

**NHS Scotland
National Primary Care Workforce
Planning Survey 2007**

Results for West Region

Final version, 7th March 2008

nGMS OD/HR workforce planning subgroup

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Introduction

Survey Overview

In recent years there has been a dearth of information available in Scotland about general practice staffing profiles, patterns of full time/part time working and anticipated retirements, with resultant difficulties in national workforce planning for this area of healthcare. The National Primary Care Workforce Planning Survey was developed as a means to address something of this gap in information availability. The survey structure and process was devised by representatives from NHS Boards, the Scottish Government Workforce Planning Division, The Scottish GP's Committee (SGPC), Local Medical Committees (LMCs), NHS Education for Scotland (NES) and ISD Scotland (the national information Services organisation for NHS Scotland). Piloted in 2006, the survey was repeated in slightly revised form in 2007. This report is based on data returned by general practices for 2007.

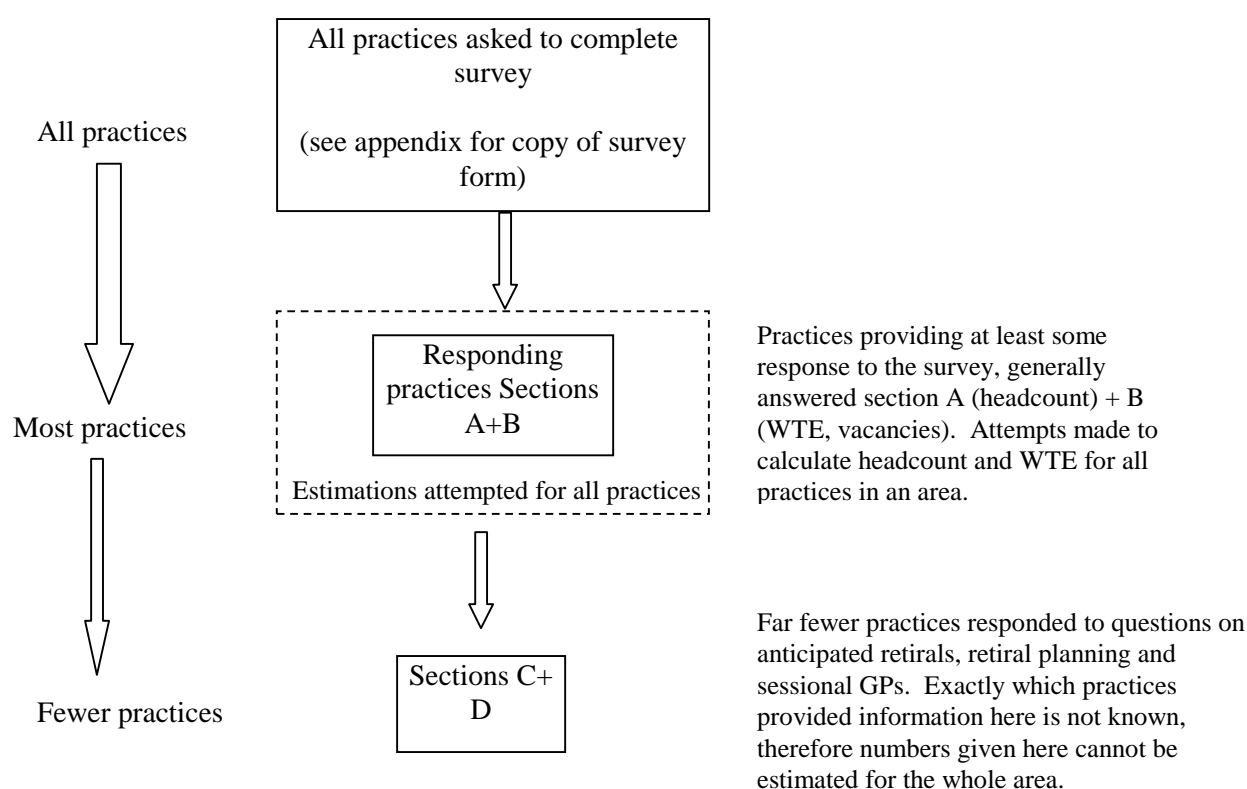
Survey content, process and responses

The main sections of the 2007 survey sought information on headcounts and whole time equivalent (WTE) status of different staff groups working within general practice. Headcounts were split by gender and age group. Further, smaller sections sought information on anticipated retirements, planning for GP retirements, and the employment of sessional GPs. A copy of the survey form sent out to practices is available in Appendix B of this report.

All Scottish general practices with registered patients were asked via their LMCs to participate in the survey. Not included in this survey are other primary medical services with no registered patients, for example Board-run Out of Hours services. Individual practice responses were collated by LMCs, who then aggregated the data to CHP/CHCP level. Results at CHP/CHCP level were returned to ISD for further collation, analysis and reporting.

Overall, a high proportion of practices returned a form to their LMC, although the rate of response varied between areas. Additionally, some questions were responded to more fully than others, summarised in Figure A below, and this in turn has an impact on what it has been possible to include in this report. Nonetheless, the results of this survey are expected to prove useful to those involved in workforce planning at national and/or sub-national levels.

Figure A: Availability of information from the survey



Presentation of Results

The majority of figures provided in this report are the actual data from responding practices only. Information accompanying each table or chart indicates the numbers of practices to which the figures relate. Where possible, estimated figures for the entire group of practices in a particular Board or Region, or for Scotland as a whole, have been presented. This was made possible by the fact that as part of the survey process the LMCs returned to ISD data on the collective size of the populations served by the responding practices, relative to the population for the whole group of practices in each area. In some cases an estimated figure is not shown because either the number of responses has been too low, the actual reported numbers are too small or when compared with other sources of information the estimated figures are not as expected.

Throughout the report, figures in grey italics are not the actual values, they have been estimated using the reported figures and this should be taken into consideration when using them.

Section 2 shows the breakdown of practice staff by gender, age and full-time/part-time status in chart format. Percentages have been displayed in these charts and are based on the actual survey responses for that area (e.g. region). The questions in the survey providing these results were the best recorded, but the response rate does vary between areas within the region. The board level response rate is tabulated in Section 1, Table 1.1. Assuming the range of practices that responded has similar characteristics and workforce profiles to those that didn't respond, the tables and charts for each Board and Region should be fairly representative of the whole Board and Region. In the case of smaller Boards or lower response rates, this assumption may no longer apply.

The latter questions in the survey have been used to populate Section 3 of this report. With the exception of the vacancies information, these questions are in the format of a yes/no answer with further information expected in each following table. It was observed that this section was answered by fewer practices than were recorded to have taken part in the whole survey. For this reason, each table states the number of practices that completed that particular question. Details of which practices responded to these sections is unavailable, therefore we don't know the population of responding practices or how representative they are of the area. Combined with the low responses, the actual numbers have been shown, rather than percentages or estimates. These numbers may or may not be useful to form a pattern of what could be happening in a given area.

Section 1: Response Rates and Practice Staff Summary

Table 1.1 shows the proportion of the Board and Region population represented by the responding practices. For many of the following graphs, unless otherwise stated, the results are based on the responders only and hence percentages rather than absolute numbers are shown.

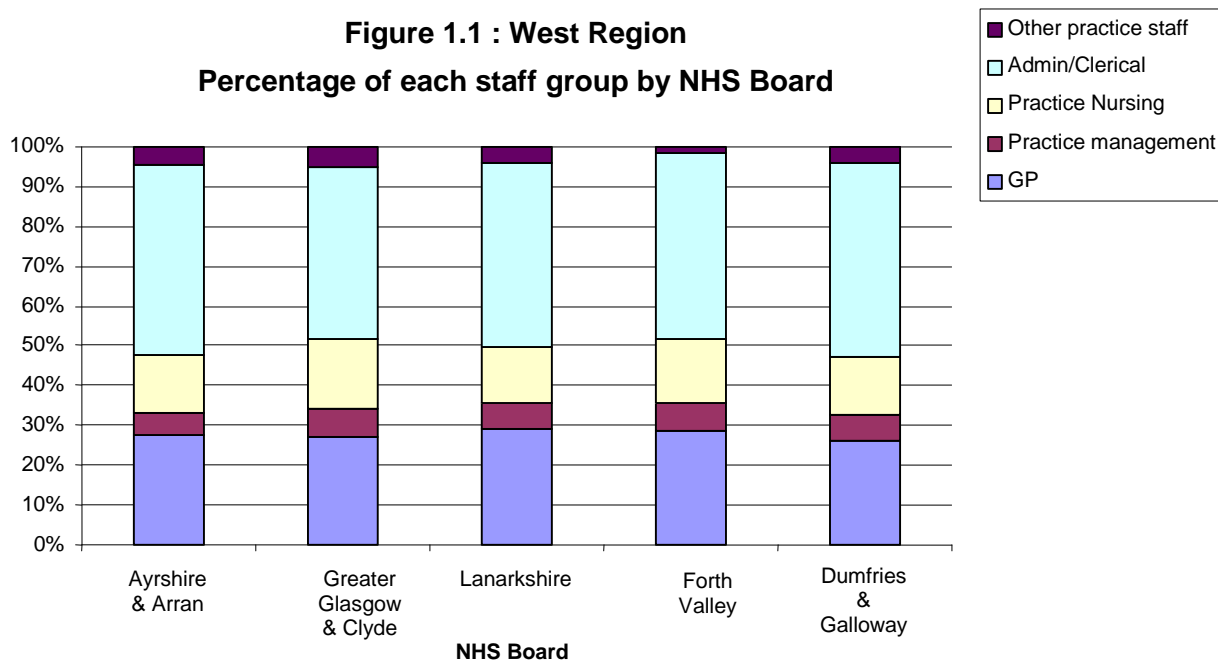
Table 1.1 : Response rates

Area	No of practices asked to participate	No of practices included in submission	Practice Response rate	Responses from % of the population
Ayrshire & Arran	57	40	70%	69%
Dumfries & Galloway	36	36	100%	100%
Forth Valley	57	54	95%	96%
Greater Glasgow & Clyde	256	182	71%	75%
Lanarkshire	99	63	64%	58%
West Region	505	375	74%	74%

Note: Board totals are based on aggregations of CHPs, therefore where CHPs and Boards are not co-terminous, this will have an impact on Board figures.

GP Practice Staff groups

Figure 1.1 shows the practice staff breakdown into staff groups.



Admin & Clerical staff account for the highest proportion of practice staff, with the next largest group being GPs. The apportionment is similar across each Board.

NHS West Region workforce summary

Table 1.2 shows the headcount and the whole time equivalent for each staff group, based on the survey responses.

In some areas, where the staff numbers are large enough and the population response rate is high enough to reduce any error rate, the headcount and WTE has been estimated for the whole region. The population response rate, shown in table 1.1, has been used to extrapolate the actual numbers collected from the survey.

Estimated headcount for total area (NHS region) = $\frac{\text{headcount recorded by survey responses}}{\text{practice population response rate}}$

The estimated figures expected in the table below may be blank for the following reasons:

1. The number of staff in a particular staff group is too small to attempt an estimate (<20).
2. The responses are from too few practices to allow a fair representation of the greater area.
3. The estimated headcount of GPs from the survey results differ by more than 10% from the published figures of GPs at Board level as at September 2006 (www.isdscotland.org/GPpracs&pops). Where this happens this suggests that the responding practices may not be adequately representative of the whole area in terms of their staff to population ratio.

Estimates for staff groups other than GPs have been provided subject to the GP estimates meeting the tolerance requirements outlined in point 3 above. This assumes that staff to population ratios for non-GPs are also adequately captured in the data from the responding practices, relative to the region area as a whole.

Table 1.2: Workforce summary of the Region

Staff Group		Responses from 74%		Estimated for the total region population	
		Headcount	WTE¹	Headcount	WTE¹
GPs	Total	1610	1221.3	2170	1650
	Performer (Partner)	1372	1061.4	1850	1430
	Performer salaried	97	56.1	-	-
	Performer retaine	42	14.9	55	-
	Performer registrar	99	88.9	-	-
Practice Management	Practice Manager	377	313.2	510	425
Practice Nursing	Registered Practice Nurse	715	456.4	965	615
	Health Care/Primary Care Assistants	175	76.5	235	105
Admin/Clerical	General Clerical Staff	2694	1789.2	3635	2415
Other	Phlebotomist	84	17.8	115	-
	Allied Health Professional	12	5.1	-	-
	Counsellor	13	2.6	-	-
	Other	65	27.7	90	35

Note: 1. Whole Time Equivalent (WTE) = [no. of sessions]/9 for GPs or [no. of hrs]/37 for other staff groups (number of sessions/ number of hours worked is collected from the survey alongside headcount).

2. Estimates of headcount and WTE have been rounded to the nearest 5.

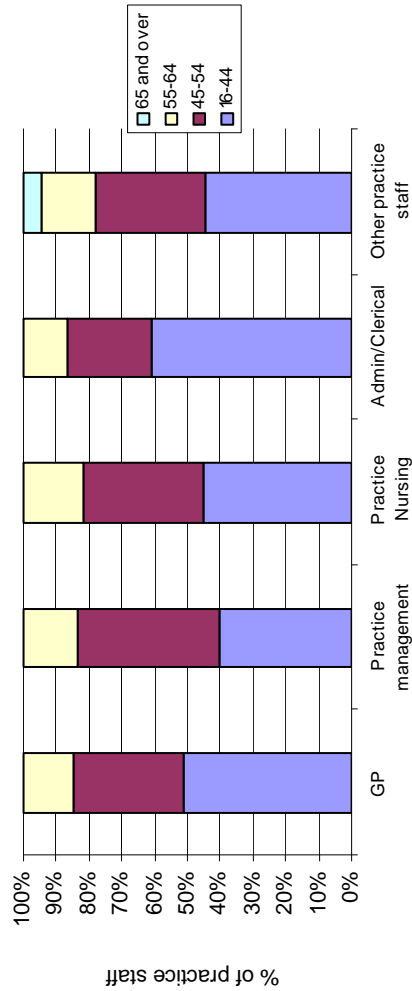
Section 2: Staff Breakdown by Gender, Age, Full-time/Part-time status

The charts in this section show percentages rather than absolute numbers and are based on the actual responses from that Board. See table 1.1 for the population response rates. These responses may or may not be representative of the complete Board or Region.

The numbers used in creating all charts in section 2 below are included as tables in the appendix.

Figures 2.1 show the percentage of staff belonging to each age group for each staff group. This is shown separately for each Board.

**Figure 2.1.1 : NHS Ayrshire & Arran
Percentage of staff within each age group by staff group**



**Figure 2.1.2 : NHS Dumfries & Galloway
Percentage of staff within each age group by staff group**

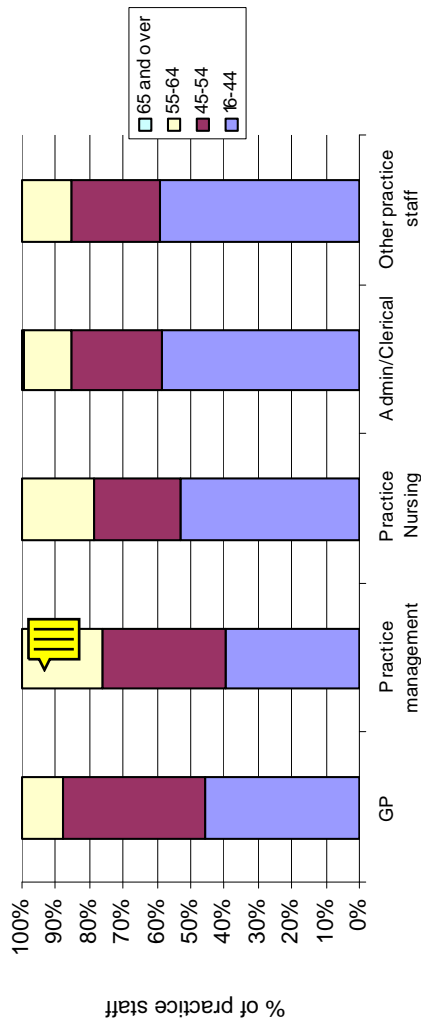


Figure 2.1.3 : NHS Forth Valley
Percentage of staff within each age group by staff group

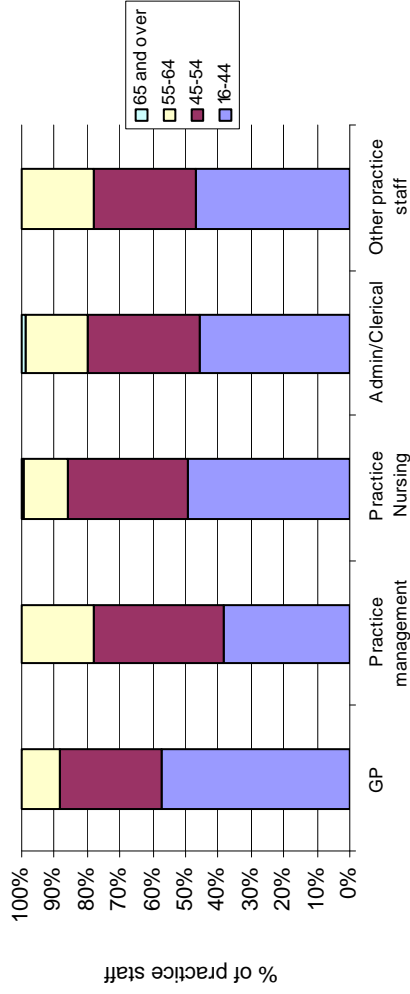


Figure 2.1.4 : NHS Greater Glasgow & Clyde
Percentage of staff within each age group by staff group

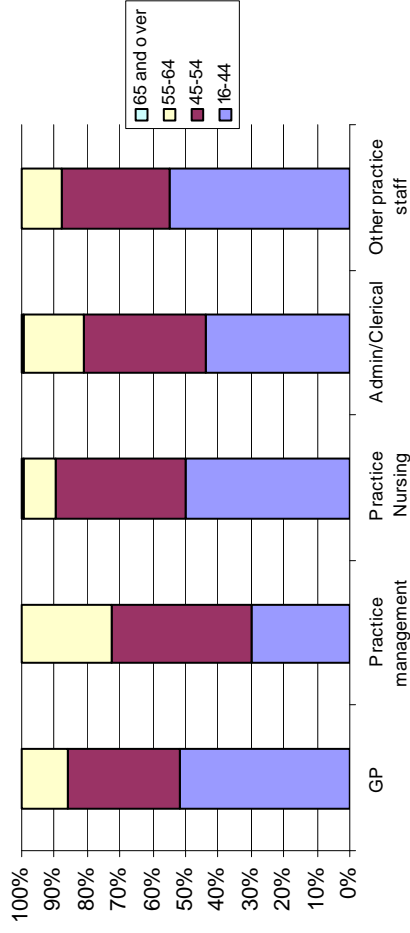
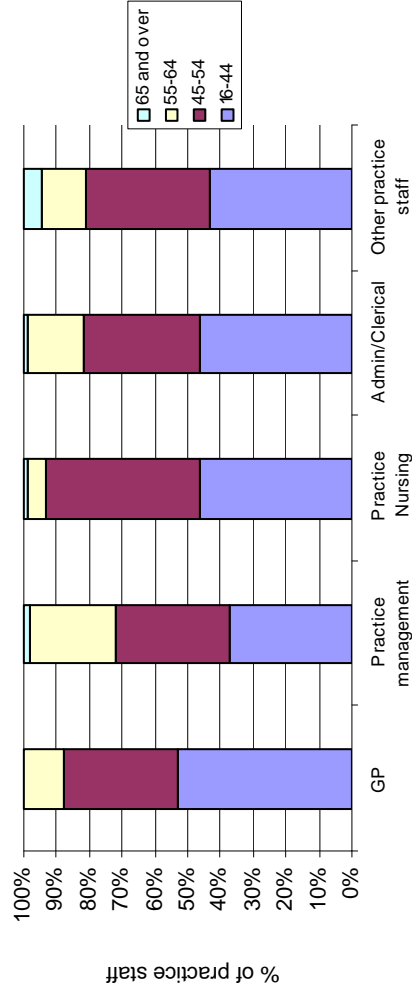


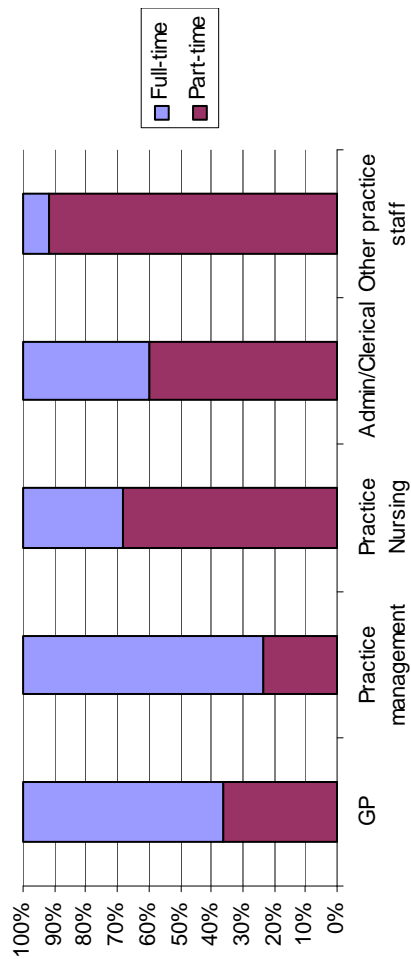
Figure 2.1.5 : NHS Lanarkshire
Percentage of staff within each age group by staff group



Figures 2.2 show the percentage of full-time and part-time staff within each staff group for each Board. Note that these particular figures do not differentiate between different extents of part time working, e.g. 80% contracts versus half time contracts.

GPs and Practice managers are predominantly employed as full time staff. Practice nursing, admin & clerical and other practice staff are more likely to be employed as part-time.

**Figure 2.2.1 : NHS Ayrshire & Arran
Percentage of full-time/part-time staff by staff group**



**Figure 2.2.2 : NHS Dumfries & Galloway
Percentage of full-time/part-time staff by staff group**

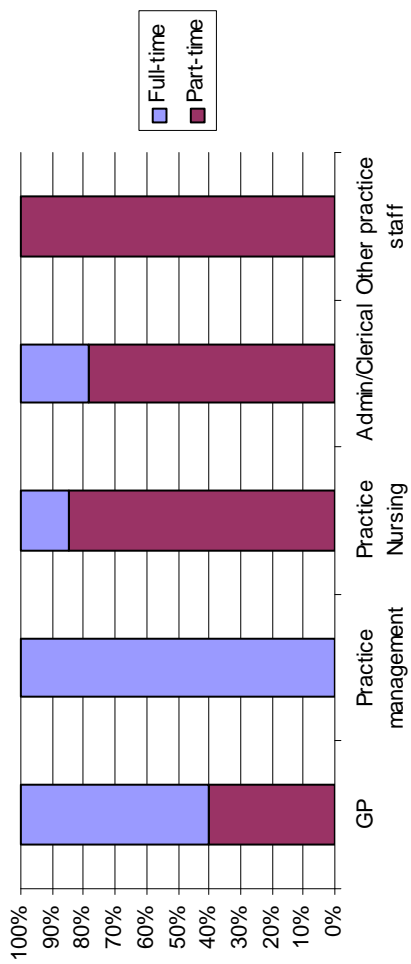


Figure 2.2.3 : NHS Forth Valley
Percentage of full-time/part-time staff by staff group

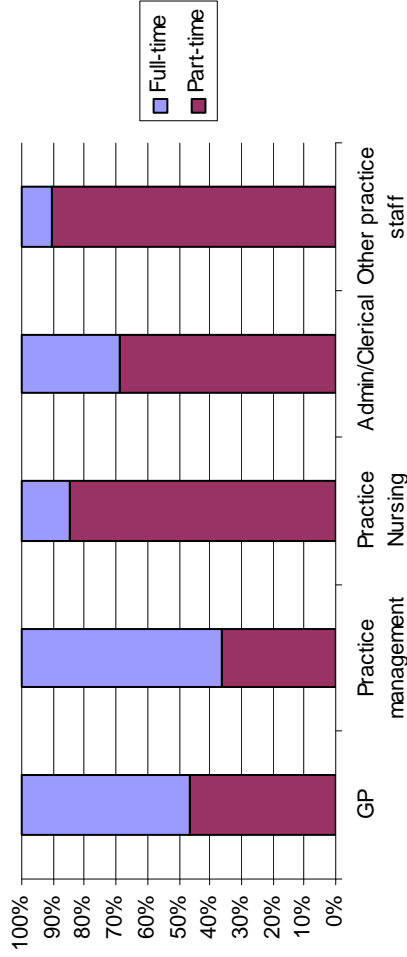


Figure 2.2.4 : NHS Greater Glasgow & Clyde
Percentage of full-time/part-time staff by staff group

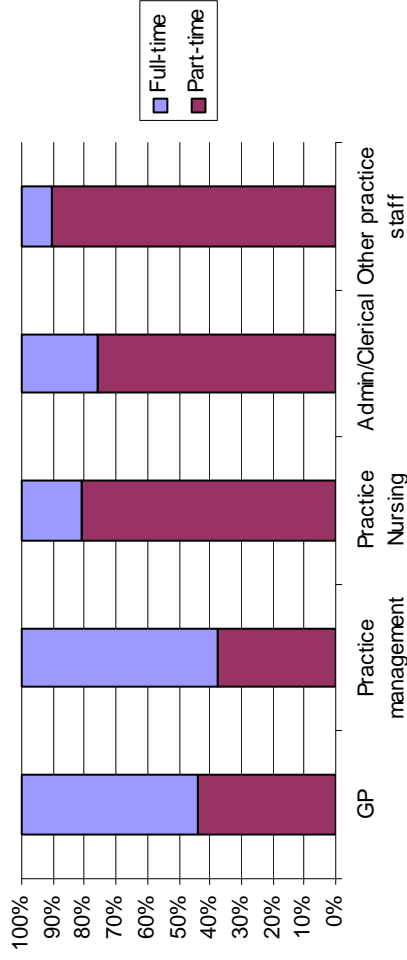
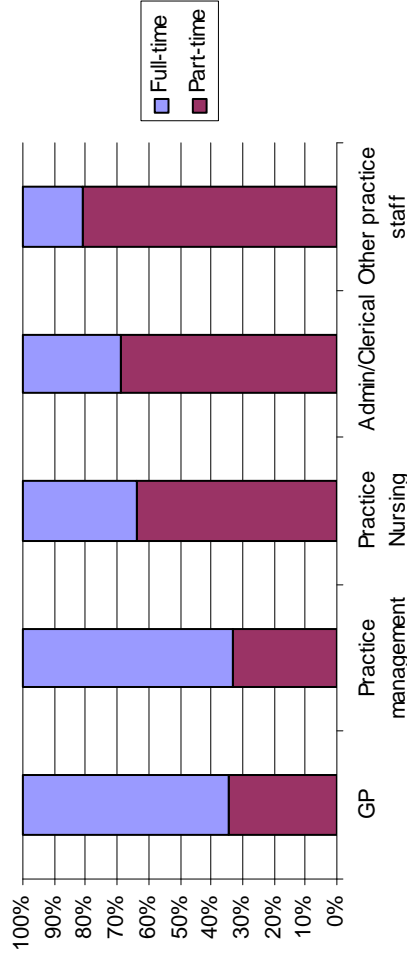


Figure 2.2.5 : NHS Lanarkshire
Percentage of full-time/part-time staff by staff group



Figures 2.3 show the percentage of staff of each gender within each staff group, shown separately for each Board.

GPs have a relatively even gender split in many areas but all other staff groups are predominantly female.

Figure 2.3.1 : NHS Ayrshire & Arran
Percentage of male and female staff by staff group

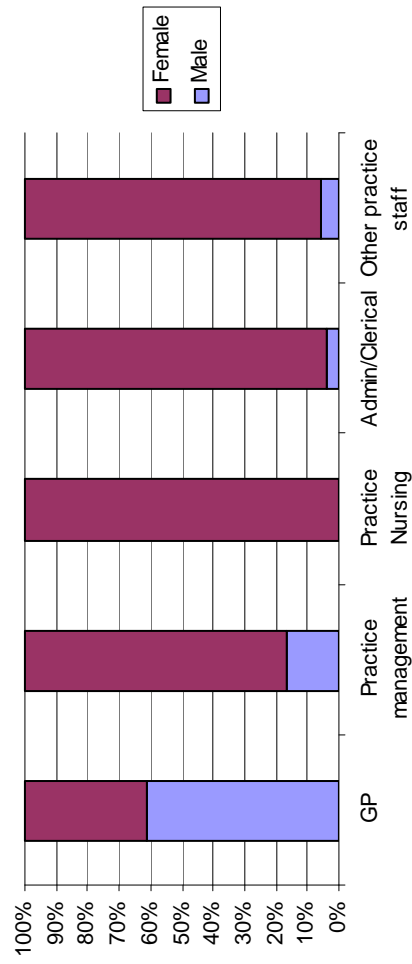


Figure 2.3.2 : NHS Dumfries & Galloway
Percentage of male and female staff by staff group

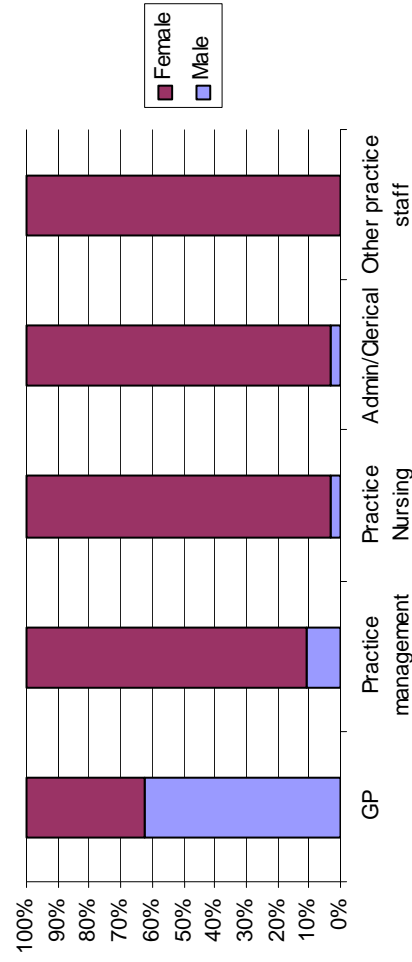


Figure 2.3.3 : NHS Forth Valley
Percentage of male and female staff by staff group

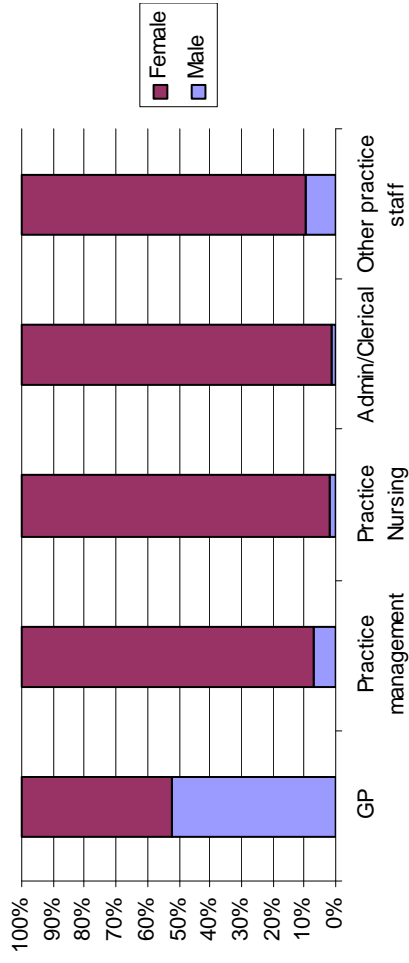


Figure 2.3.4 : NHS Greater Glasgow & Clyde
Percentage of male and female staff by staff group

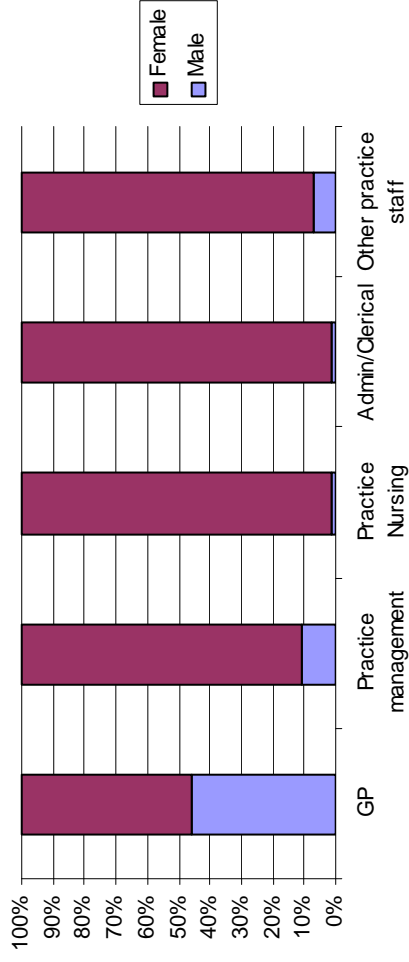
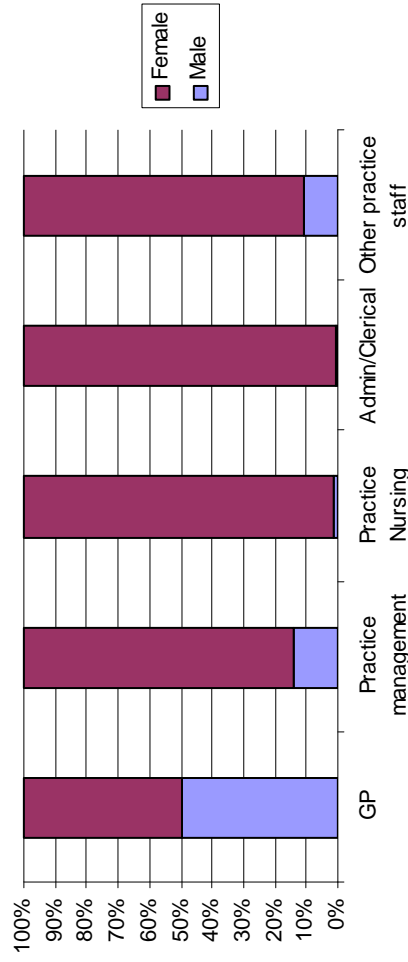


Figure 2.3.5 : NHS Lanarkshire
Percentage of male and female staff by staff group



Section 3: Vacancies, Retirals and Sessional GPs

At this point it is once again stressed that there is no guarantee that each practice submitting a response completed every field on the survey form. Overall, responses became less complete in the lower sections (C&D) of the form.

Table 3.1 shows the number of vacancies recorded for each staff group. This is shown as both headcount and whole time equivalent. Vacancy figures requested in section B may also have been affected by declining completeness in response as per the sections on retirals and sessional GPs. For example, if the exact situation regarding vacancies were unknown, or this field was simply forgotten about, it may have been left blank and there is no means of knowing if this happened. Overall, we can assume the vacancies stated below are the minimum number of vacancies for that proportion of the region that responded.

Table 3.1 : Reported Vacancies

Up to 74% of practices responded, relating to up to 74% of the Regions population

Staff group	Headcount	WTE¹
GP	4	1.3
Practice Manager	0	0.0
Practice Nurse	6	3.1
Admin/Clerical	18	8.6
Other	5	0.0

¹ Whole Time Equivalent (WTE) = (no. of sessions)/9 for GPs or (no. of hrs)/37 for other staff groups.

Note: There were 5 staff in the group “other” recorded as vacancies, however no hours were recorded alongside this, hence the whole time equivalent of zero.

Note: The remaining tables were based on questions where there was a yes/no option followed by a request for more specific information. In some areas there may be a reduced practice response rate for these questions (i.e. lower than that stated in Table 1.1). Therefore, within each of the following tables, the number of practices that responded is shown (this number is also shown as a percentage of all practices within that region). Please note, that as we cannot distinguish which practices responded to these specific questions, we do not know the population of the whole area that these figures relate to.

Table 3.2.1 : Staff due to retire in the next 5 years

West Region

301 (60%) practices within the region responded to this particular question

250 (50%) practices responded “yes” that they have staff due to retire in next 5 years

Staff Group	Headcount	No of hours	No of sessions	WTE	% staff due to retire¹	% staff at retiral age²
GP	139	N/A	1027.66	114.2	9%	7%
Practice Manager	62	2045.5	N/A	55.3	16%	23%
Practice Nurse	67	1686.0	N/A	45.6	8%	12%
Admin/Clerical	306	7449.6	N/A	201.3	11%	18%
Other	17	248.0	N/A	6.7	10%	16%

1 % of staff due to retire = (staff recorded as due to retire) / (total staff recorded in this survey).

2 % of staff at retiral age = (staff in this survey recorded to be male and currently aged 60 and over or female and currently aged 55 or over) / (total staff recorded in this survey). For each staff group, these figures are taken from Section A and B of the survey, the response rate for which is shown in table 1.1.

N/A - not applicable

The percentage of GPs known to be retiring in the next 5 years is higher than the expected percentage, based on the standard retiral age. For all other staff, the proportion of known retirals is less than the proportion of expected. GPs seem to be more likely to retire early and all other practice staff groups are less likely to retire early.

Since the introduction of the new GP contract, it is possible for ISD to analyse the age profile of retiring GPs in recent years. This could be looked into and provided on request if interested. Please see link www.isdscotland.org/general_practice for latest contact information.

Table 3.2.2 shows that, although based on partial data, not all GPs planning to retire in the next 5 years are to be directly replaced by another GP. Some practices seem to be considering a combination of GPs and nurses as replacements.

Table 3.2.2: Replacement of GPs due to retire in next 5 years

West Region

Information¹ from 118 practices planning to replace GPs with another GP or a nurse

Staff Group	Headcount	Number of Hours	Number of Sessions	WTE²
Another GP	114	N/A	935.66	104.0
Nurse	25	585.5	N/A	15.8

1 This is equivalent to 23% of the 505 practices within the region.

2 WTE = (no. of sessions)/9 for GPs or (no. of hrs)/37 for other staff groups.

N/A - not applicable

Practices employing sessional GPs

186 (37%) practices within this region provided at least some response to the question “Does your practice employ sessional GPs, excluding salaried GPs?”

90 (18%) practices within the region responded “yes” they did employ sessional GPs.

The number of sessions worked by sessional GPs at these responding practices between 1st October 2006 and 30th September 2007 was recorded as 10130. The total number of sessions is equivalent to approximately 22 GPs working full-time (assumed to be 9 sessions per week for 52 weeks of a year).

Many practices stated sick leave and maternity cover as reasons for higher than normal use of sessional GPs, so this number may be inflated and would be unpredictable to apply to future years usage.

The numbers recorded on usage of sessional GPs are based on a very low response to this question. The practices responding may or may not be representative of the whole region and therefore great care should be taken if using these numbers as they may give a false picture of usage throughout the whole region.

Appendix A : Tables showing the numbers related to the charts in Section 2

Table 2.1
Practice staff by age group

NHS Board Staff group	Number					Percentage			
	16-44	45-54	55-64	65 and over	All ages	16-44	45-54	55-64	65 and over
NHS Ayrshire & Arran									
GP	110	73	33	0	216	50.9%	33.8%	15.3%	0.0%
Practice management	17	18	7	0	42	40.5%	42.9%	16.7%	0.0%
Practice Nursing	50	41	20	0	111	45.0%	36.9%	18.0%	0.0%
Admin/Clerical	227	95	49	0	371	61.2%	25.6%	13.2%	0.0%
Other practice staff	16	12	6	2	36	44.4%	33.3%	16.7%	5.6%
All Staff groups	420	239	115	2	776	54.1%	30.8%	14.8%	0.3%
NHS Dumfries & Galloway									
GP	69	63	18	0	150	46.0%	42.0%	12.0%	0.0%
Practice management	15	14	9	0	38	39.5%	36.8%	23.7%	0.0%
Practice Nursing	52	25	21	0	98	53.1%	25.5%	21.4%	0.0%
Admin/Clerical	139	64	34	1	238	58.4%	26.9%	14.3%	0.4%
Other practice staff	16	7	4	0	27	59.3%	25.9%	14.8%	0.0%
All Staff groups	291	173	86	1	551	52.8%	31.4%	15.6%	0.2%
NHS Forth Valley									
GP	140	75	29	0	244	57.4%	30.7%	11.9%	0.0%
Practice management	21	22	12	0	55	38.2%	40.0%	21.8%	0.0%
Practice Nursing	59	44	16	1	120	49.2%	36.7%	13.3%	0.8%
Admin/Clerical	179	134	75	4	392	45.7%	34.2%	19.1%	1.0%
Other practice staff	15	10	7	0	32	46.9%	31.3%	21.9%	0.0%
All Staff groups	414	285	139	5	843	49.1%	33.8%	16.5%	0.6%
NHS Greater Glasgow & Clyde									
GP	388	256	102	2	748	51.9%	34.2%	13.6%	0.3%
Practice management	53	76	49	0	178	29.8%	42.7%	27.5%	0.0%
Practice Nursing	208	167	41	2	418	49.8%	40.0%	9.8%	0.5%
Admin/Clerical	535	452	222	7	1216	44.0%	37.2%	18.3%	0.6%
Other practice staff	23	14	5	0	42	54.8%	33.3%	11.9%	0.0%
All Staff groups	1207	965	419	11	2602	46.4%	37.1%	16.1%	0.4%
NHS Lanarkshire									
GP	133	88	31	0	252	52.8%	34.9%	12.3%	0.0%
Practice management	24	22	17	1	64	37.5%	34.4%	26.6%	1.6%
Practice Nursing	66	67	8	2	143	46.2%	46.9%	5.6%	1.4%
Admin/Clerical	221	168	82	6	477	46.3%	35.2%	17.2%	1.3%
Other practice staff	16	14	5	2	37	43.2%	37.8%	13.5%	5.4%
All Staff groups	460	359	143	11	973	47.3%	36.9%	14.7%	1.1%

Table 2.2
Practice staff by Gender

		Number		Percentage	
NHS					
Board	Staff group	Male	Female	Male	Female
NHS Ayrshire & Arran					
	GP	132	84	61.1%	38.9%
	Practice management	7	35	16.7%	83.3%
	Practice Nursing	0	111	0.0%	100.0%
	Admin/Clerical	15	356	4.0%	96.0%
	Other practice staff	2	34	5.6%	94.4%
	All Staff groups	156	620	20.1%	79.9%
NHS Dumfries & Galloway					
	GP	94	56	62.7%	37.3%
	Practice management	4	34	10.5%	89.5%
	Practice Nursing	3	95	3.1%	96.9%
	Admin/Clerical	7	231	2.9%	97.1%
	Other practice staff	0	27	0.0%	100.0%
	All Staff groups	108	443	19.6%	80.4%
NHS Forth Valley					
	GP	128	116	52.5%	47.5%
	Practice management	4	51	7.3%	92.7%
	Practice Nursing	2	118	1.7%	98.3%
	Admin/Clerical	5	387	1.3%	98.7%
	Other practice staff	3	29	9.4%	90.6%
	All Staff groups	142	701	16.8%	83.2%
NHS Greater Glasgow & Clyde					
	GP	344	404	46.0%	54.0%
	Practice management	19	159	10.7%	89.3%
	Practice Nursing	4	414	1.0%	99.0%
	Admin/Clerical	18	1198	1.5%	98.5%
	Other practice staff	3	39	7.1%	92.9%
	All Staff groups	388	2214	14.9%	85.1%
NHS Lanarkshire					
	GP	125	127	49.6%	50.4%
	Practice management	9	55	14.1%	85.9%
	Practice Nursing	2	141	1.4%	98.6%
	Admin/Clerical	4	473	0.8%	99.2%
	Other practice staff	4	33	10.8%	89.2%
	All Staff groups	144	829	14.8%	85.2%

Table 2.3
Practice staff by full-time/part-time status

NHS Board Staff group	Number			Percentage	
	Full-time	Part-time	Total	Full-time	Part-time
NHS Ayrshire & Arran					
GP	138	78	216	63.9%	36.1%
Practice management	32	10	42	76.2%	23.8%
Practice Nursing	35	76	111	31.5%	68.5%
Admin/Clerical	150	221	371	40.4%	59.6%
Other practice staff	3	33	36	8.3%	91.7%
All Staff groups	358	418	776	46.1%	53.9%
NHS Dumfries & Galloway					
GP	90	60	150	60.0%	40.0%
Practice management	38	0	38	100.0%	0.0%
Practice Nursing	15	83	98	15.3%	84.7%
Admin/Clerical	52	186	238	21.8%	78.2%
Other practice staff	0	27	27	0.0%	100.0%
All Staff groups	195	356	551	35.4%	64.6%
NHS Forth Valley					
GP	131	113	244	53.7%	46.3%
Practice management	35	20	55	63.6%	36.4%
Practice Nursing	18	102	120	15.0%	85.0%
Admin/Clerical	123	269	392	31.4%	68.6%
Other practice staff	3	29	32	9.4%	90.6%
All Staff groups	310	533	843	36.8%	63.2%
NHS Greater Glasgow & Clyde					
GP	420	328	748	56.1%	43.9%
Practice management	111	67	178	62.4%	37.6%
Practice Nursing	80	338	418	19.1%	80.9%
Admin/Clerical	296	920	1216	24.3%	75.7%
Other practice staff	4	38	42	9.5%	90.5%
All Staff groups	911	1691	2602	35.0%	65.0%
NHS Lanarkshire					
GP	165	87	252	65.5%	34.5%
Practice management	43	21	64	67.2%	32.8%
Practice Nursing	52	91	143	36.4%	63.6%
Admin/Clerical	148	329	477	31.0%	69.0%
Other practice staff	7	30	37	18.9%	81.1%
All Staff groups	415	558	973	42.7%	57.3%

Section B - Full-time/Part-time breakdown		(Please refer to guidance notes section B)			
Staff Group	Occupation	Full-time	Part-time	TOTAL	Total Hours/Sessions worked per week
					Hours Sessions
GPs	Performer (Partner)			0	
	Performer salaried			0	
	Performer retaine			0	
	Performer registrar			0	
	Vacancies			0	
Practice Management	Practice Manager			0	
	Vacancies			0	
Practice Nursing	Registered Practice Nurse			0	
	Health Care/Primary Care Assistants			0	
	Vacancies			0	
Admin/Clerical	General Clerical Staff			0	
	Vacancies			0	
Other	Phlebotomist			0	
	Allied Health Professional			0	
	Counsellor			0	
	Other			0	
	Vacancies			0	

Section C - Retirals (Please refer to guidance notes section C)

Does the practice have any staff due to retire in the next 5 years? Please select "Yes" or "No" in the box (or, if filling in a printed form, circle your response here)

Please select

If yes, please enter the numbers and total hours/sessions worked per week for each staff group

Staff Group	No of staff	No of hours	No of sessions
GP			
Practice Manager			
Practice Nurse			
Admin/Clerical			
Other			

Please select

If your practice has indicated one or more GP retireals do you intend to replace them?
 Select "Yes", "No" or "Not applicable" in the box

If yes, how do you intend to replace them? (If you are unsure, please answer to the best of your current knowledge)

Staff Group	No of staff	No of hours	No of sessions
Another GP			
Nurse			

Section D - Sessional GPs (Please refer to guidance notes section D)

Please select

Does your practice employ sessional GPs? (exclude salaried GPs)
 Select "Yes" or "No" in the box

If yes, please enter the total number of sessions worked in the past year here

Section E - Additional Information

Please enter any relevant supporting information here
