

GPAS FAQs

Q. How long will it take to complete the form? It should take no more than *2 minutes* to complete the form.

Q. Is there a danger in normalising the current level of demand as acceptable by calling it Green just because we don't meet the Amber criteria or Amber because we don't want to report Red? Yes – Your feedback over the past year has enabled us to better understand the pressures you are experiencing and the impact that it has on the running of your services.

To classify yourself as Green then you should be able to demonstrate that your demand is met, your waiting times are minimal, your access/demand levels are sustainable, no staffing concerns, and your workload is acceptable. We need to be able to regularly evidence what levels we are at in General Practice with honesty and clarity.

Q. Will the LMC share the GPAS report with us as well as stakeholders? We will continue to share this report with practices each week via the Cambs LMC LINK.

Q. What information will the LMC share? The data we share is completely anonymised into figures only, no individual Practice information is disclosed.

Q. Will anyone contact the practice if we report Red or Black? Only if you request a support call from the LMC. Your individual alert state is not disclosed anywhere outside of the LMC.

Q. Will this be an online form each week? Yes – the link will stay the same. This is a weekly activity so that we can continue build an accurate picture of General Practice across our system to share with Commissioners and system partners. A reminder email is usually sent to Practice Managers on Thursday mornings.

Q. Is there guidance available on "acceptable waiting times" as this could be a little subjective? At present, the data shows 52% of appointments take place on the same day and 80% are within the next 7 days, 90% within 14 days. But what we don't have data around is how you are planning your annual long-term condition and medication reviews, waiting times for e.g., the next childhood imms, or cervical cytology appointment.

Q. Is there merit/scope in also indicating e.g., backlog in non-clinical teams? I'm thinking of Medical Secretaries in particular, who are massively impacted by increase in e.g., insurance claims, DVLA medicals, referrals (and fielding calls from upset pts about delays). This is where the free text box at the bottom may be helpful. You can put in qualitative or subjective examples here to support your position and particular stressors that your practice team is feeling each week.