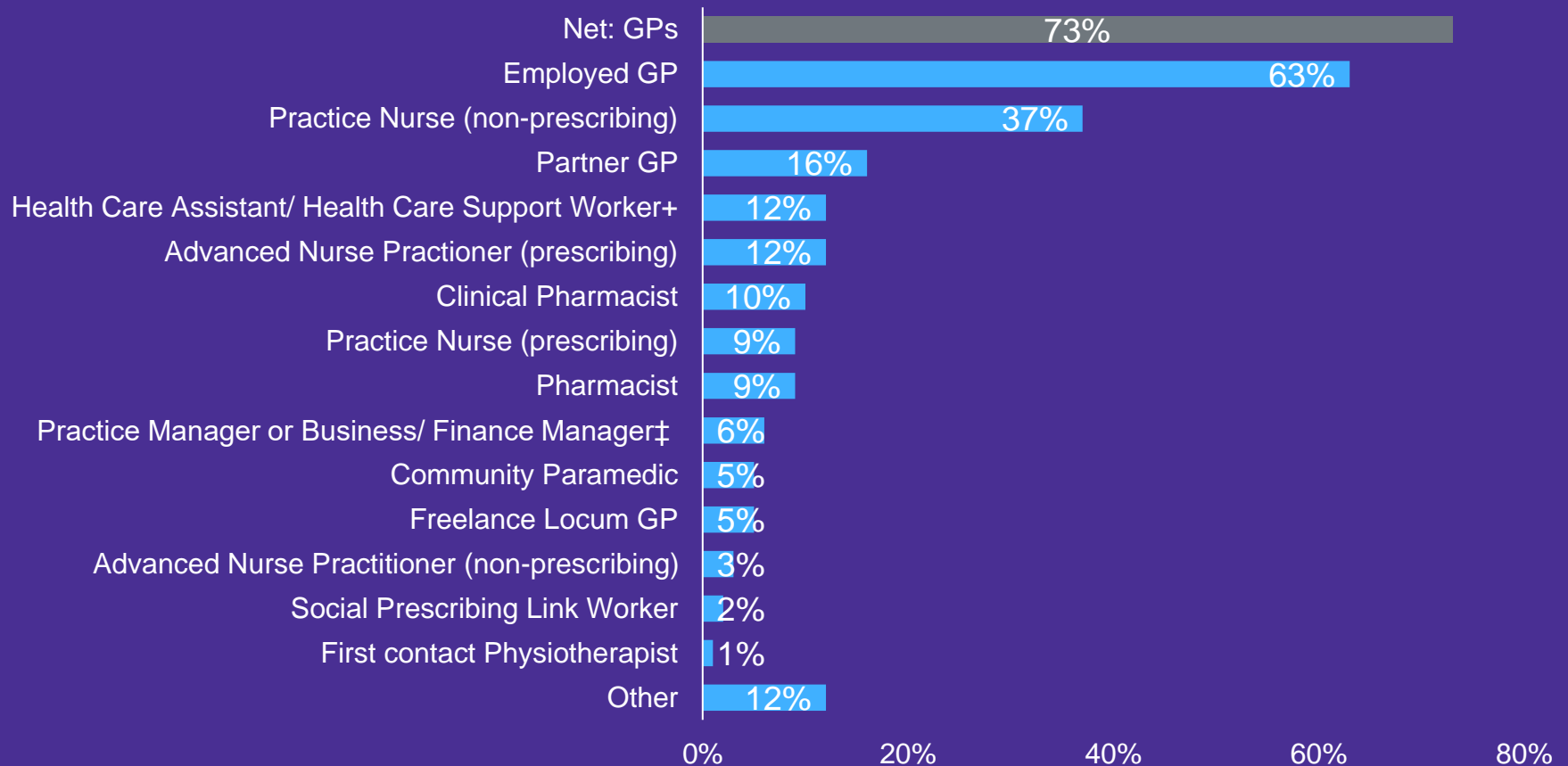
More than two in five practices have current vacancies. Vacancies tend to be more likely in the South East and South West STP regions, and the likelihood of having vacancies increases with list size except for 1-2,999 and 25,000+ (very small base size)



Q5. Does the practice currently have any GP / practice nurse vacancies, or other vacancies? Base: All practices (n=234), SE (n=65), SW (n=28*), NC (n=41*), NW (n=91), NE (n=48*), 1-2,999 (n=1**), 3,000-5,999 (n=30*), 6,000-9,999 (n=106), 10,000-14,999 (n=59), 15,000-24,999 (n=35*), 25,000+ (n=3**)

Employed GPs and non-prescribing practice nurses are the most common type of vacancy, with almost three quarters of 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=96)

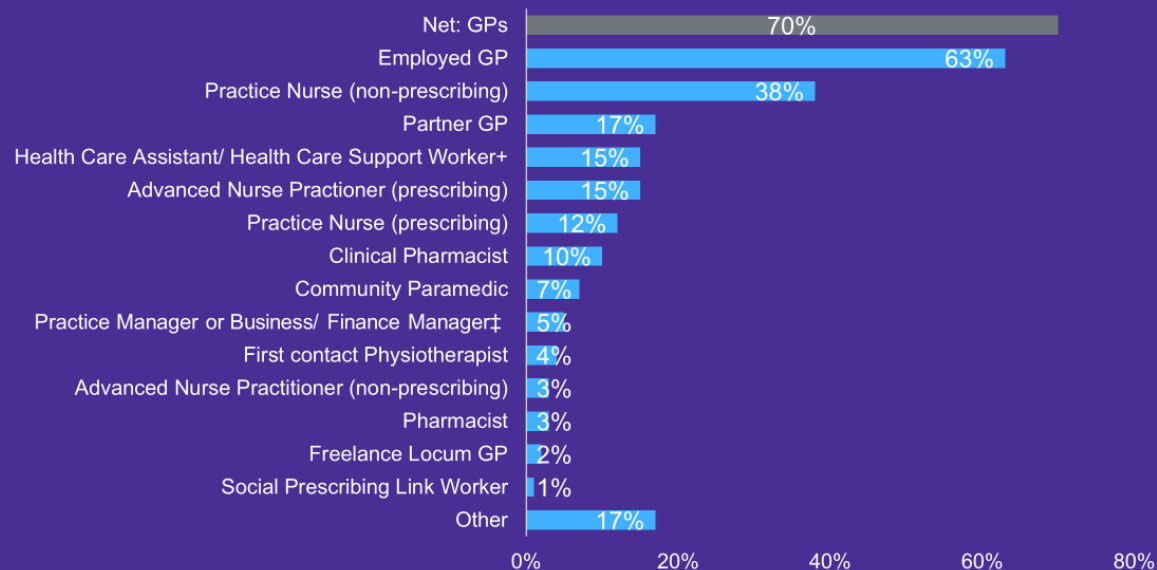
+ Updated from 'Health Care Assistant' to 'Health Care Assistant / Health Care Support Worker' in Wave 7

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

Compare previous slide – June 2024 With this slide – December 2023

Employed GPs and non-prescribing practice nurses are the most common form of vacancy, with seven in ten 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=103)

+ 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

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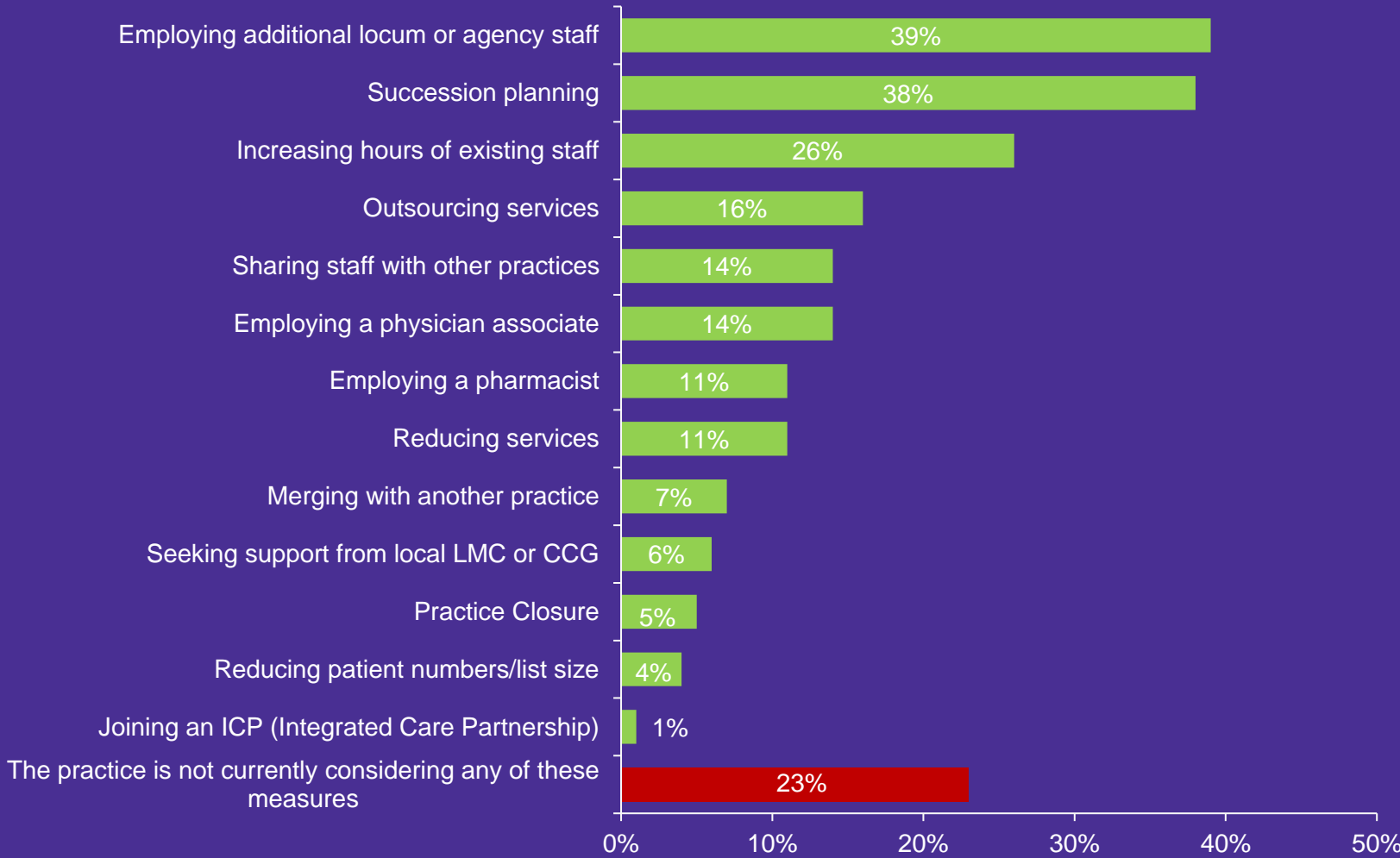
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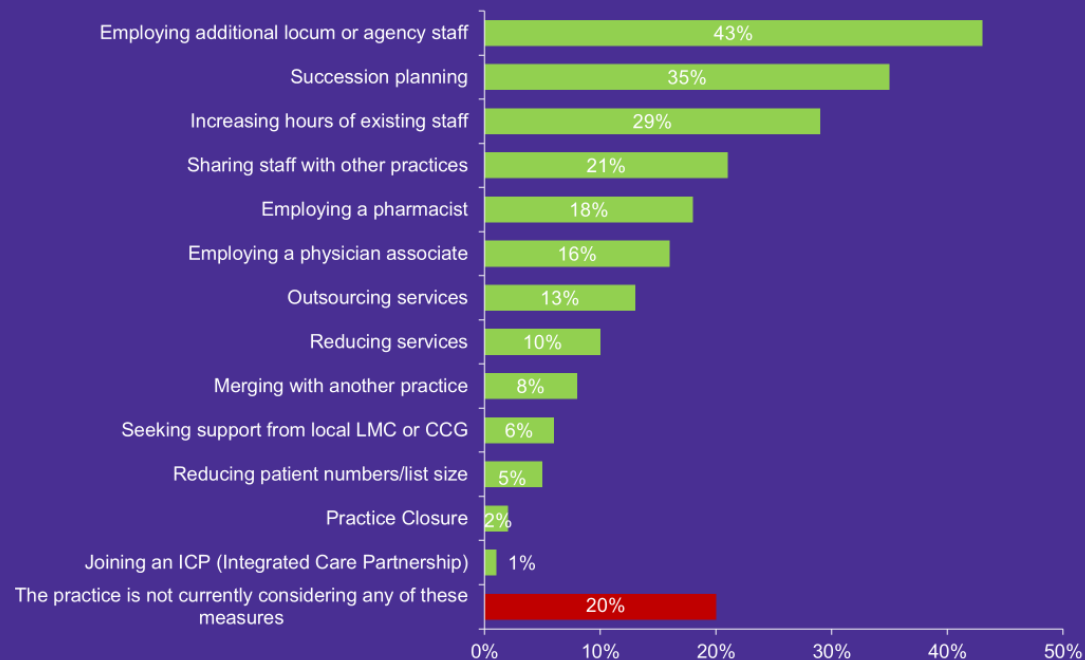
Two in five practices are considering employing additional locum or agency staff to manage future and current vacancies, while almost a quarter of practices are not considering any of the provided measures.



Q7. What actions are currently being considered within your practice to manage current and future vacancies? Base: All practices (n=247)

Compare previous slide – June 2024 With this slide – December 2023

More than two in five practices are considering employing additional locum or agency staff to manage future and current vacancies, while one in five practices are 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=234)

There are 13 practices which say that they are either considering closure or planning to terminate their GP contract in the next 3 years, with 6 in NW and 3 in NE 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	1*	--*	1*
Bexley	1**	--**	1**
Brent	1*	--*	1*
Bromley	--*	--*	--*
Camden	--**	--**	2**
City & Hackney	1*	--*	1*
Ealing	--*	--*	--*
Enfield	--**	--**	--**
Greenwich	1**	--**	1**
Hammersmith & Fulham	--**	--**	--**
Haringey	--**	--**	--**
Harrow	1**	--**	1**
Hillingdon	--**	--**	--**
Hounslow	--**	--**	--**
Islington	--**	--**	--**
Kensington & Chelsea	2**	--**	2**
Lambeth	--*	--*	--*
Lewisham	--**	--**	--**
Merton	--**	--**	--**
Newham	--**	--**	--**
Redbridge	--**	--**	--**
Southwark	--**	--**	--**
Sutton	1*	--*	1*
Tower Hamlets	--**	--**	--**
Waltham Forest	2*	1*	2*
Wandsworth	1**	--**	1**
Westminster	2*	--*	2*

Area	# Practices Considering Closure	# Practices Planning to Terminate GP Contract in next 3 years	# Practices Considering Closure OR Planning to Terminate GP Contract
SW	2*	0*	2*
NC	1*	0*	1*
NW	6	0	6
SE	1	0	1*
NE	3*	1*	3*
TOTAL**	13	1	13

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=11*), Bexley (n=7**), Brent (n=16*), Bromley (n=18*), Camden (n=6**), City & Hackney (n=10*), Ealing (n=17*), Enfield (n=7**), Greenwich (n=4**), Hammersmith and Fulham (n=2**), Haringey (n=4**), Harrow (n=8**), Hillingdon (n=6**), Hounslow (n=9**), Islington (n=6**), Kensington & Chelsea (n=10**), Lambeth (n=17*), Lewisham (n=5**), Merton (n=6**), Newham (n=7**), Redbridge (n=6**), Southwark (n=10**), Sutton (n=12*), Tower Hamlets (n=11*), Waltham Forest (n=10*), Wandsworth (n=10**), Westminster (n=12*), SE (n=61), SW (n=28*), NC (n=34*), NW (n=80), NE (n=44*)

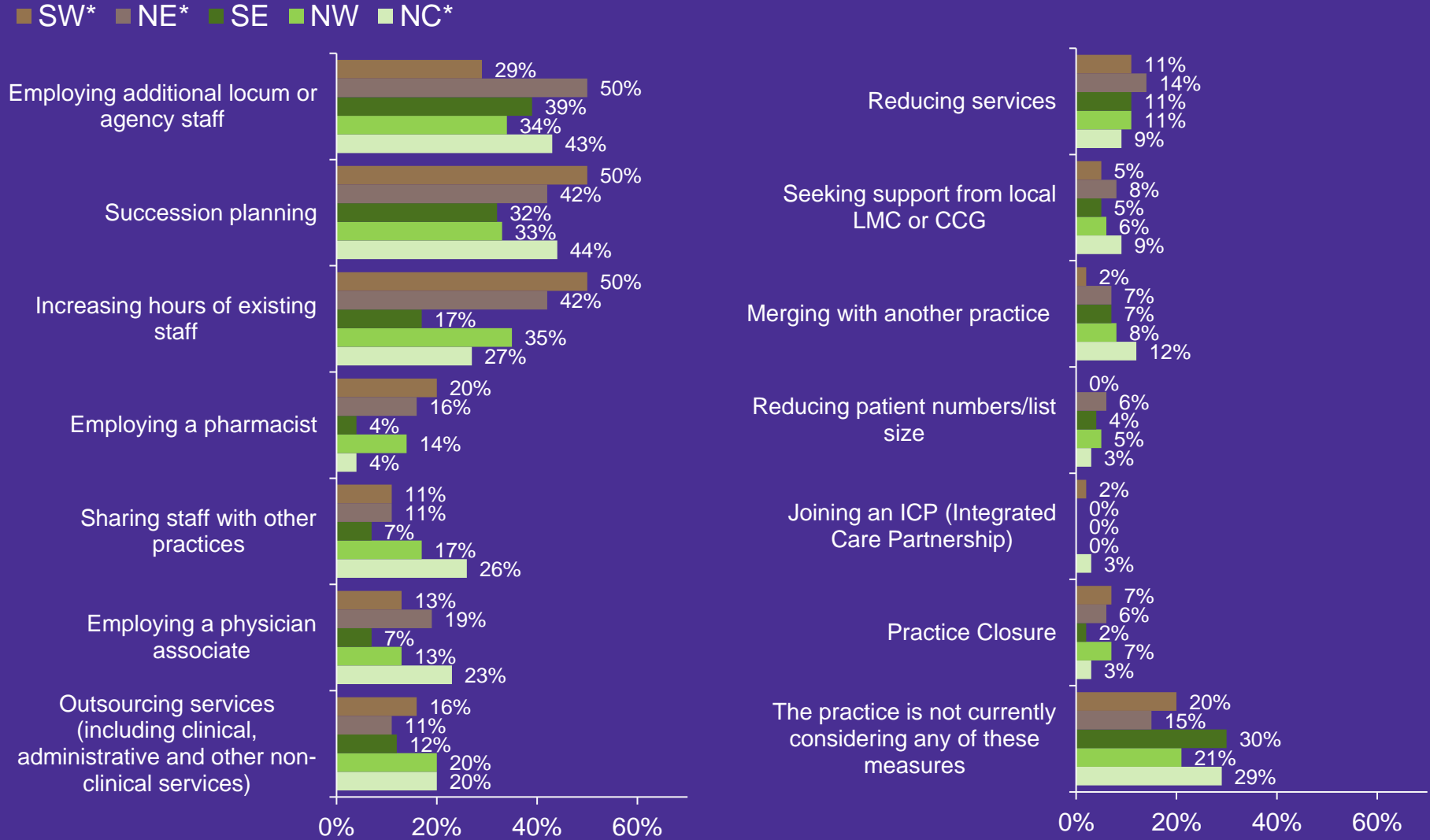
**Please see methodological note on data disparity (slide 3)

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

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



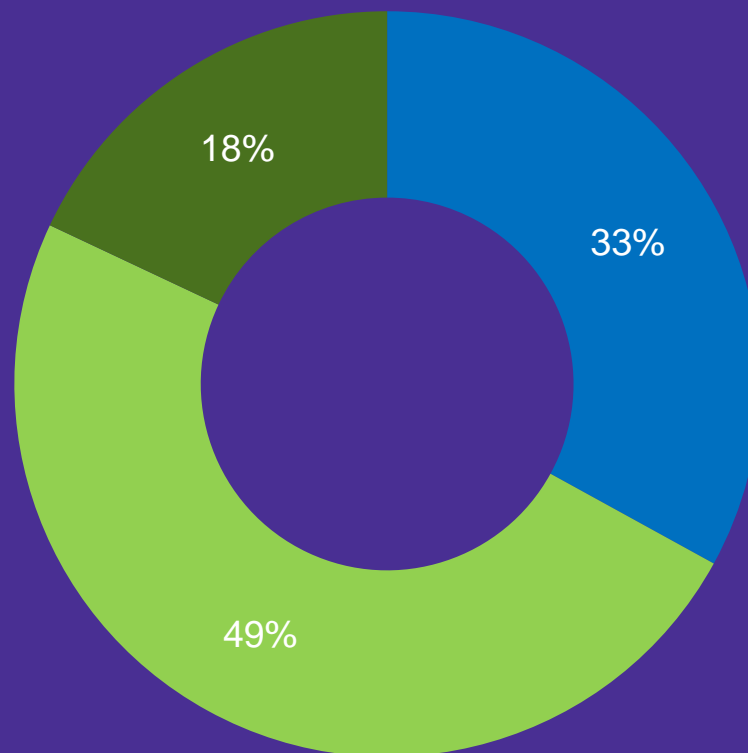
Practices in the NE STP area are the least likely to say they are not considering any of the actions tested to manage current and future vacancies; those in the SE and NC areas are most likely to say this is the case.



Q7. What actions are currently being considered within your practice to manage current and future vacancies? Base: SE (n=61), SW (n=28*), NC (n=34*), NW (n=80), NE (n=44*)

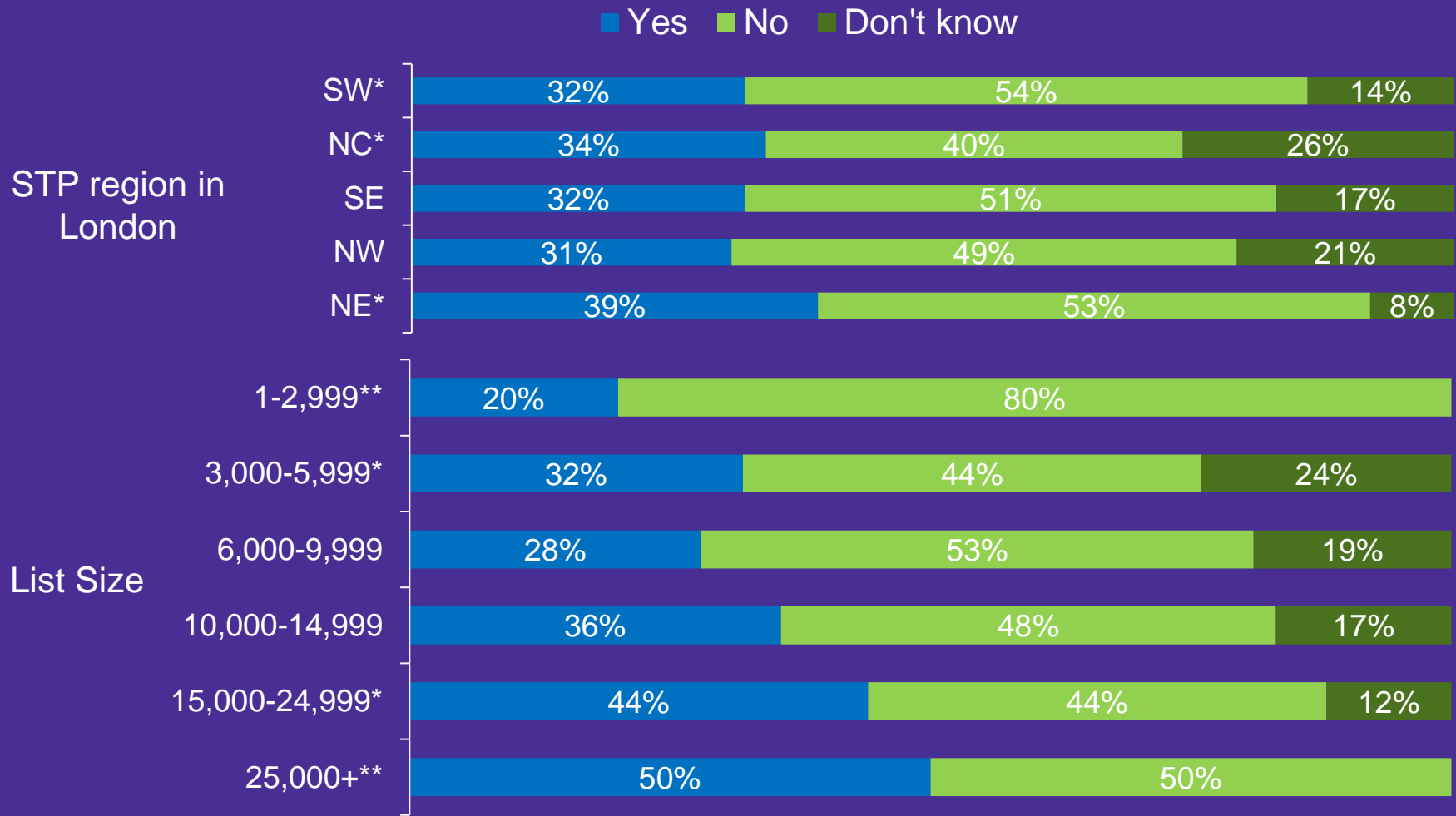
Half of all practices have GPs planning to retire in the next three years, while a third say they do not have any GPs planning to retire.

■ Yes ■ No ■ Don't know



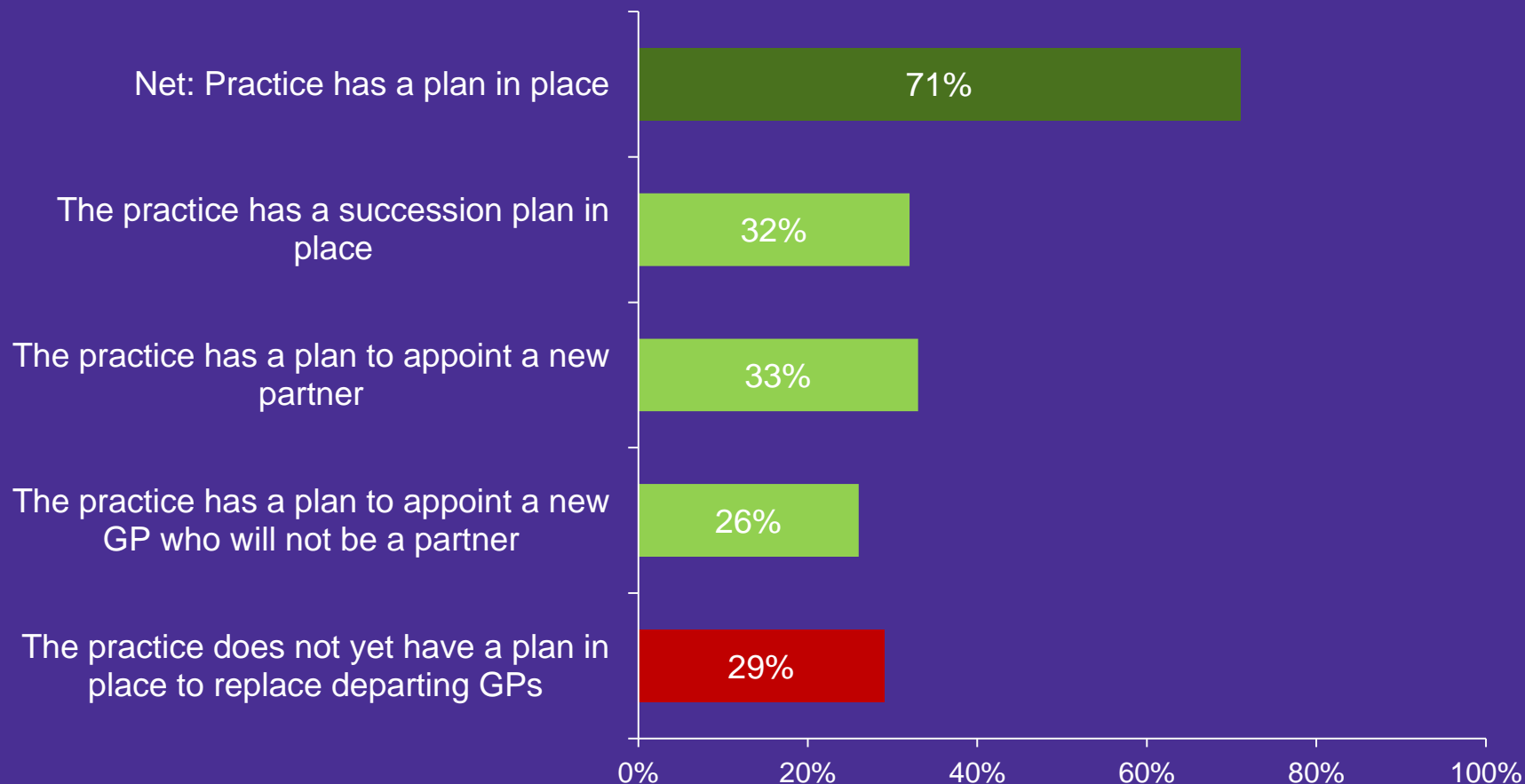
Q8a. Does the practice currently have any GPs planning on retiring in the next 3 years? Base: All practices (n=247)

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



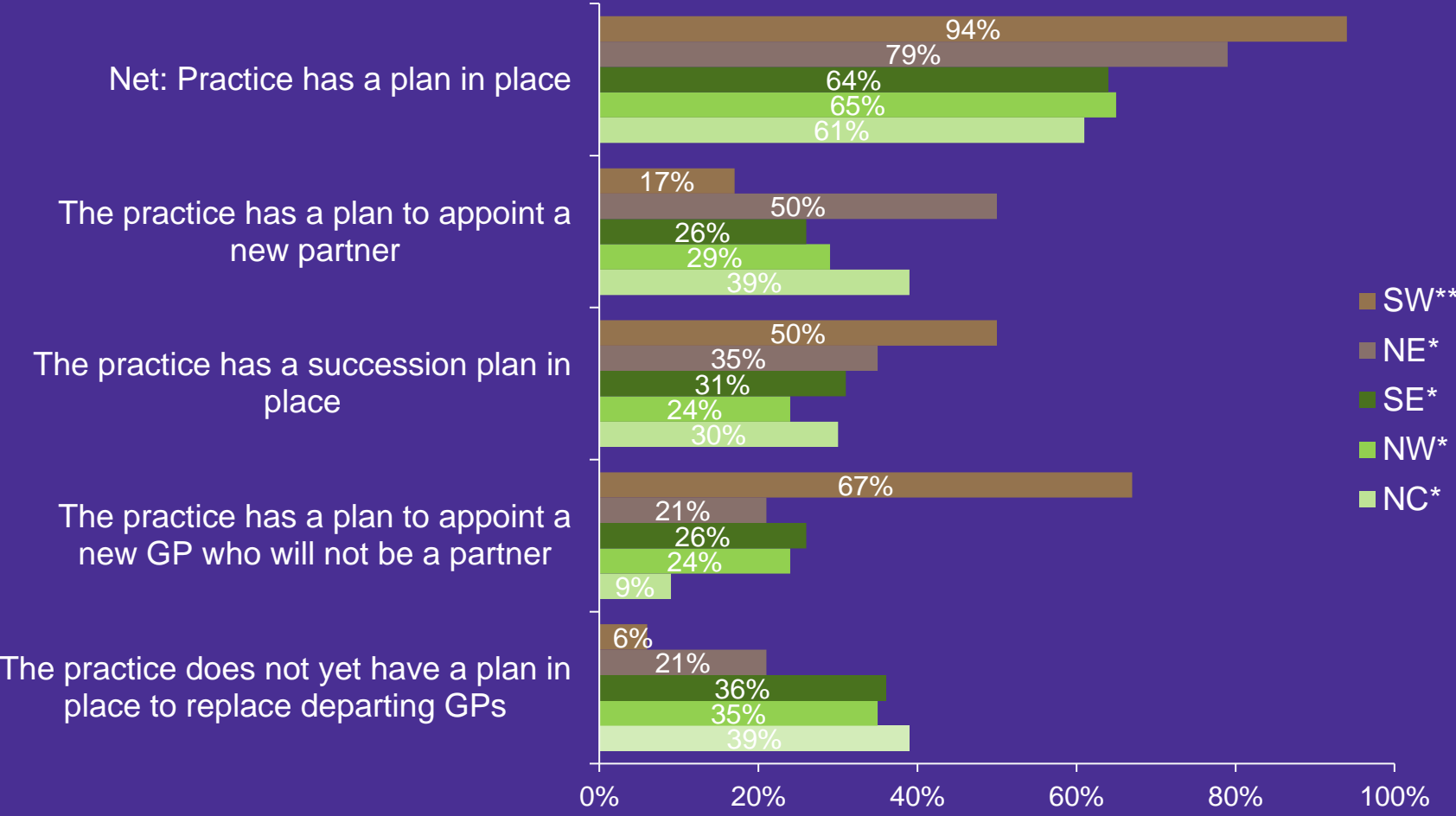
Q8a. Does the practice currently have any GPs planning on retiring in the next 3 years? Base: All practices (n=247), SE (n=61), SW (n=28*), NC (n=34*), NW (n=80), NE (n=44*), 1-2,999 (n=5**), 3,000-5,999 (n=36*), 6,000-9,999 (n=95), 10,000-14,999 (n=74), 15,000-24,999 (n=34*), 25,000+ (n=2**)

The majority of practices in Wave 17 say they have some kind of plan in place to replace GPs retiring within the next 3 years, although three in ten 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=82)

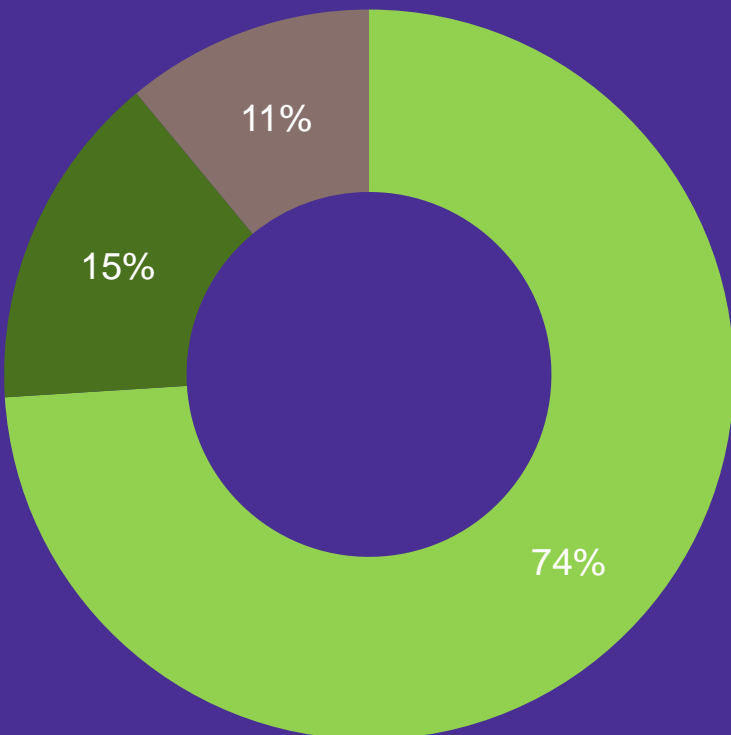
Practices in the SW STP area are most likely to say they have a plan in place to replace GPs retiring within the next 3 years.



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=9**), NW (n=25*), NC (n=12*), NE (n=17*), SE (n=20*)

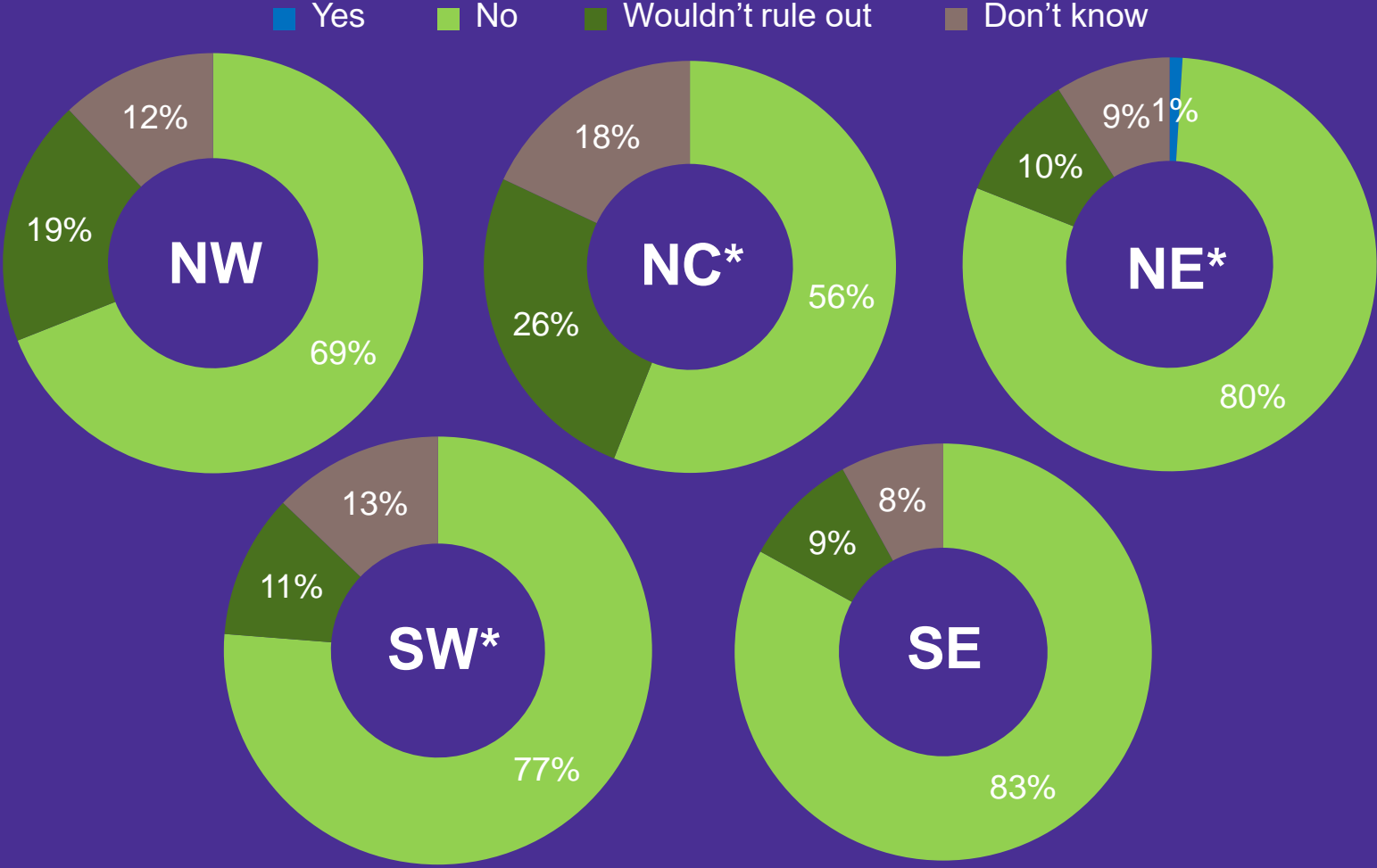
Three quarters of practices say they have no plans to terminate their GP contract in the next 3 years. One in six would not rule it out, whilst one in ten are unsure.

■ 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=247)

Only practices in the NE area say they have plans to terminate their GP contract in the next 3 years, whilst practices in the NC area are most likely to say they wouldn't rule it out. Practices in the SE 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 SE (n=61), SW (n=28*), NC (n=34*), NW (n=80), NE (n=44*)

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

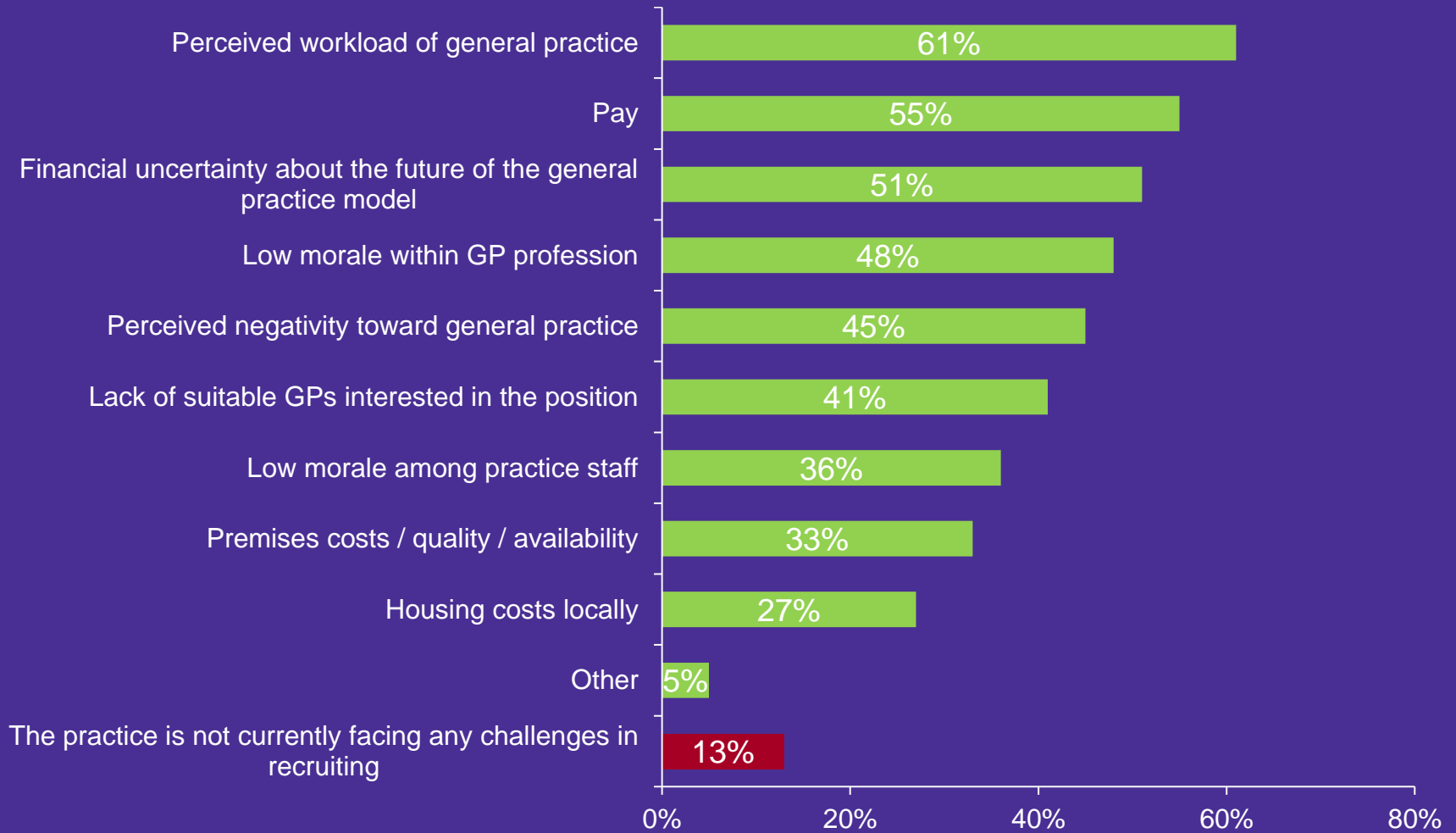
Fewer than one in ten practices in NE STP area and practices with 15,000-24,999 patient list with GPs who plan to retire in the next 3 years currently indicate they have plans to terminate their GP contract in the next 3 years.

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=9**), NW (n=25*), NC (n=12*), SE (n=20*), NE (n=17*), 1-2,999 (n=1**), 3,000-5,999 (n=12*), 6,000-9,999 (n=27*), 10,000-14,999 (n=27*), 15,000-24,999 (n=15*), 25,000+ (n=1**)

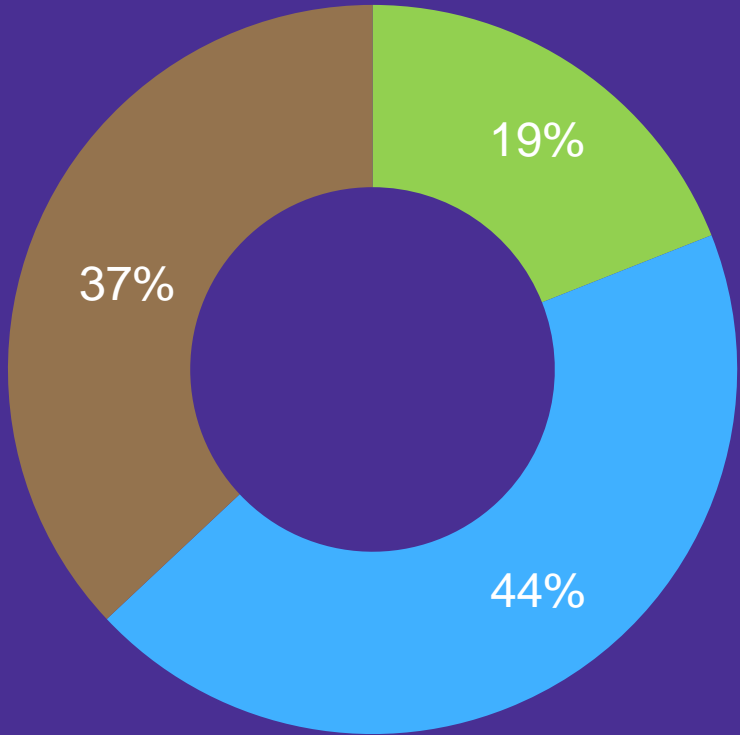
Three in five practices say perceived workload of general practice is a factor preventing or hindering staff recruitment, with 6 of the 9 factors listed registering at least two in five saying it is hindering recruitment. Just over one in ten practices report not facing any challenges in recruitment currently.



Q10a. What factors, if any, are currently preventing / hindering staff recruitment to the practice? Base: All practices (n=247)

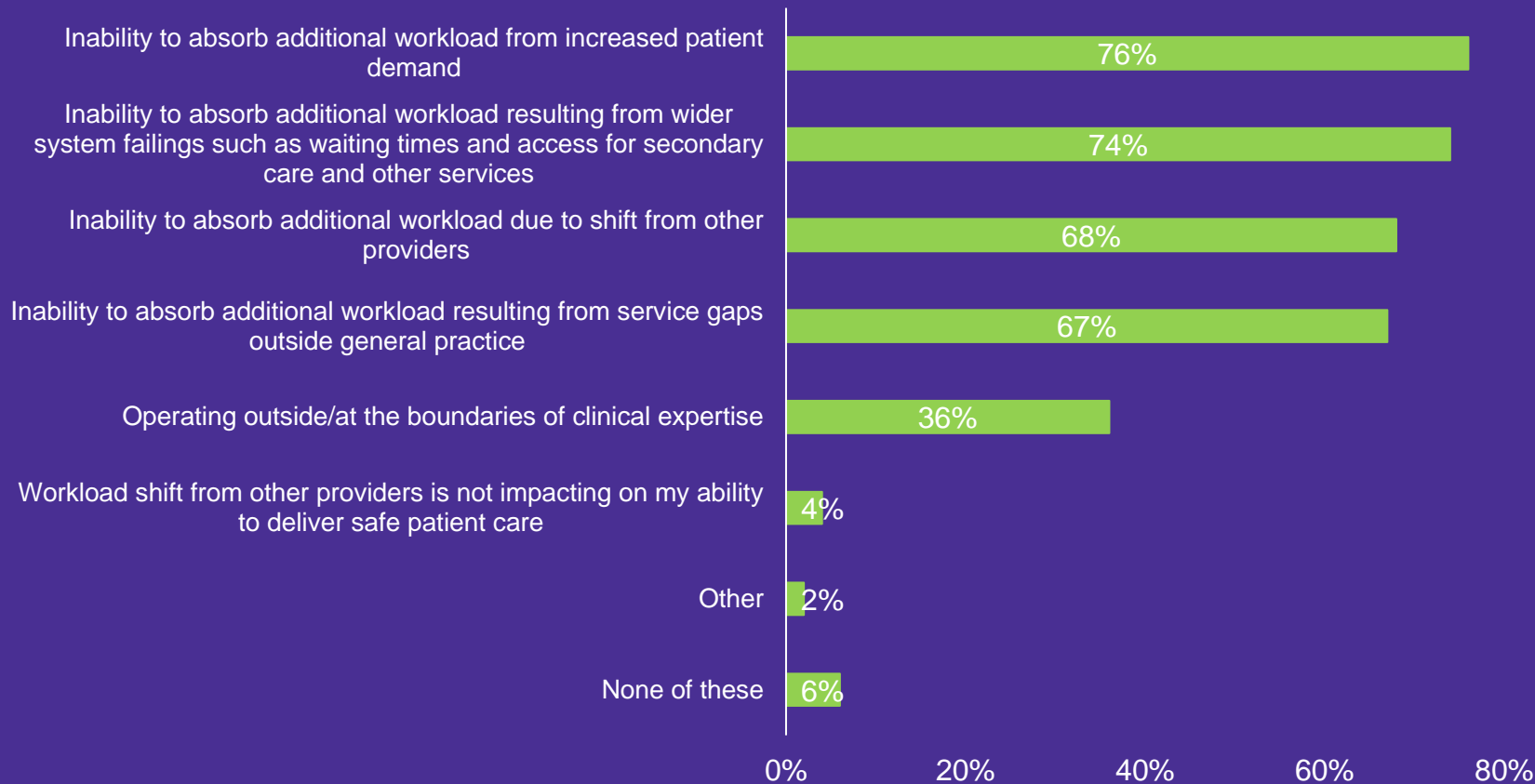
There is a range of opinion from practices in terms of their ability to safely meet patient need over the coming months (until December 2024/January 2025), with one in five saying that they are optimistic and just over a third say they are pessimistic.

■ Optimistic ■ Neutral ■ Pessimistic



Q48. How do you feel about being able to safely meet patient need over the coming months (until December 2024/January 2025)? Base: All practices (n=247)

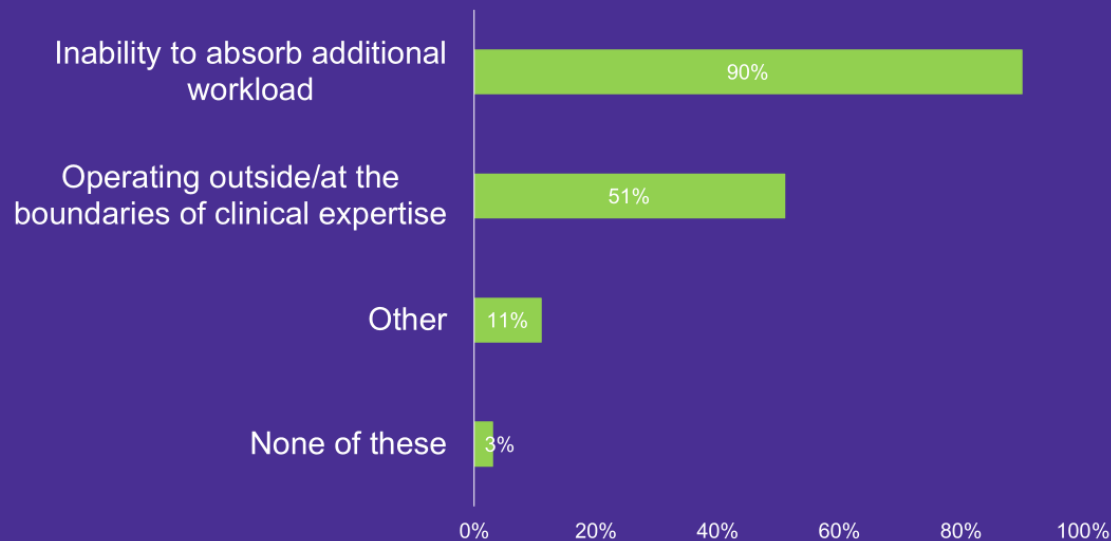
Three quarters of practices who say workload shift is impacting their ability to deliver safe patient care say this is due to inability to absorb additional workload, whether due to increased patient demand or wider system failings



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 (n=247)

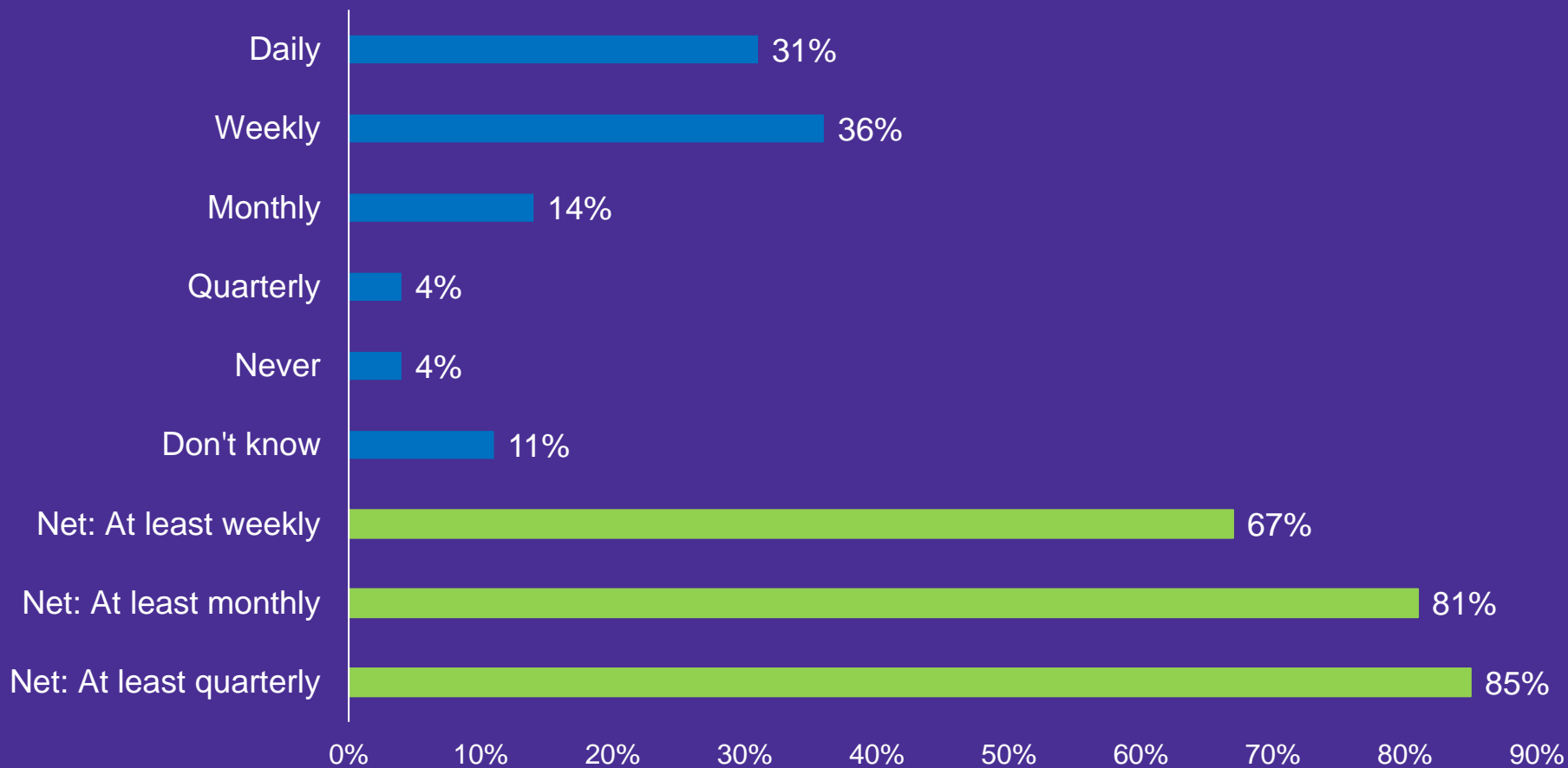
In previous waves we had fewer options for the previous "workload shift/ safety question

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



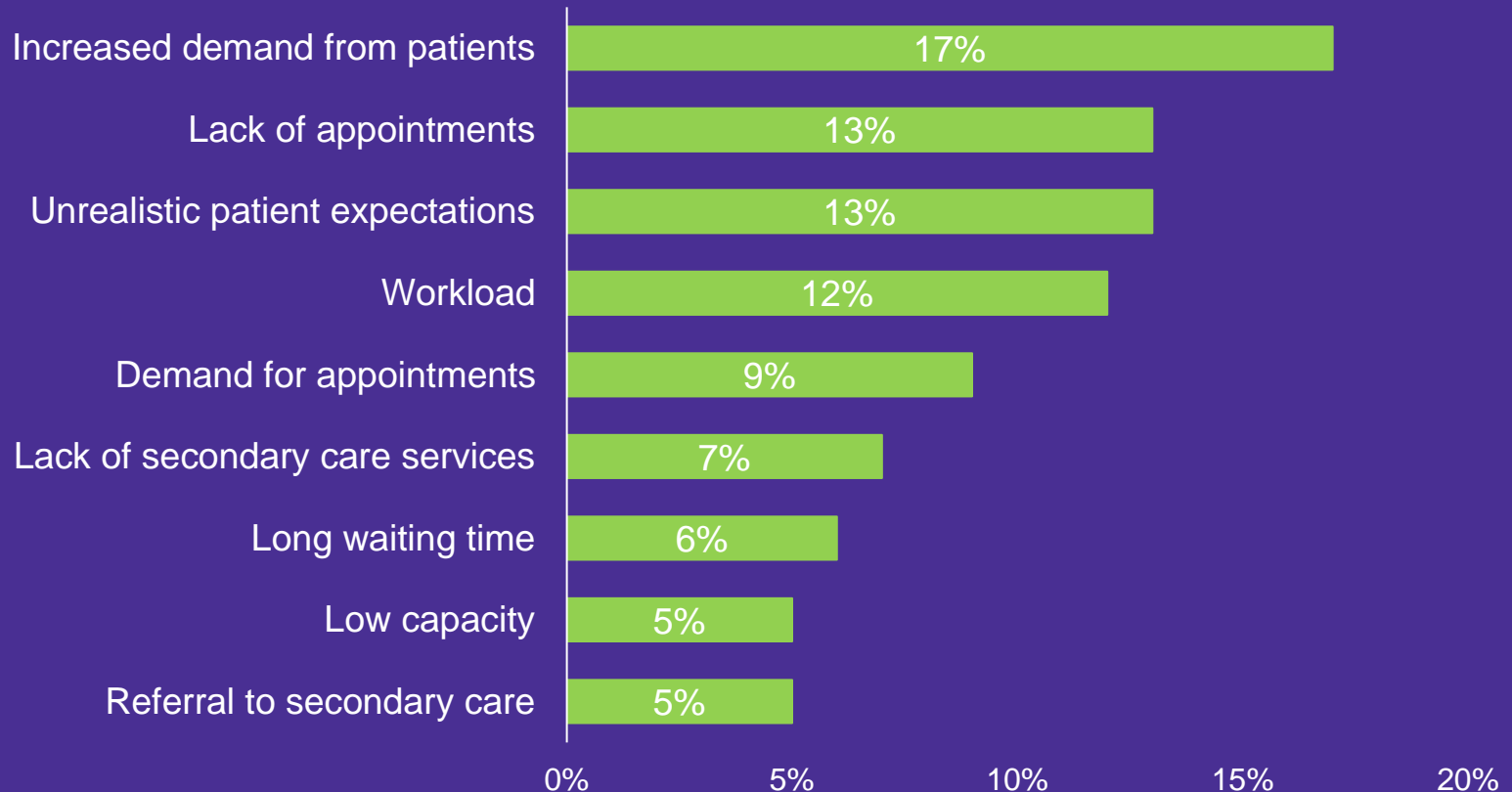
Q55. In which of the following ways is workload shift from other providers impacting on your ability to deliver safe patient care? Base: All respondents who say workload shift is impacting ability to deliver safe patient care (n=181)

Three in ten staff express concerns about meeting patient demand safely daily, whilst just over a third say these concerns are expressed 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=247)

One in six practices who said staff have concerns about meeting patient demand safely say the most common concerns are around increased demand from patients, whilst more than one in ten cite lack of appointments or unrealistic patient expectations

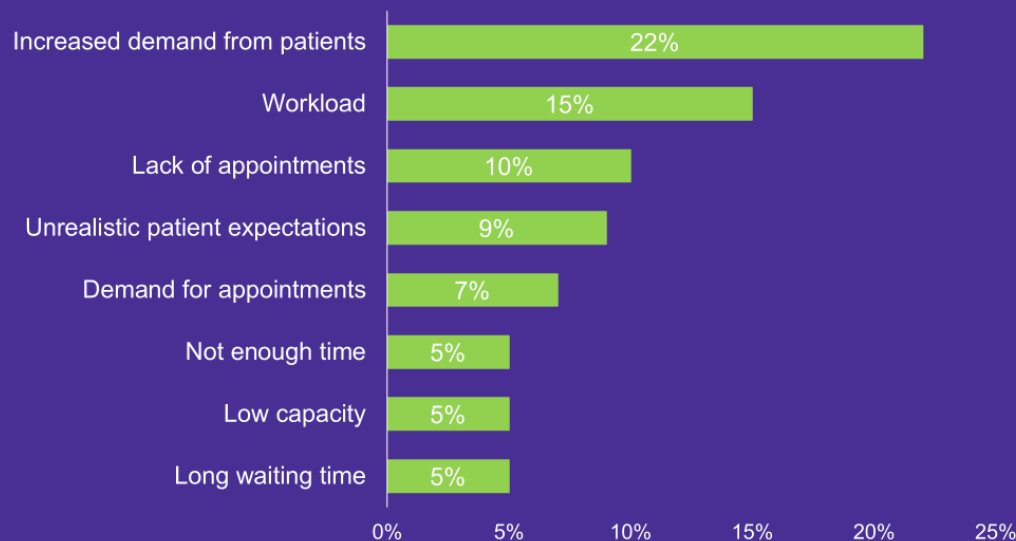


Q57. What concerns are most frequently expressed by the staff team about meeting patient demand safely? Base: All who said staff have concerns about meeting patient demand safely (n=210)

NB: Only responses with bases of 10 or more shown

Compare previous slide – June 2024 With this slide - December 2023

Almost a quarter of practices who said staff have concerns about meeting patient demand safely cite increased demand from patients, whilst one in six cite workload



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=203)
NB: Only responses with bases of 10 or more shown

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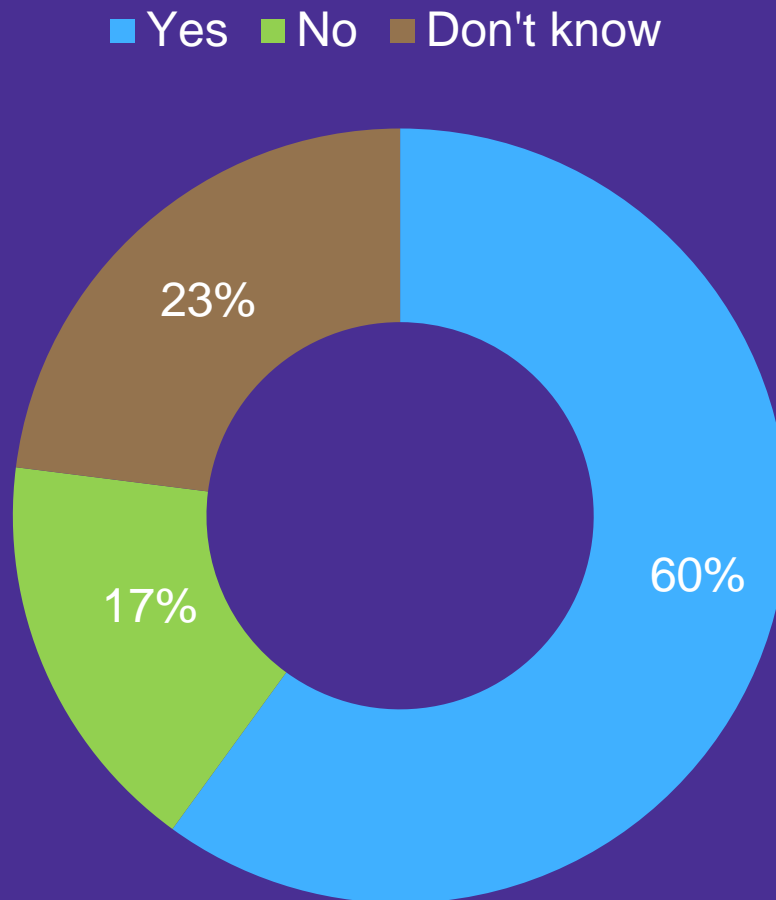
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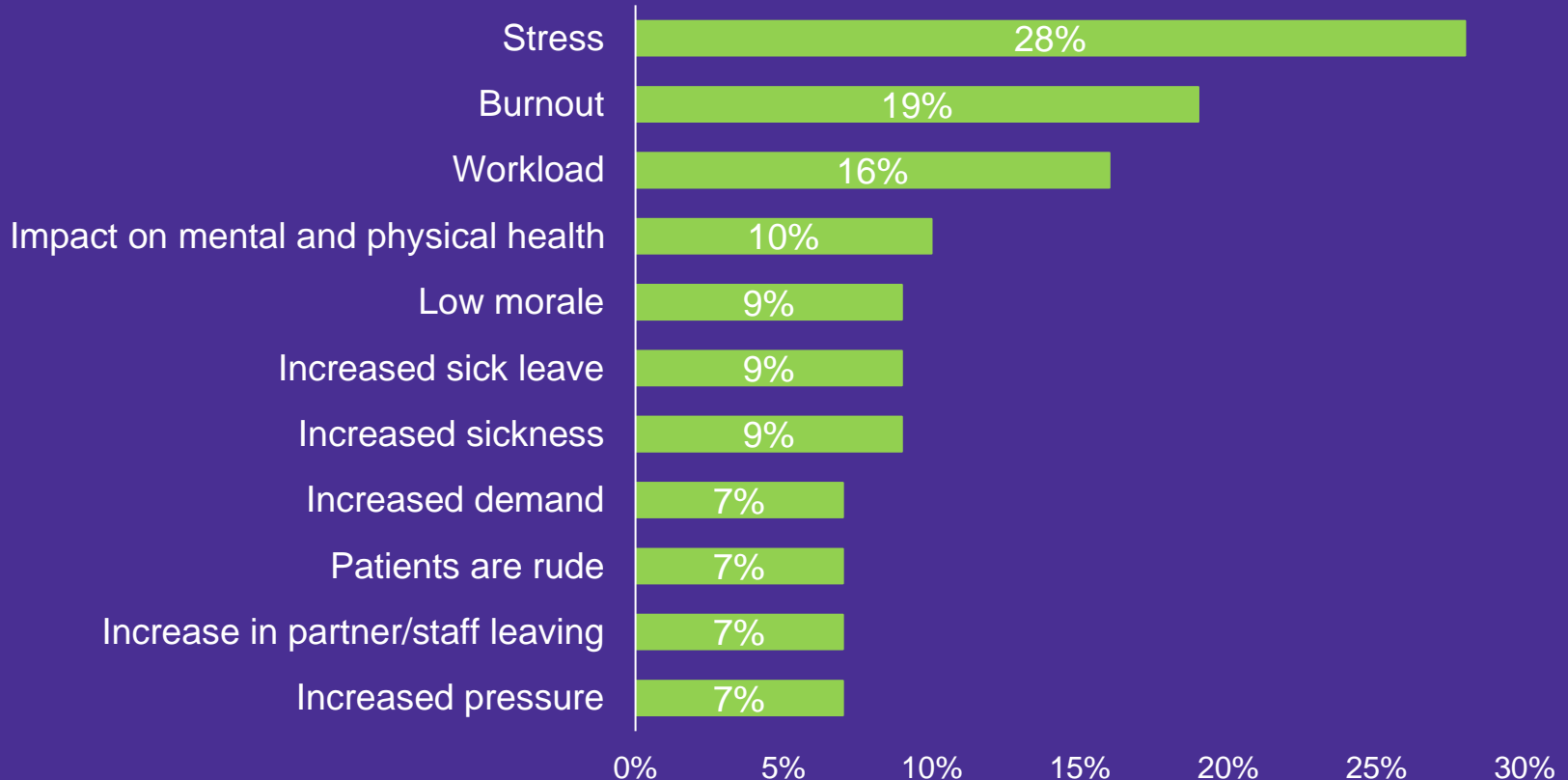


Three in five practices say that current work pressures are impacting the health (mental and/or physical) of their staff, one in six do not have any concerns



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=247)

More than a quarter of practices who have concerns that current work pressures are impacting on the health of the staff team say these are related to stress



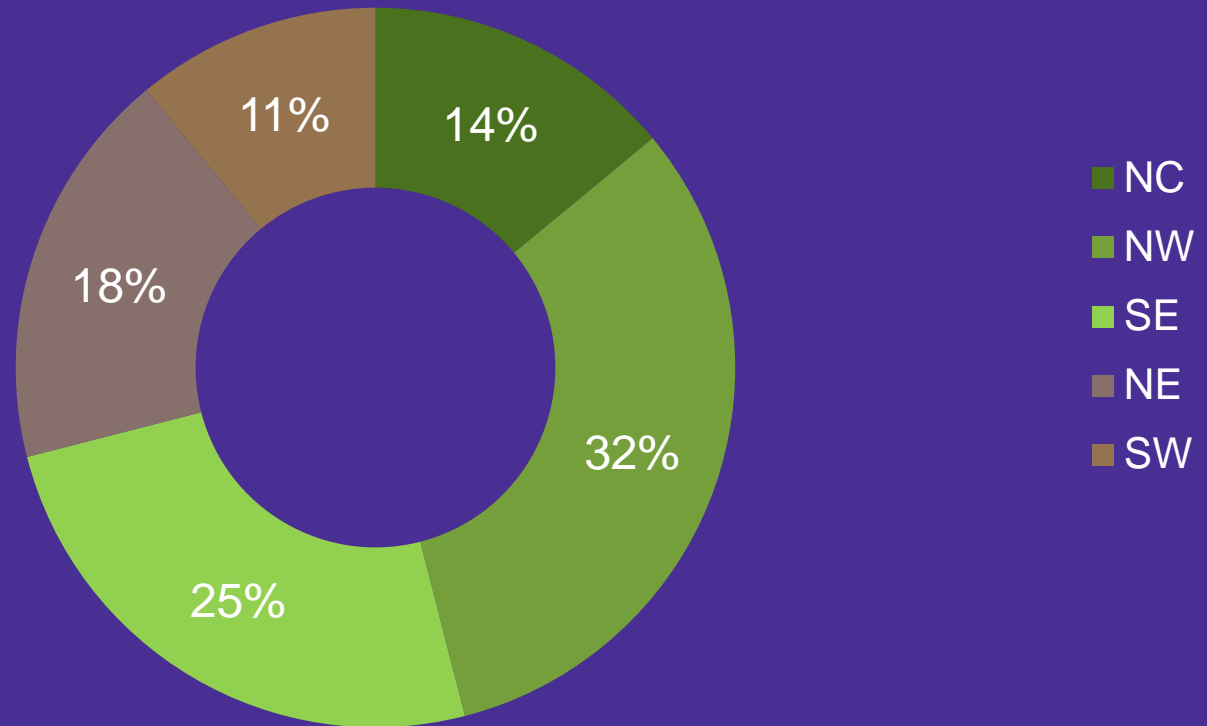
Q58b. What concerns do you have about the current work pressures impacting on the health (mental and/or physical) of the staff team? Base: All who said they have concerns that current work pressures are impacting on the health (mental and/or physical) of the staff team (n=149)

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 2,599,730 registered patients across the five London regions. This includes approximately 695,000 patients in NW, 685,238 patients in SE, 497,000 patients in NE, 370,992 patients in NC and 351,500 patients in SW.

Q1. Which local area is the practice based in? Base: All practices (n=247)

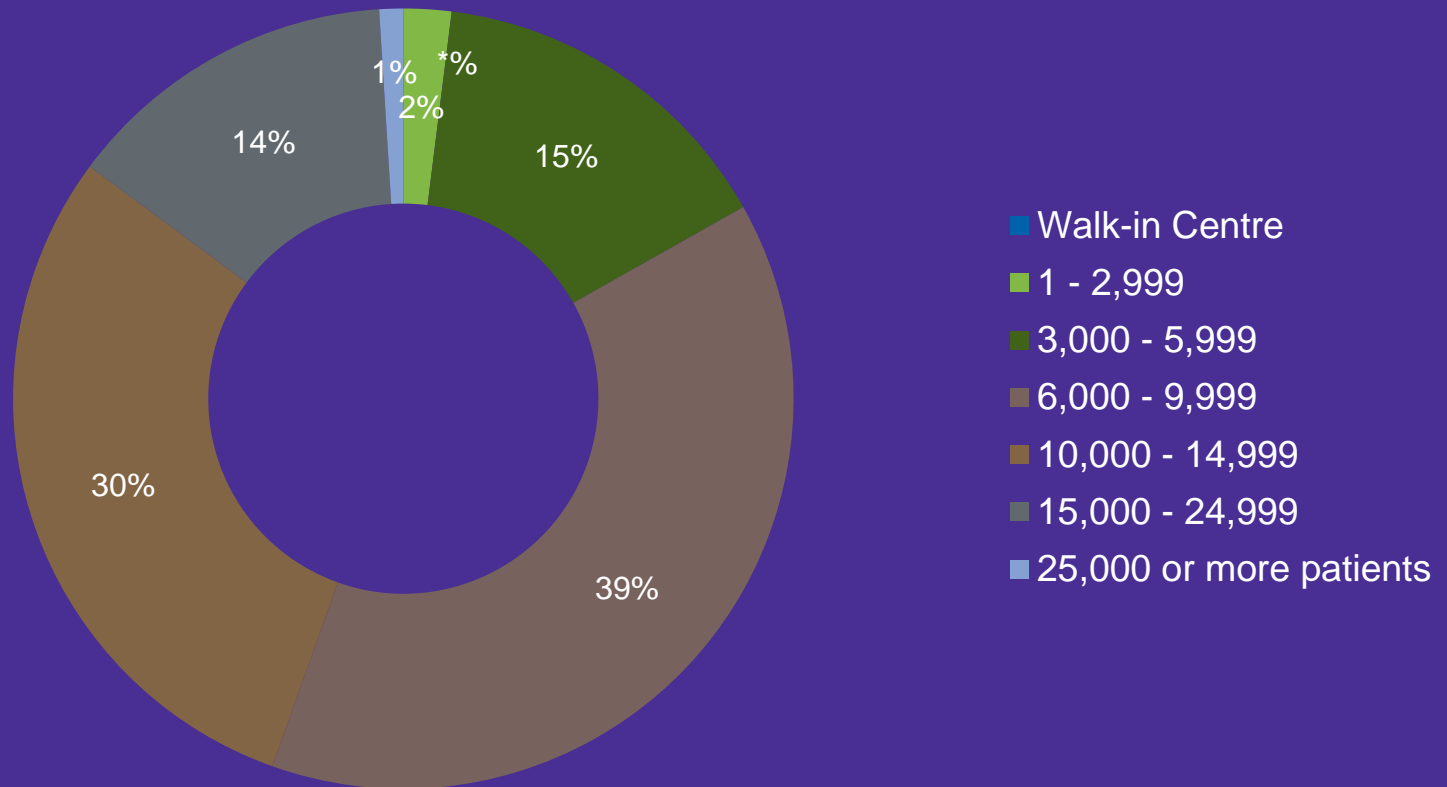
APPENDIX II: Member Practice Responses by Borough

Borough	Total Number of Practice Responses	% of Total Practice Responses	Number of Practices sent the survey	Response rate
Barnet	11	4%	56	20%
Bexley	7	3%	33	21%
Brent	16	6%	59	27%
Bromley	18	7%	46	39%
Camden	6	2%	32	19%
City & Hackney	10	4%	40	25%
Ealing	17	7%	73	23%
Enfield	7	3%	46	15%
Greenwich	4	2%	40	10%
Hammersmith and Fulham	2	1%	29	7%
Haringey	4	2%	40	10%
Harrow	8	3%	38	21%
Hillingdon	6	2%	48	13%
Hounslow	9	4%	50	18%
Islington	6	2%	32	19%
Kensington & Chelsea	10	4%	34	29%
Lambeth	17	7%	46	37%
Lewisham	5	2%	35	14%
Merton	6	2%	23	26%
Newham	7	3%	48	15%
Redbridge	6	2%	43	14%
Southwark	10	4%	43	23%
Sutton	12	5%	25	48%
Tower Hamlets	11	4%	33	33%
Waltham Forest	10	4%	41	24%
Wandsworth	10	4%	47	21%
Westminster	12	5%	41	29%
TOTAL	234	100%	1121	

Q1. Which local area is the practice based in? Base: All practices (n=247)

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

APPENDIX III: List Size of Participating Practices



The member practices that participated in the survey comprise 1,764 GP posts and 2,351 nurse, health care assistant/support worker, pharmacist, social prescribing link worker, first contact physiotherapist, community paramedic, and practice manager or business/finance manager posts. In total, the practices that participated in this research are responsible for 2,599,730 patients.

* Indicates a figure <1%

Q3. What is the practice list size? Base: All practices (n=247)