

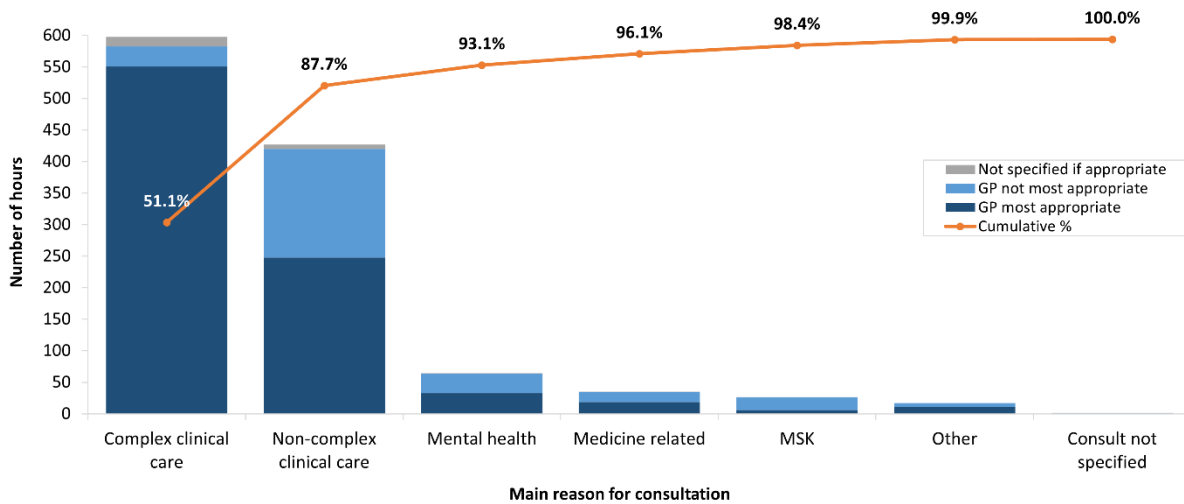
Primary Care Phased Investment Programme: Final report

Appendix 8: Week of care audit additional analysis

This appendix contains the additional analyses from the June 2025 data collection.

GP consultations

Figure 1: Time spent on GP consultations, all sites



The findings from this chart are described in area of focus 5 in the [full report](#).

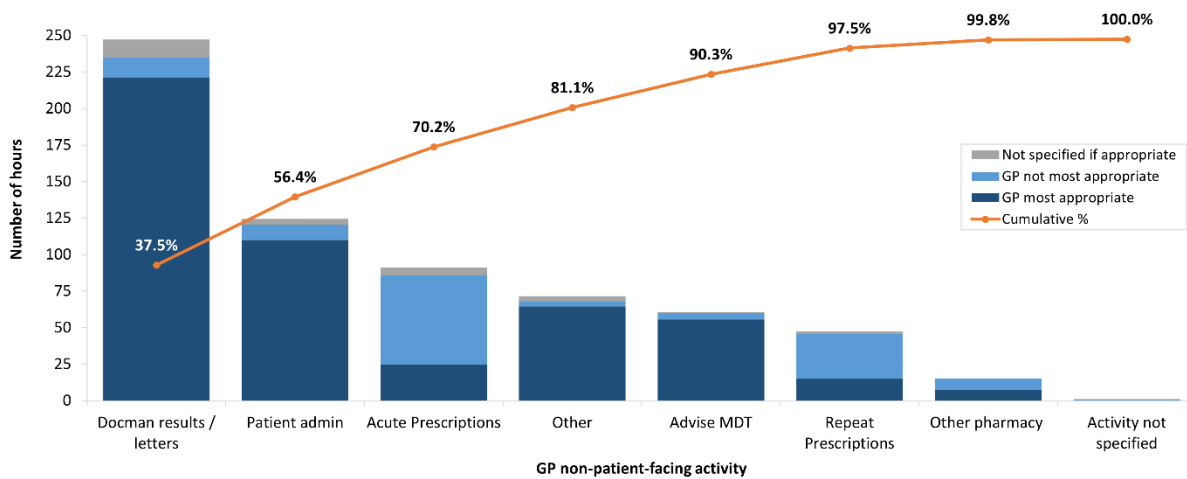
Figure 2: GP consultation heat map, where the GPs reported that another member of the multidisciplinary team (MDT) would have been more appropriate for the consultation, all sites

		GP Consultation Type					
		Complex clinical care	Non-complex clinical care	Mental health	MSK	Medicine related	Other
MDT Member	ANP	18h6m	117h0m	0h53m	0h45m	0h45m	1h14m
	GPN	0h40m	11h20m	0	0	0	0h45m
	CTAC	0	0h36m	0h20m	0	0h10m	0h30m
	Practice pharmacy	2h57m	10h42m	0h40m	0	13h3m	0h10m
	Comm. pharmacy	0h45m	8h48m	0	0h5m	1h50m	0h45m
	MSK physio / APP	2h47m	14h46m	1h30m	19h44m	0	0h25m
	MH nurse	3h3m	5h24m	26h58m	0	0h12m	0h5m
	Link worker	0h45m	0h5m	0h30m	0	0	0h15m
	Other role	2h29m	3h20m	0	0h7m	0	1h48m

This heat map illustrates the potential GP time saving across the 18 practices if some GP consultations had been delivered by other members of the MDT. It also identifies which MDT roles were considered most suitable for specific types of consultations.

GP non-patient facing activity

Figure 3: Time spent on non-patient facing activities by GPs, all sites



The findings from this chart are described in area of focus 5 in the [full report](#).

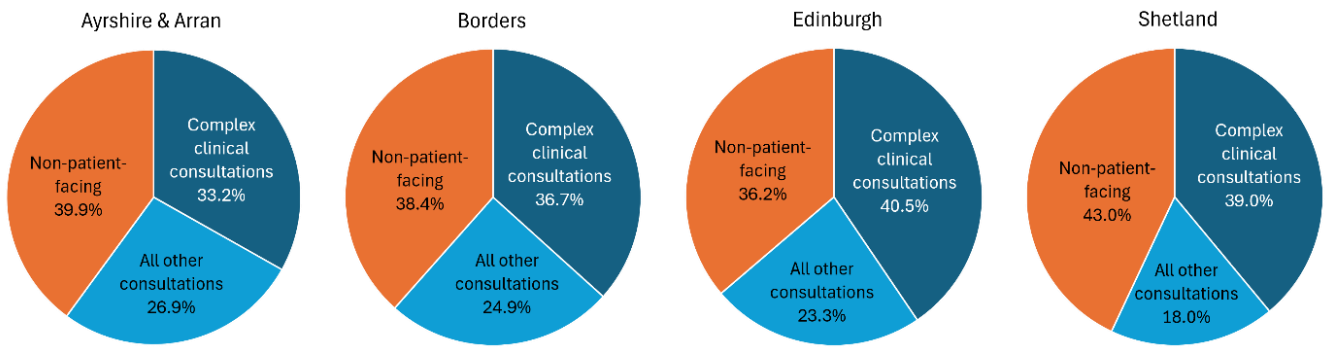
Figure 4: GP non-patient facing heat map, where GPs reported another member of the MDT would have been more appropriate for activity, all sites

		GP Non-Patient-Facing Activity						
		Acute prescriptions	Repeat prescriptions	Other pharmacy	Docman results / letters	Patient admin	Advise other MDT members	Other
MDT Member	ANP	0h25m	0h11m	0h10m	1h31m	3h44m	1h0m	0h15m
	GPN	0	0	0	0h45m	0	0h52m	0h20m
	CTAC	0	0	0	0	0	0h10m	0
	Practice pharmacy	59h40m	30h33m	7h36m	3h49m	3h47m	1h45m	0h10m
	Community pharmacy	0h54m	0	0	0	0	0	0
	MSK physiotherapist / APP	0	0	0	0h25m	0h5m	0h15m	0h15m
	Mental health practitioner	0	0	0h2m	0	0h5m	0h10m	0
	Community link worker	0	0	0	0	0h2m	0h5m	0
	Other role	0	0h5m	0	0h25m	1h3m	0	1h45m
	Administrator	0	0	0	6h39m	1h49m	0h14m	0h48m

- This heat map illustrates the potential GP time saving across the 18 practices if some GP non-patient facing activities had been delivered by other members of the MDT. It also identifies which MDT roles were considered most suitable for different types of activity.
- Acute and repeat prescriptions were most frequently identified by GPs as being appropriate for other MDT members, with practice pharmacotherapy staff cited as the most appropriate professional group to complete these activities.

GP consultations and activities more appropriate for other MDT staff

Figure 5: GP time spent by demonstrator site



- The charts above break down GP time spent on complex consultations, all other consultations and non-patient facing activities by demonstrator site.
- While there was some variation between demonstrator sites, the overall balance of work was similarly distributed between complex consultations, other consultations and non-patient facing activities across the four demonstrator sites.
- Edinburgh City Health and Social Care Partnership (HSCP) practices reported the highest percentage of time spent on complex clinical care, at 40.5%.
- NHS Ayrshire & Arran practices reported the lowest proportion, with 33.2% of GP time spent on complex clinical care.

The left-hand side of the following flow diagrams shows the time spent on various types of consultation and non-patient facing activities that GPs identified as more appropriate for other members of the MDT for each demonstrator site. The right-hand side shows the MDT member that GPs reported was more appropriate for each task. The percentage at each node represents the proportion of all values on that side of the chart. (Note: Tasks that GPs reported as being appropriate for themselves are not included in this diagram).

Figure 6: Flow diagram showing all activities GPs reported were more appropriate for other MDT, NHS Ayrshire & Arran

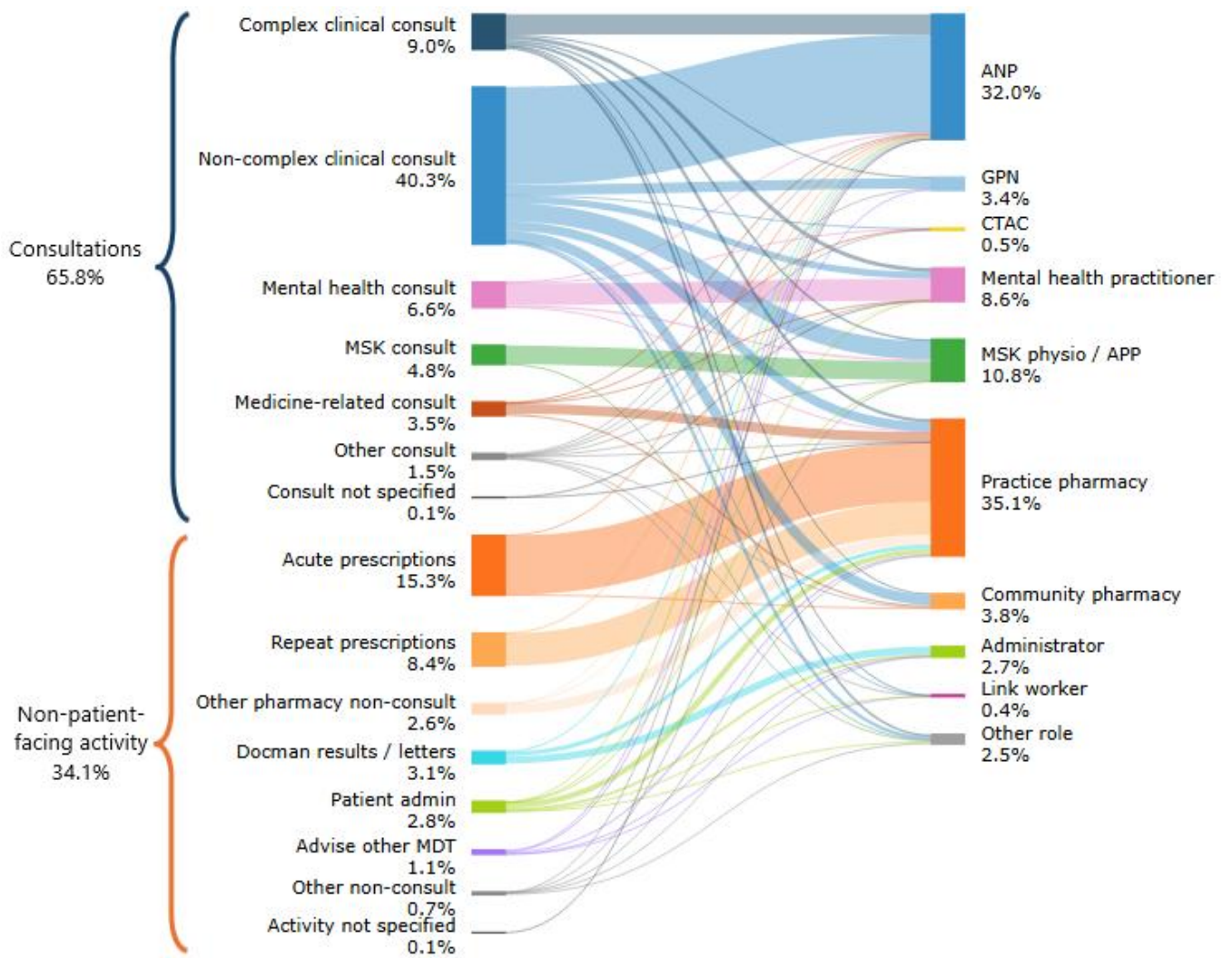


Figure 7: Flow diagram showing all activities GPs reported were more appropriate for other MDT, NHS Borders

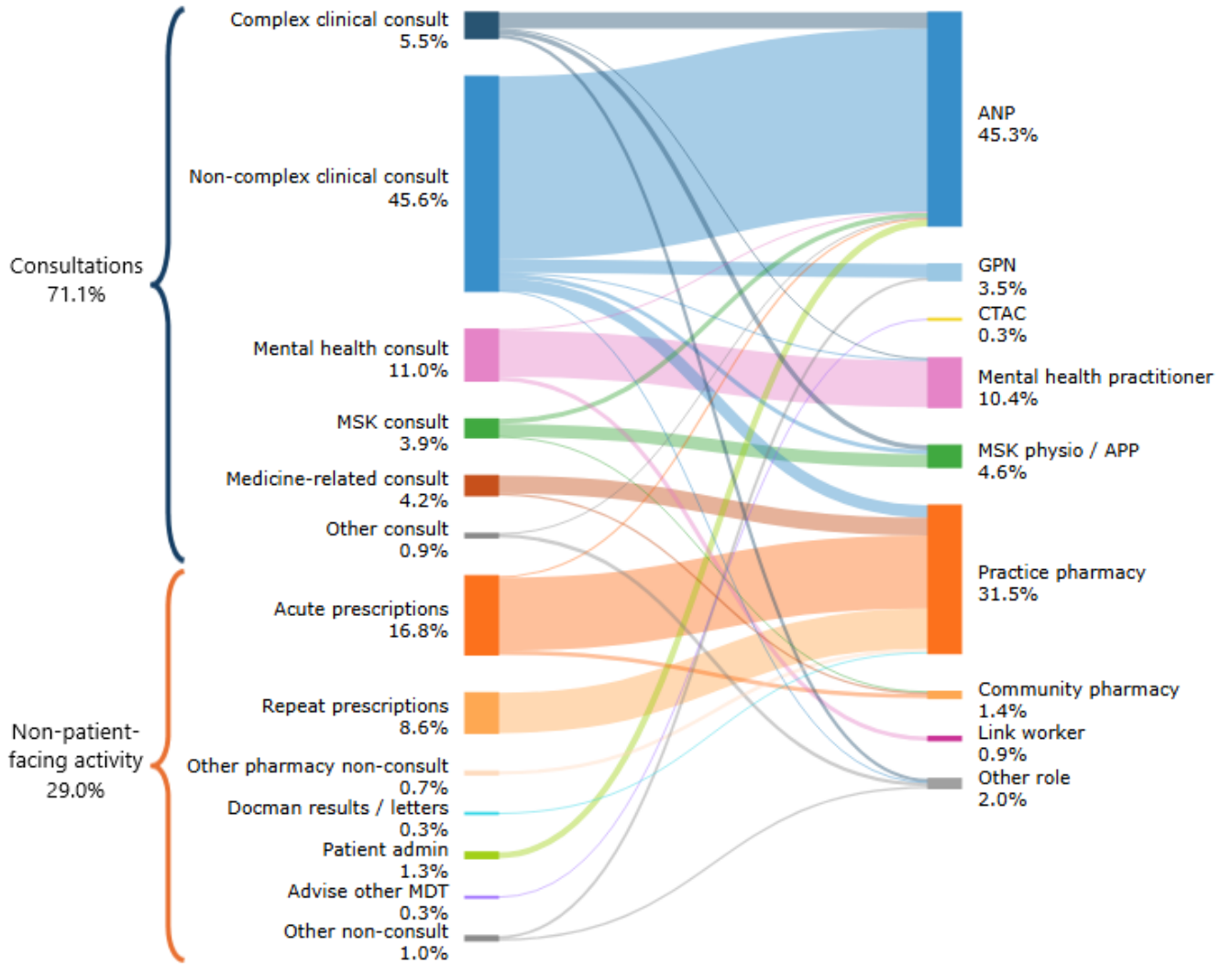


Figure 8: Flow diagram showing all activities GPs reported were more appropriate for other MDT, Edinburgh City HSCP

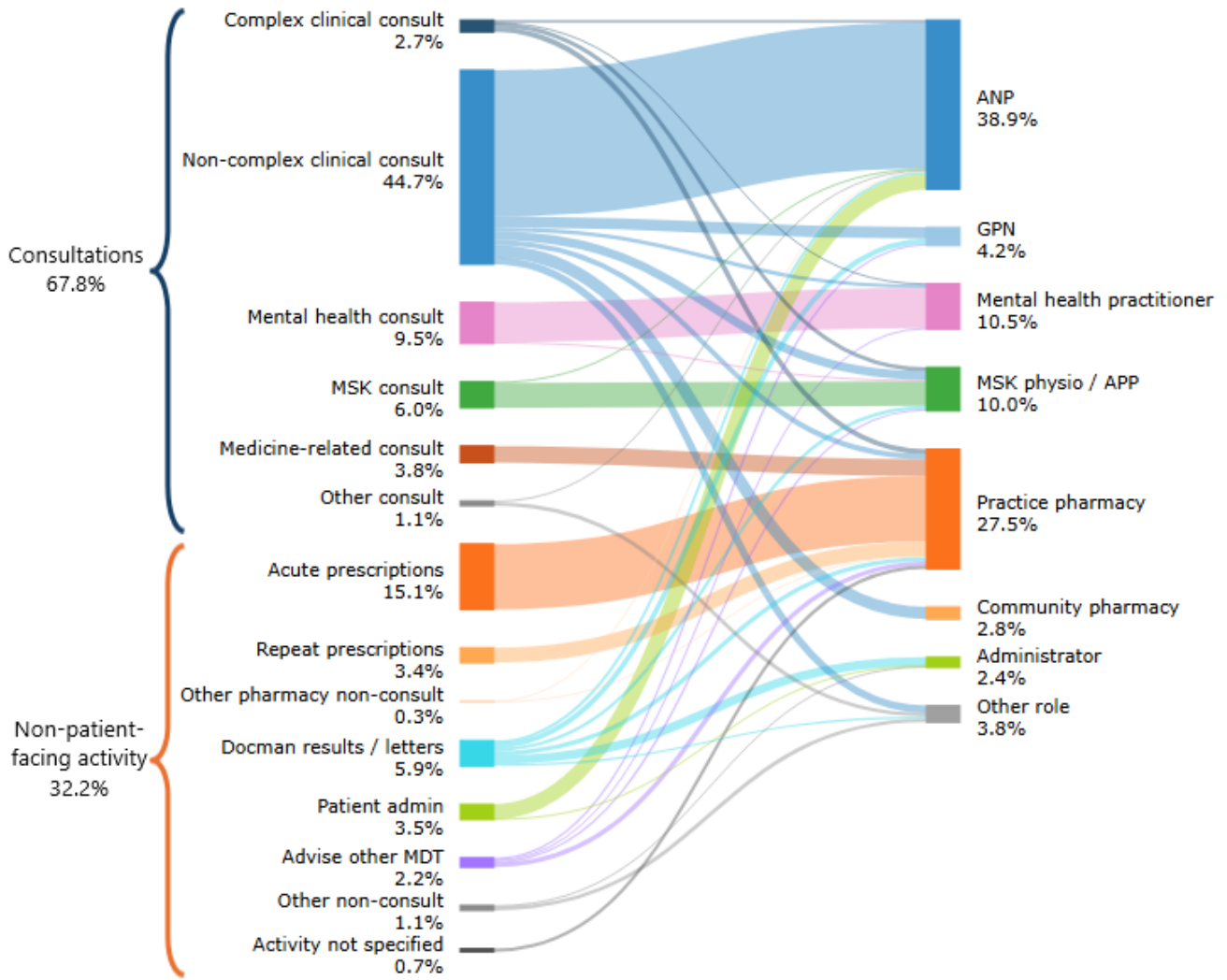


Figure 9: Flow diagram showing all activities GPs reported were more appropriate for other MDT, NHS Shetland

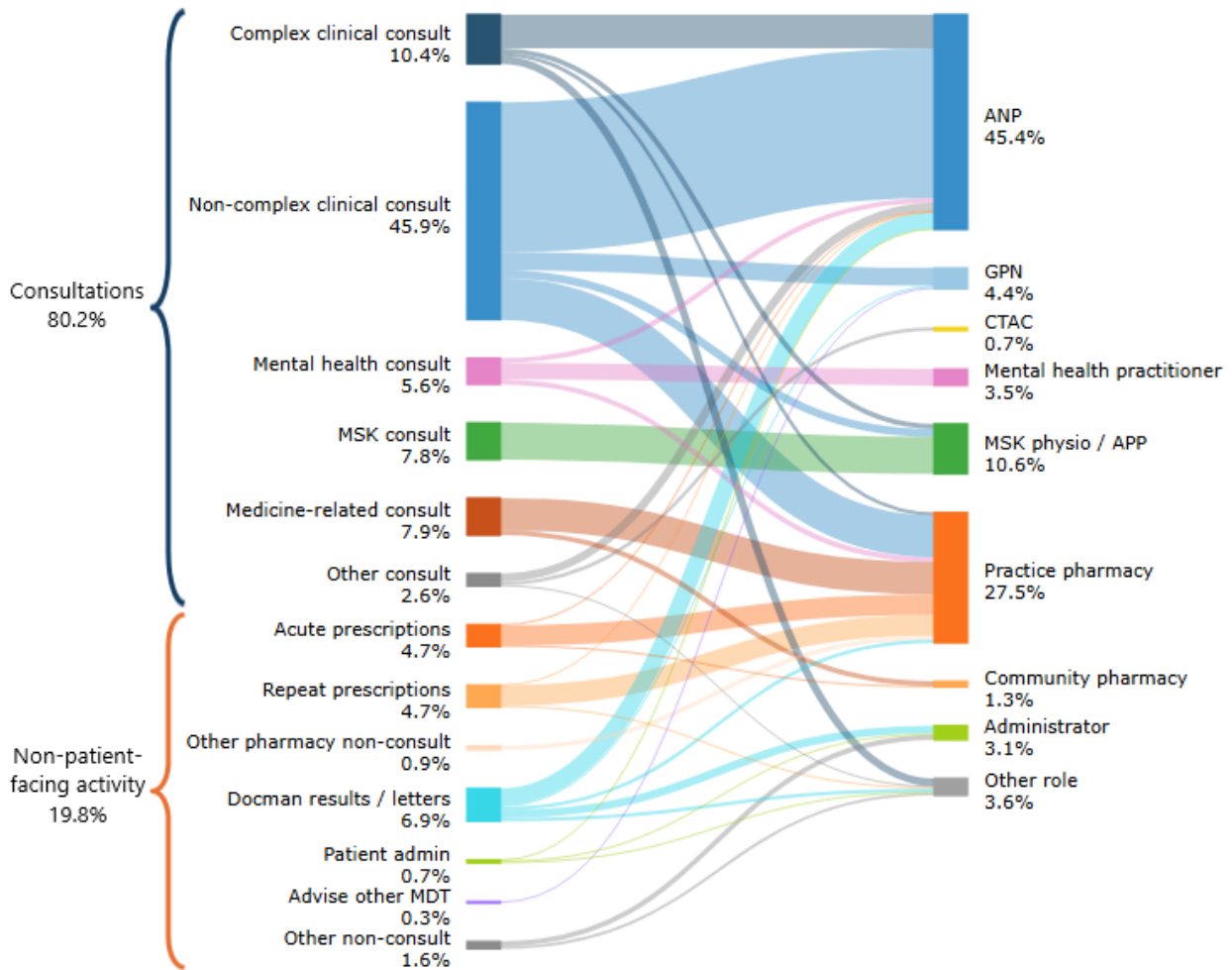
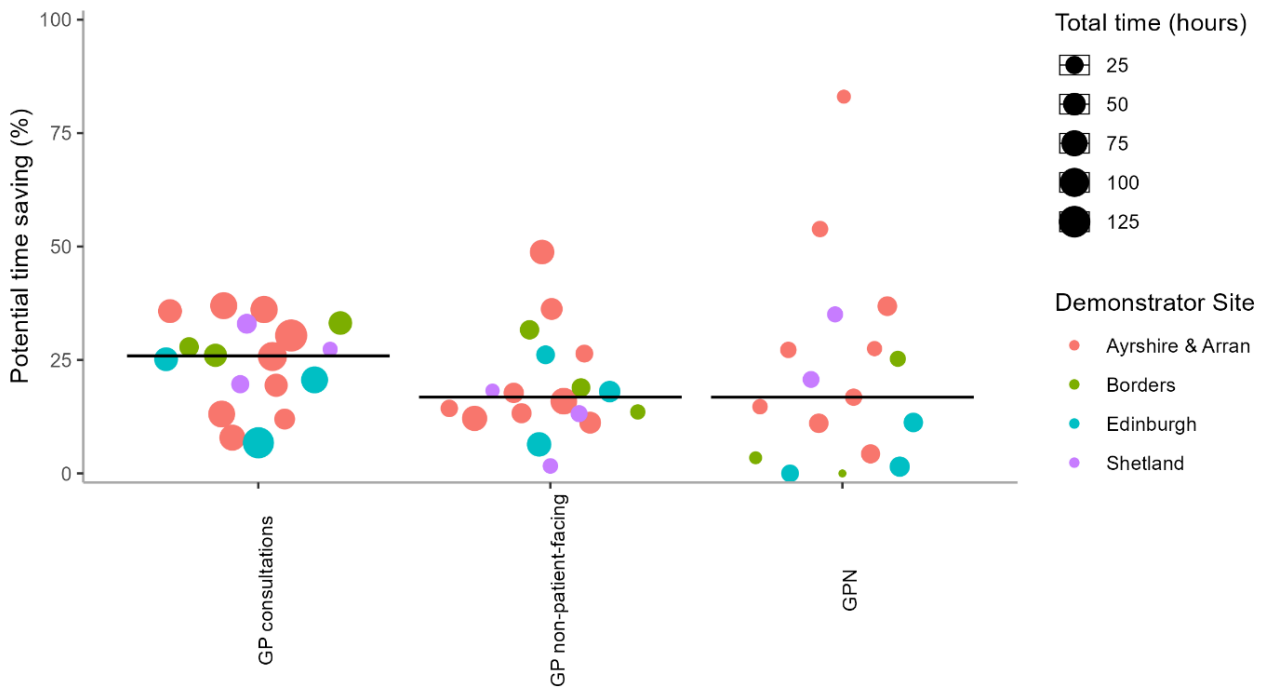


Figure 10: Percentage of reported GP and general practice nurses (GPN) time saved by another MDT member, by GP practice



- This bee swarm chart illustrates the variation in reporting across practices.
- Each point represents a single GP practice, with the colour indicating the demonstrator site.
- Point size reflects total time recorded for activities— a proxy for staffing levels at a practice during the week of care audit.
- Vertical position shows the percentage of time GPs or GPNs reported could have been saved if tasks were done by more appropriate staff (MDT for GPs, Community Treatment and Care (CTAC) for GPNs).

This chart shows substantial variation across practices in the percentage of time staff reported could have been saved if tasks were completed by other members of the MDT. This is most pronounced for GPNs, where percentages are more widely spread. In contrast, GP activity and in particular GP consultations, have a smaller range. This might reflect varying interpretation of how GPN and CTAC roles align in individual practices.

Figure 11: GP consultation – average time in minutes and seconds, all sites

	Mean duration by demonstrator site				All sites aggregate	
	Ayrshire & Arran	Borders	Edinburgh	Shetland	Mean duration	Number of consults
Complex clinical care	14:49	17:28	16:01	18:54	15:36	2,296
Non-complex clinical care	10:52	12:17	10:50	12:44	11:04	2,313
Mental health	14:29	18:41	15:35	17:40	15:48	242
MSK	10:36	14:00	13:24	17:45	11:48	136
Medicine related	9:55	10:13	8:50	8:44	9:39	217
Other	10:33	8:00	5:28	18:20	8:30	122

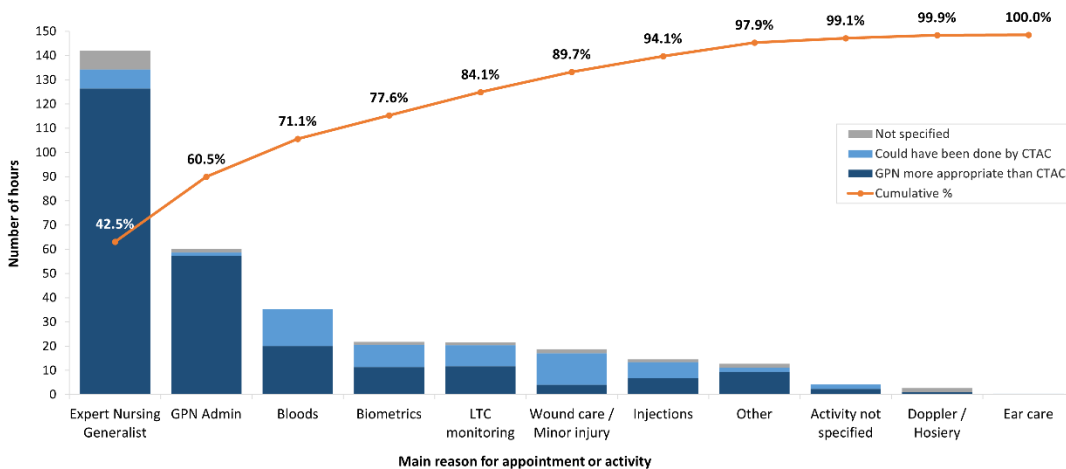
Figure 12: GP non-patient facing activity – average time in minutes and seconds, all sites

	Mean duration by demonstrator site				All sites aggregate	
	Ayrshire & Arran	Borders	Edinburgh	Shetland	Mean duration	Number of activities
Acute Prescriptions	2:07	1:35	1:49	0:51	1:54	2,878
Repeat Prescriptions	0:34	0:17	0:15	0:26	0:26	6,509
Other pharmacy	1:34	7:30	2:49	0:32	1:36	569
Docman results / letters	2:14	1:29	2:01	1:41	2:02	7,266
Patient admin	1:36	4:19	4:30	5:28	2:16	3,271
Advise MDT	5:40	6:47	11:00	8:54	6:50	533
Other	15:34	12:37	3:21	8:24	10:25	412

- These tables show the variation in average consultation time for different GP tasks across the demo sites as well as the total number of consultations or activities.
- The average duration of consultations was more consistent across sites than non-patient facing activities. This is to be expected, as consultations are more clearly defined, and were recorded individually.
- Non-patient facing activities were recorded as bundles and GPs were encouraged to estimate how many were completed. Therefore, the average time data may be less accurate.

GPN data

Figure 13: Time spent on GPN activities, all sites



The findings from this chart are described in area of focus 5 in the [full report](#).

The left-hand side of the following flow diagrams shows the time taken for all appointments and activities undertaken by GPNs, by demonstrator site. The right-hand side shows whether the GPN reported CTAC would have been appropriate or not. This is mirrored in the pie charts below. The percentage at each node represents the proportion of all values on that side of the chart.

Activity is broken down into core GPN (expert nursing generalist and GPN admin) and non-core activity (everything else).

Figure 14: Flow diagram showing all GPN activities, NHS Ayrshire & Arran

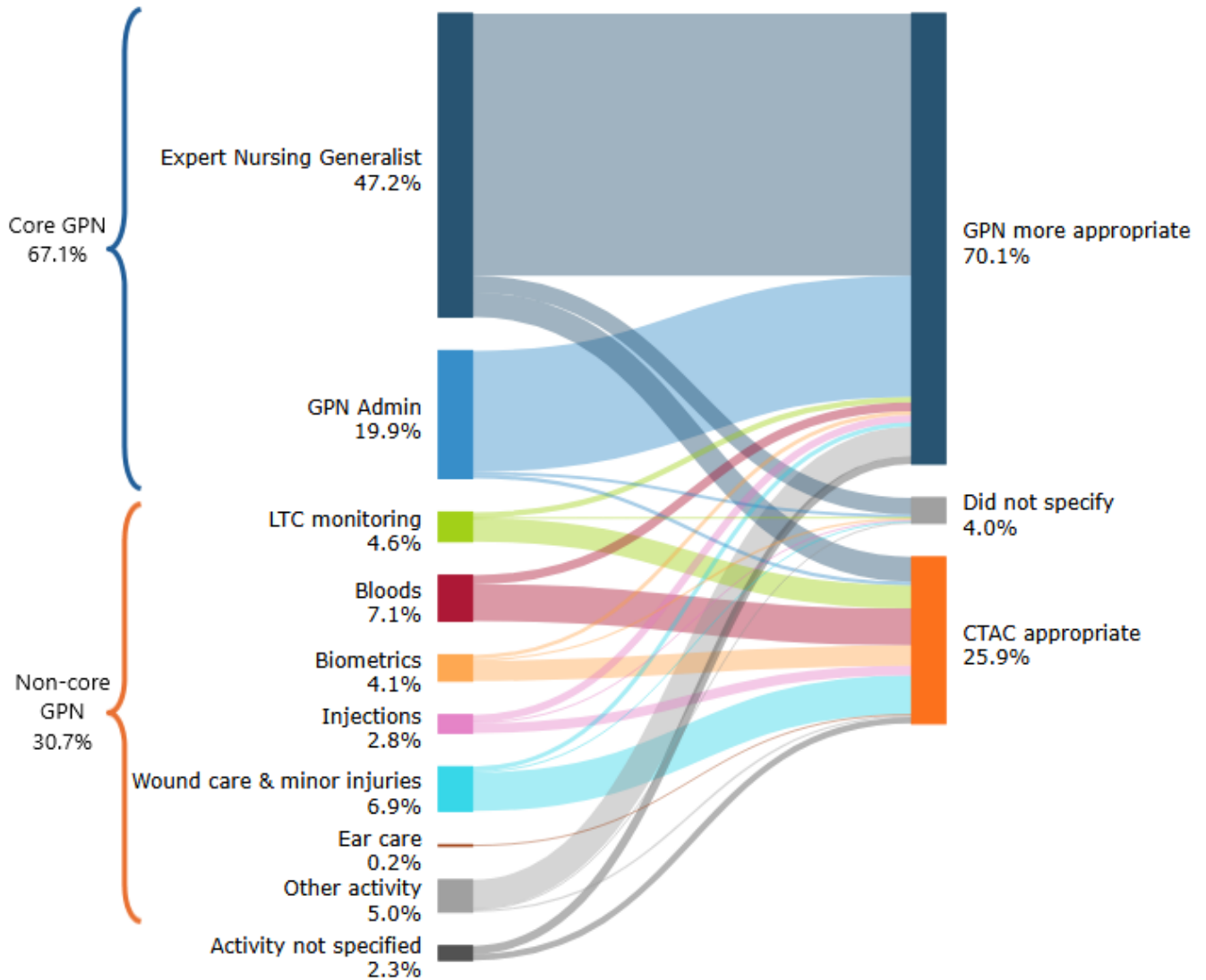


Figure 15: Flow diagram showing all GPN activities, NHS Borders

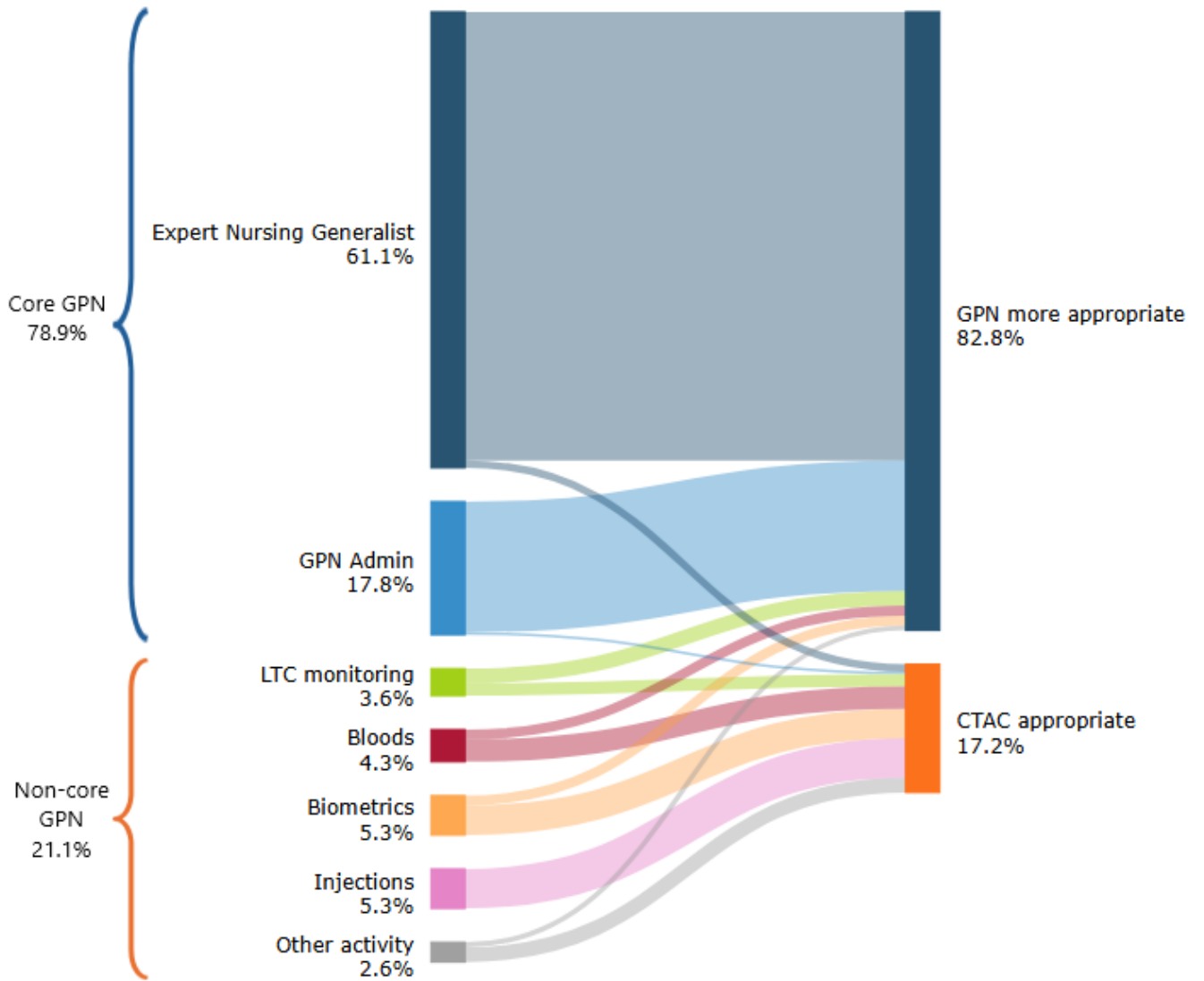


Figure 16: Flow diagram showing all GPN activities, Edinburgh City HSCP

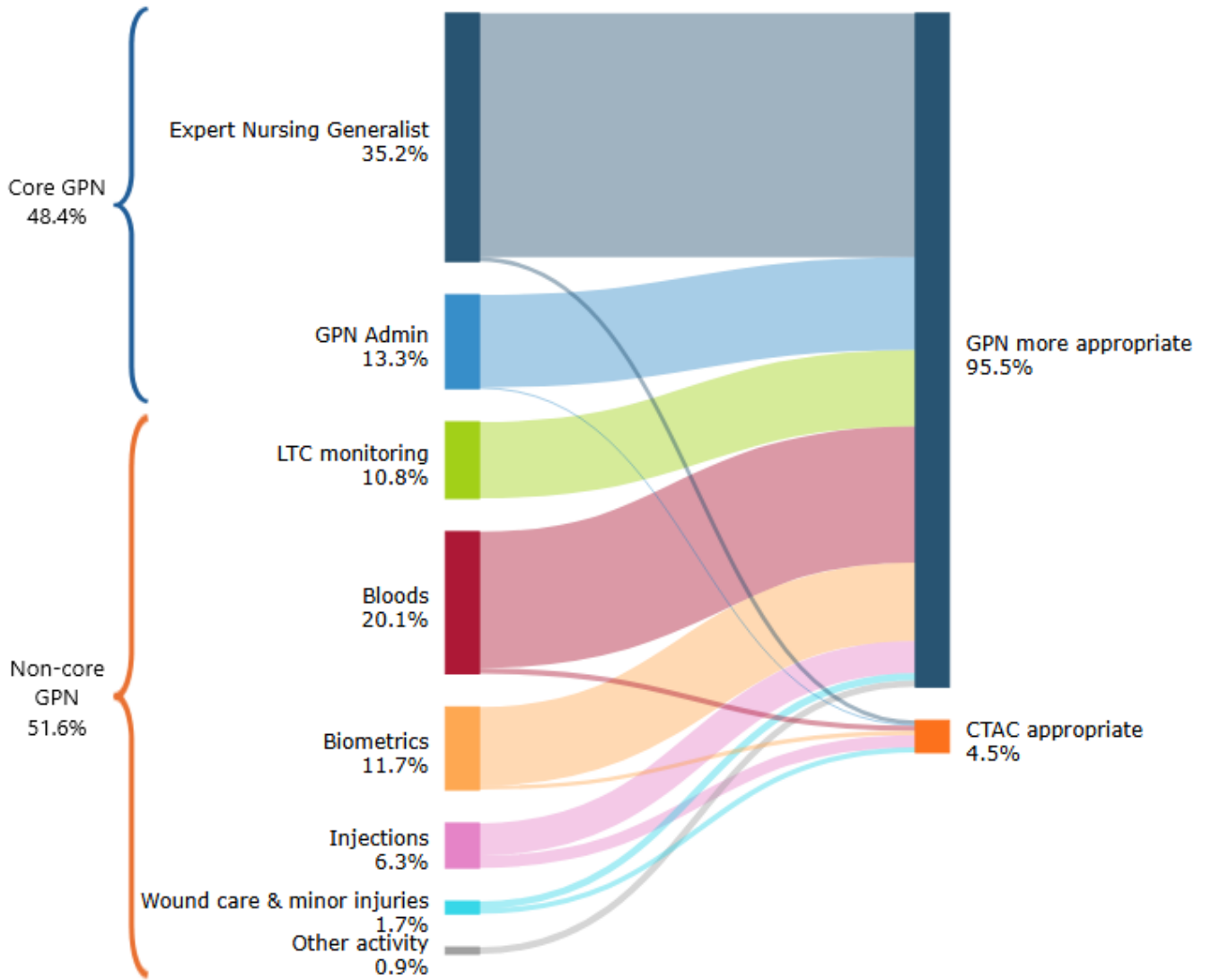


Figure 17: Flow diagram showing all GPN activities, NHS Shetland

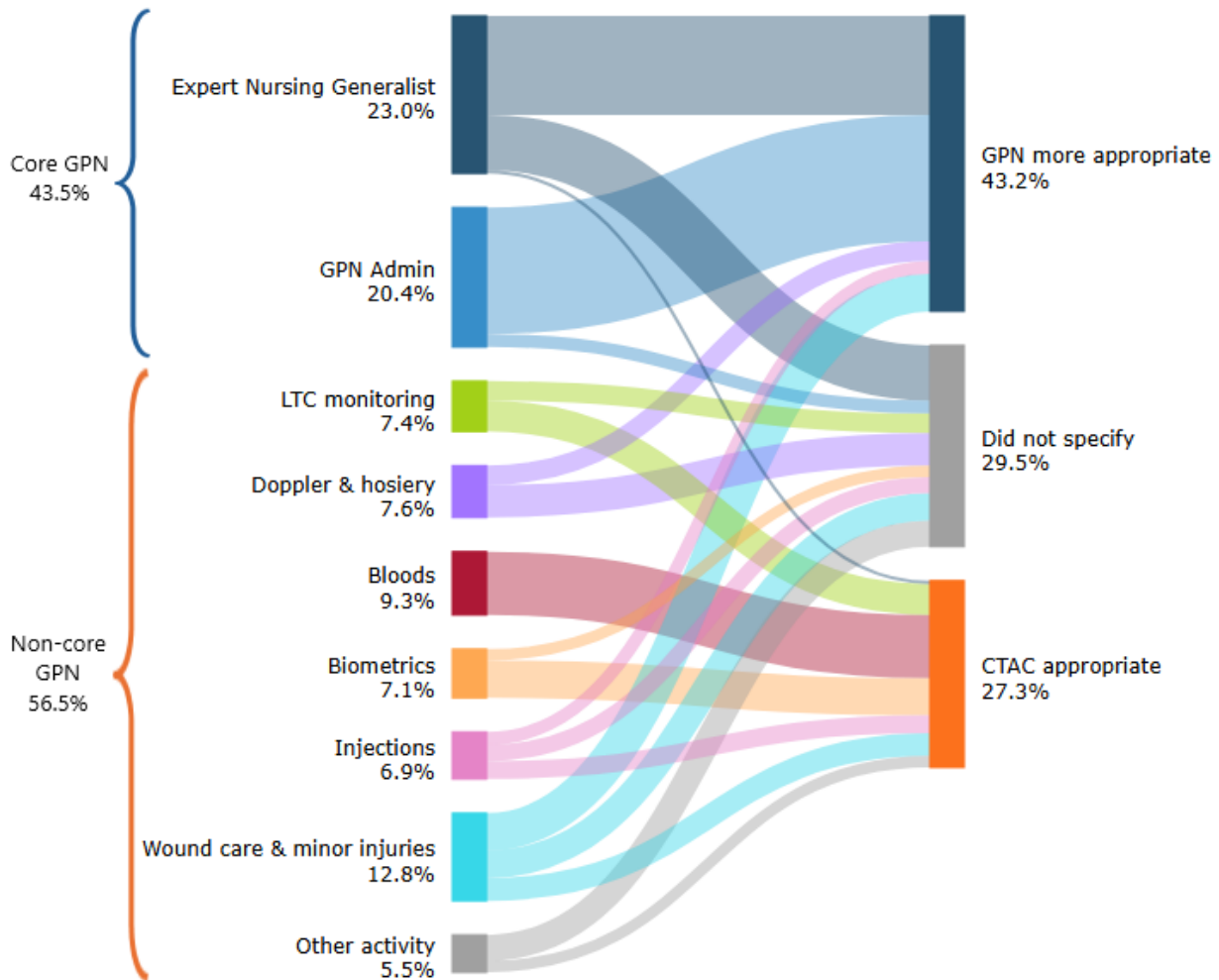


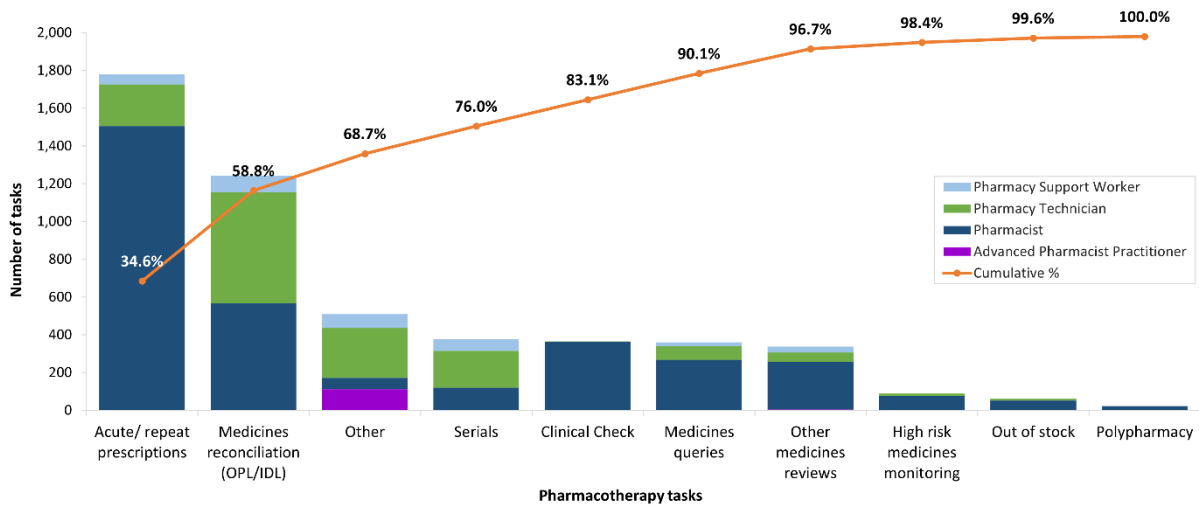
Figure 18: GPN appointments and activities: average time, in minutes and seconds, all sites

	Mean duration by demonstrator site				All sites aggregate	
	Ayrshire & Arran	Borders	Edinburgh	Shetland	Mean duration	Number of activities
Expert Nursing Generalist	16:53	20:33	22:02	21:05	18:23	463
GPN Admin	4:56	1:00	14:24	11:37	4:30	799
LTC monitor	14:05	18:20	18:00	22:08	16:34	78
Bloods	10:14	10:50	10:05	10:50	10:14	207
Biometrics	11:15	6:09	9:18	10:42	9:43	134
Wound care / Minor injury	16:35	NA	13:17	18:00	16:33	68
Ear care	20:00	NA	NA	NA	20:00	1
Injections	11:12	13:20	10:10	16:06	11:30	76
Doppler / Hosiery	NA	NA	NA	40:00	40:00	4
Other	30:50	13:20	10:00	19:10	23:45	32

- There is variation between sites in the average appointment time for different types of appointments.
- Please note that some of the tasks had very low numbers. Therefore, the average time may vary considerably.
- The larger variation in average time, particularly for the 'GPN admin' and 'other' categories is likely to reflect the range of different tasks that could be included in these categories.

Pharmacotherapy data

Figure 19: Number of pharmacotherapy tasks, by staff role, all sites



The findings from this chart are described in area of focus 5 in the [full report](#).

The left-hand side of the following flow diagrams shows the members of the pharmacotherapy team who completed tasks, by demonstrator site. This includes hub staff as well as those based in practices. The right-hand side shows the types of tasks completed. The percentages represent the number of tasks in each category. Percentages on each node are the percentage of all the values on that side of the chart.

Figure 20: Flow diagram showing all pharmacy tasks, NHS Ayrshire & Arran

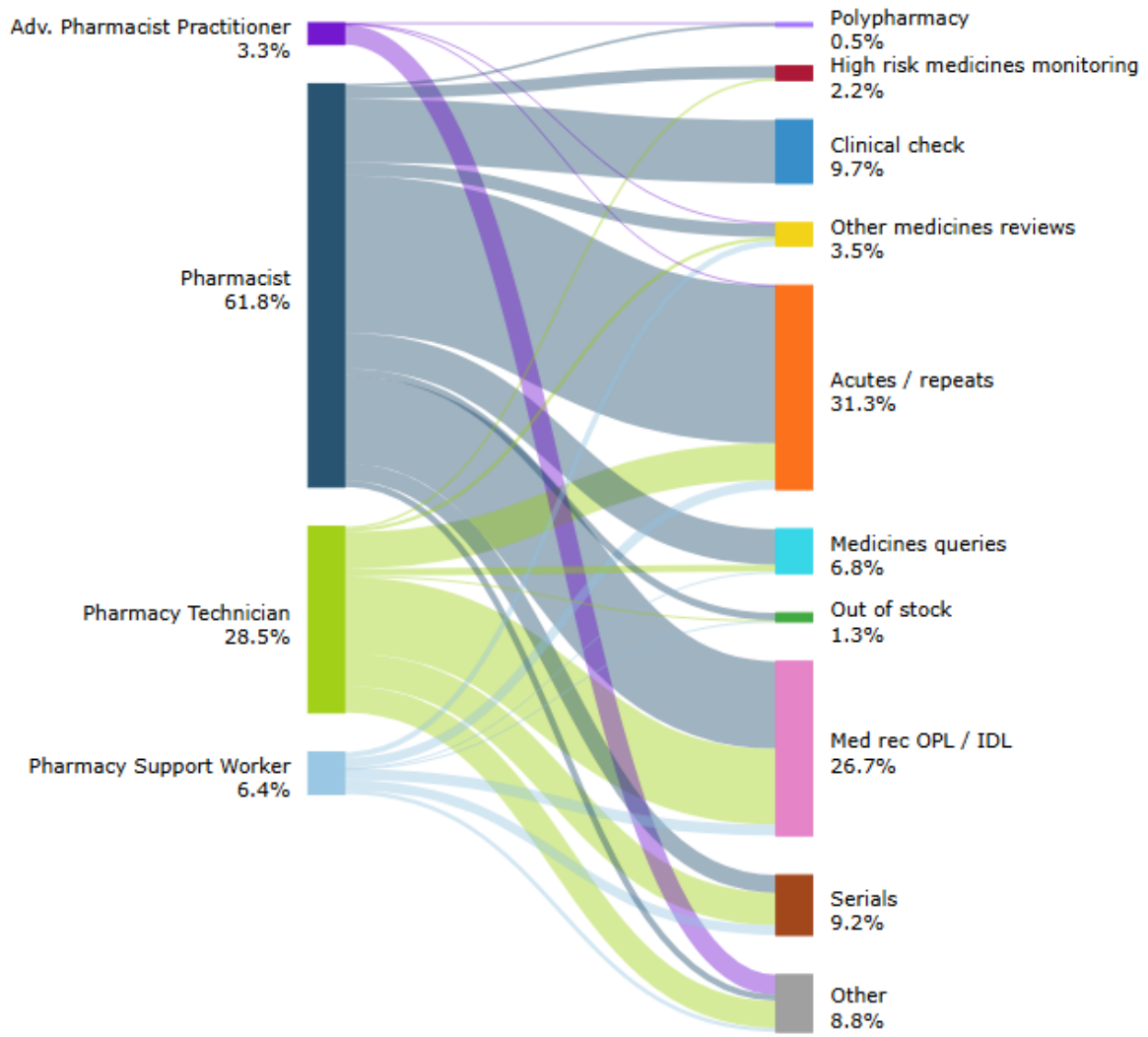


Figure 21: Flow diagram showing all pharmacy tasks, NHS Borders

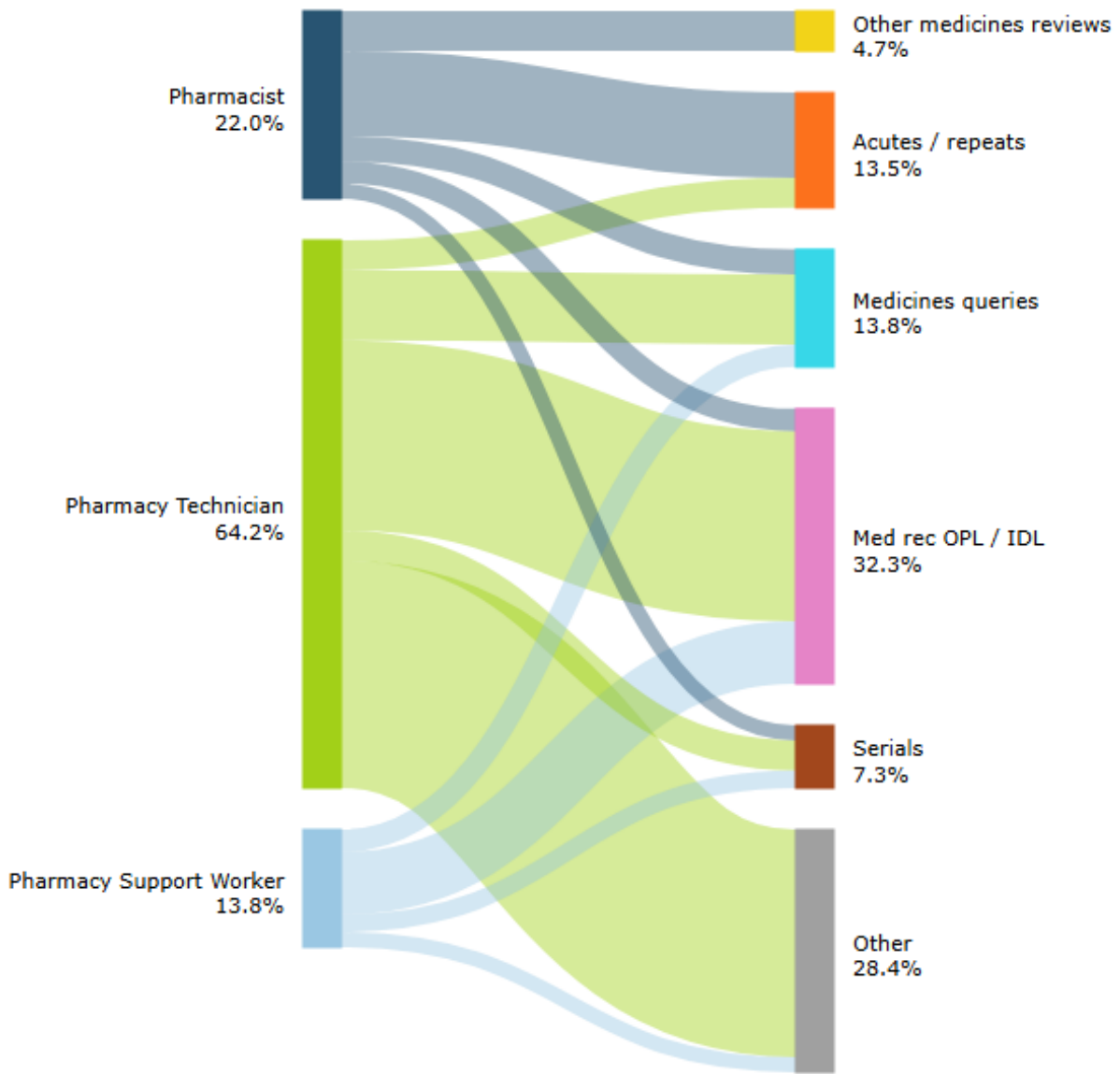


Figure 22: Flow diagram showing all pharmacy tasks, Edinburgh City HSCP

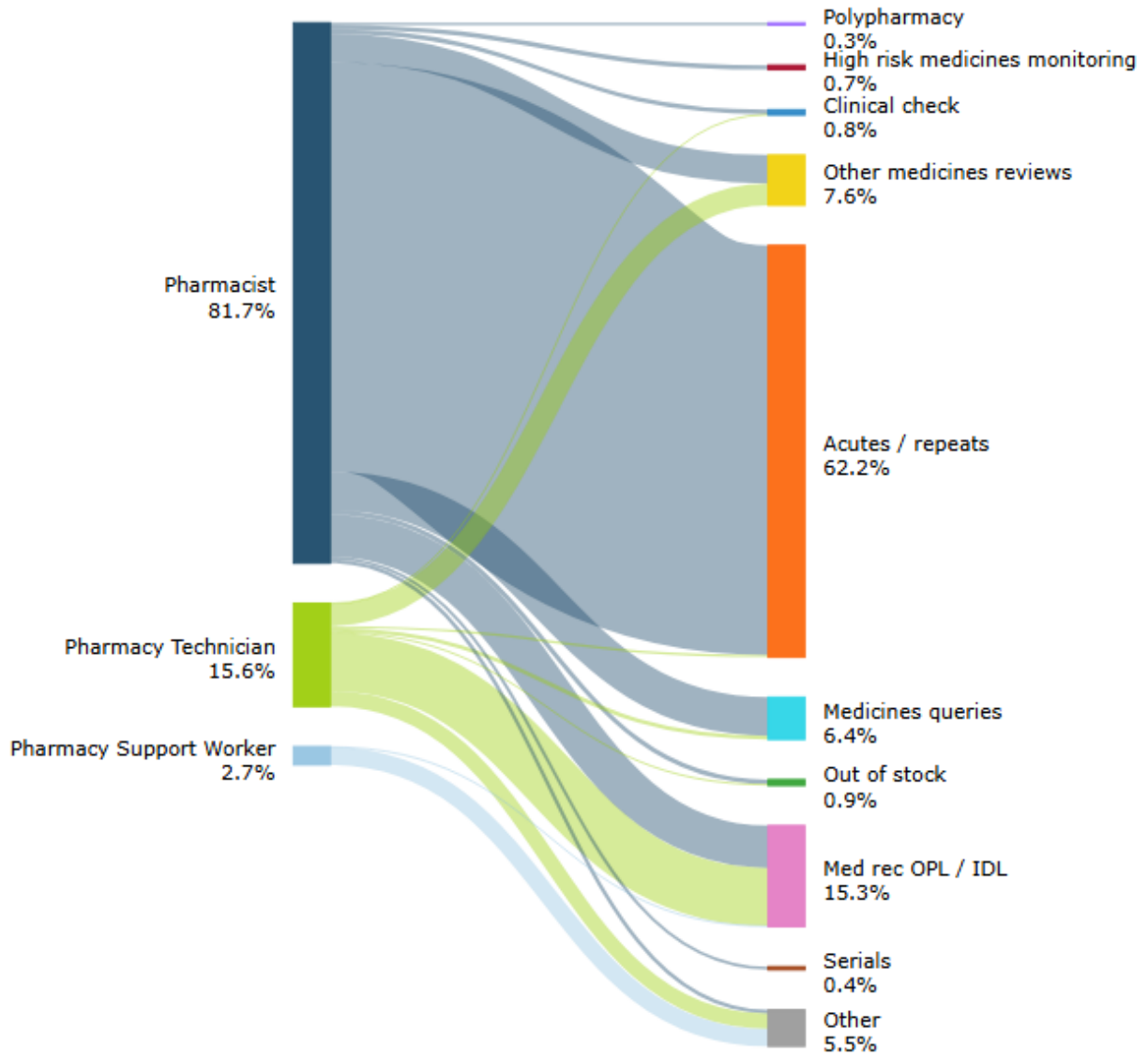


Figure 23: Flow diagram showing all pharmacy tasks, NHS Shetland

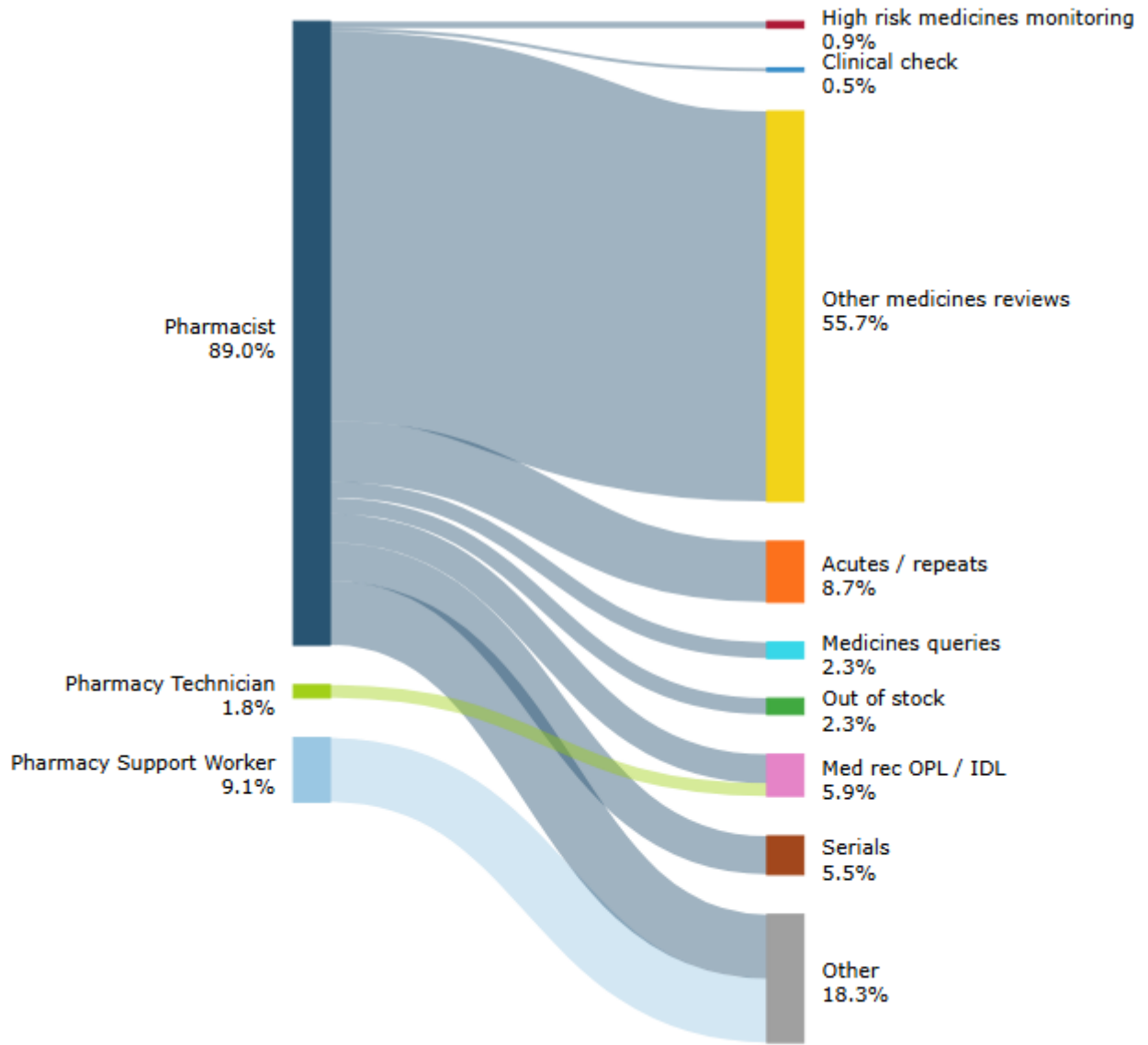
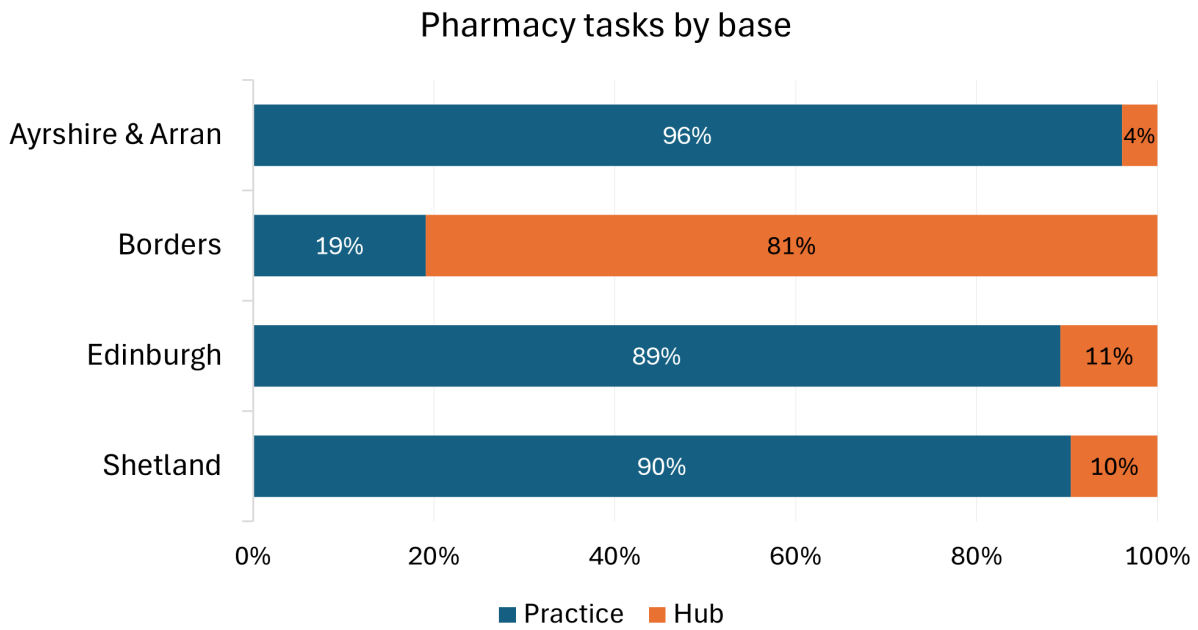


Figure 24: Pharmacy tasks by practice or hub, all sites



The chart shows the proportion of tasks completed in practices and hubs, by demonstrator site. The use of pharmacotherapy hubs differs between demonstrator sites. In some areas, hubs mainly provide cover during staff absences, while in others, they routinely receive and process work from practices. This variation is reflected in the proportion of tasks completed at practices versus hubs.



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Healthcare Improvement Scotland

Edinburgh Office

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

0131 623 4300

www.healthcareimprovementscotland.scot

Glasgow Office

Delta House

50 West Nile Street

Glasgow

G1 2NP

0141 225 6999