An initial overview: Intensity and dynamics of the top 1% and 5% highest users of primary care resources

Context and background
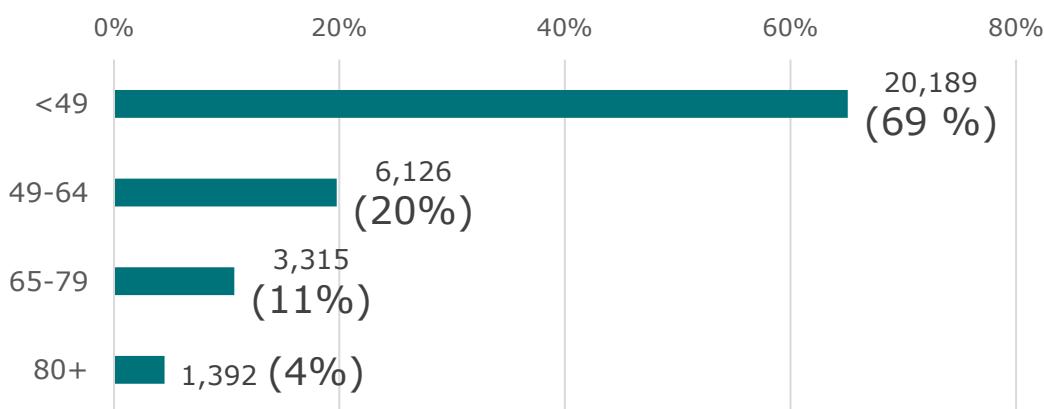
31,000
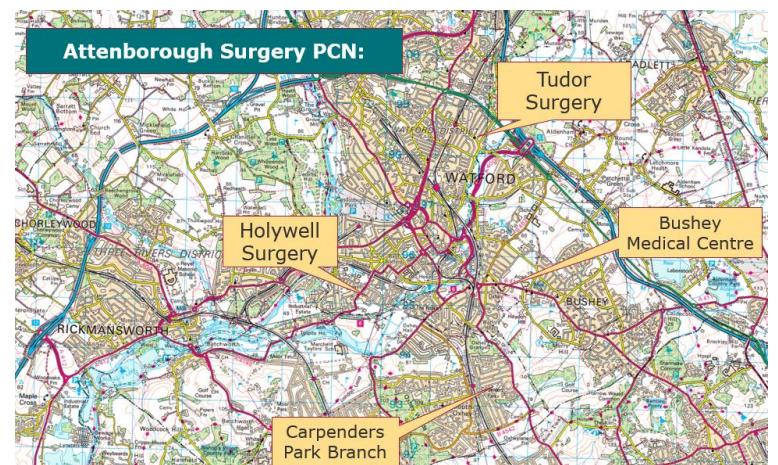**registered patients**

49/51
%male/%female

✦ Attenborough PCN is based in Watford, Hertfordshire

✦ 85% of registered patients are <65 years of age. The median age is 39 years

Age group breakdown, number of patients (% in brackets)

Age group	
<49	20,189 (69 %)
49-64	6,126 (20%)
65-79	3,315 (11%)
80+	1,392 (4%)

Patients who made contact with the PCN (March 2019 – March 2020)

14,500
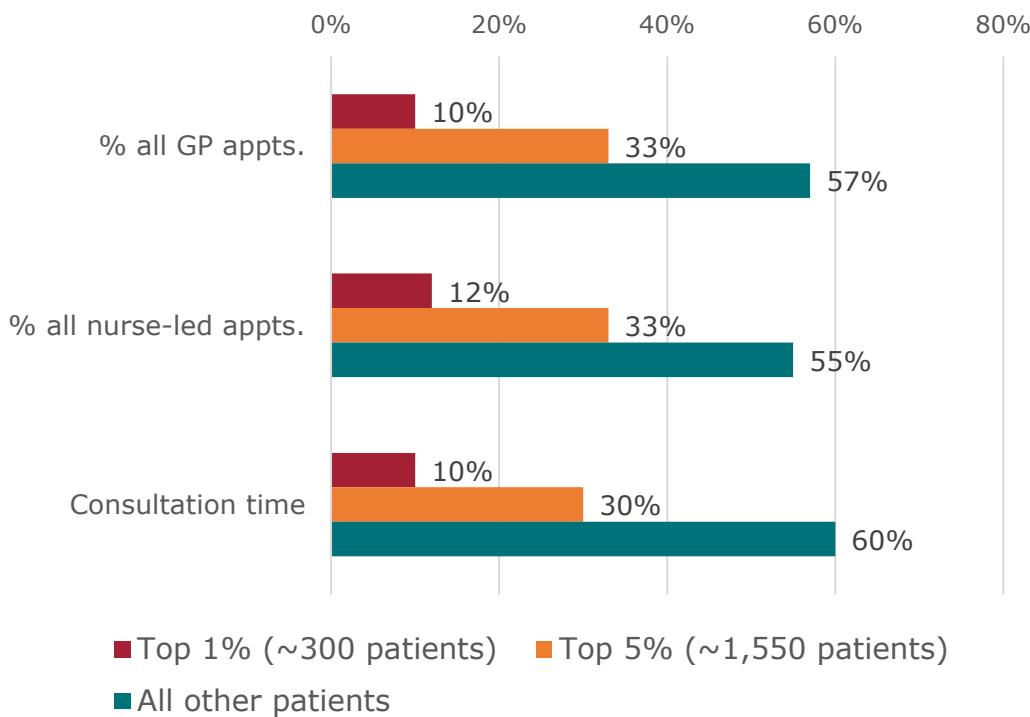**Patients had an appt.**

72,000
Contacts with the PCN

✦ In the 1-year period patients had an average of ~5 contact points with the PCN. This is a **20% increase** compared to the period March 2018 – March 2019

✦ 62% of all contacts are GP-led appointments and 26% are nurse-led and the remaining 11% is split between receptionist calls, appointments with the GP registrar and healthcare assistants

Contact made with the PCN by job role

Job role
- GP-led appointments
- Nurse-led appointments
- Receptionist
- Total contacts

The 1% and 5% of patients who consume the most number of appointments (March 2019 – March 2020)

% total activity used by the top 1% and 5%

Category	Top 1% (~300 patients)	Top 5% (~1,550 patients)	All other patients
% all GP appts.	10%	33%	57%
% all nurse-led appts.	12%	33%	55%
Consultation time	10%	30%	60%

Legend: ■ Top 1% (~300 patients) ■ Top 5% (~1,550 patients) ■ All other patients

- ✦ **1% population** who consume the most appointments, consume **at least 10% of all GP** and **nurse-led appointments**. These convert to an average of 14 GP-led and 7 nurse-led appointments

- ✦ Conversely, the **5% consume 33% of all GP** and **nurse-led appointments** which equate to 9 GP-led and 4 nurse-led appointments

The demographics of the top 1% and 5% of primary care utilisers (March 2019 – March 2020)

59 years
Median age (Top 1%)

40 years
Median age (All other)
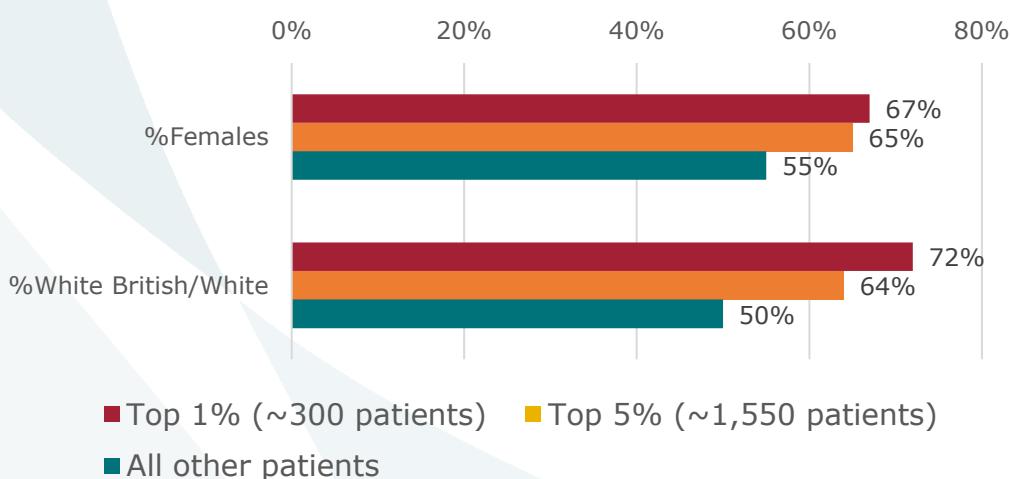
7th decile
Median IMD* (Top 1%)

7th decile
Median IMD* (All other)

- ✦ The **top 1% and 5%** are generally associated with a **higher median age** compared to all others. There was **no difference** in the levels of deprivation*
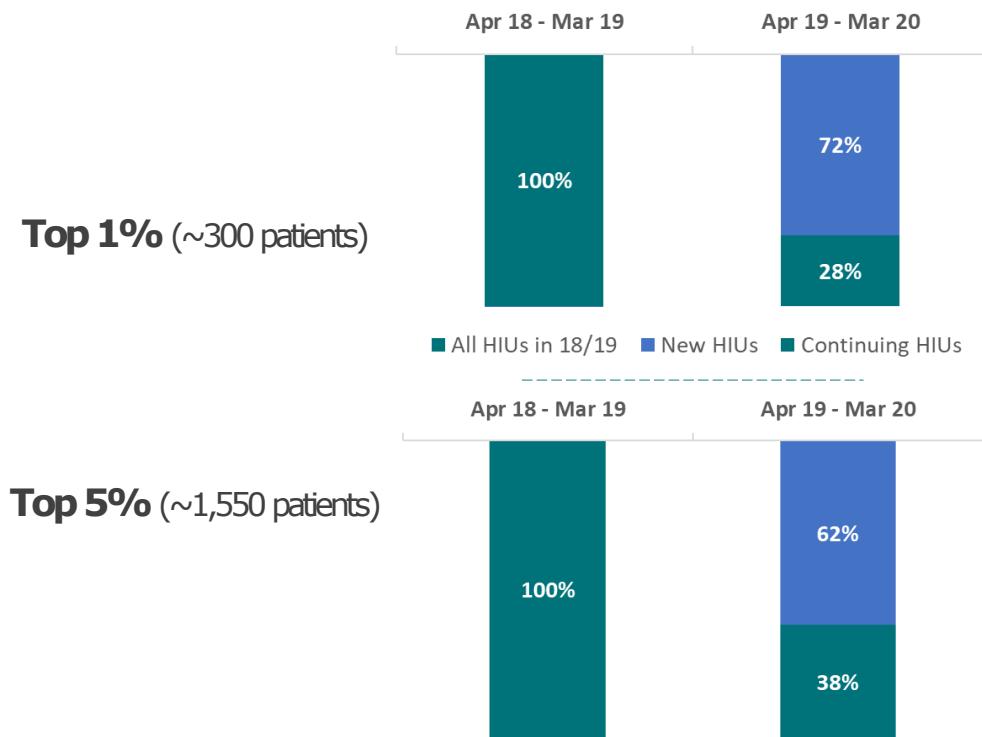
- ✦ The group is also characterised by a **higher proportion of females** (67% of the top 1% are women) and percentage of patients with **White British or White** ethnic background
  *lower deciles indicate higher levels of deprivation

Gender and ethnicity split, %

Category	Top 1% (~300 patients)	Top 5% (~1,550 patients)	All other patients
%Females	67%	65%	55%
%White British/White	72%	64%	50%

Legend: ■ Top 1% (~300 patients) ■ Top 5% (~1,550 patients) ■ All other patients

Source: EMIS extracts
HN analysis 2021

Dynamics of the top 1% and 5% of primary care utilisers (April 2018 – March 2019 compared to April 2019 – March 2020)

Turnover of top 1% and 5% for GP-led appointments

	Apr 18 - Mar 19	Apr 19 - Mar 20
Top 1% (~300 patients)	100%	72% / 28%

■ All HIUs in 18/19   ■ New HIUs   ■ Continuing HIUs

	Apr 18 - Mar 19	Apr 19 - Mar 20
Top 5% (~1,550 patients)	100%	62% / 38%

✦ The **1%** and **5%** of population who consume the most number of GP-led appointments are **highly transient (60%+ turnover per annum)**

✦ They have a significantly **higher number** of long-term conditions, different **disease profiles** and over-representation of **heart-related disease** and **depression**

Disease profile

Top 1% (~300 patients)	**1.5**	**31%**	**43%**
	Avg. number of LTCs	%heart related conditions	%diag. with depression
All other patients	**0.6**	**16%**	**14%**
	Avg. number of LTCs	%heart related conditions	%diag. with depression

The consumption patterns of the 1% and 5% with respect to secondary and unscheduled care (Mar 2019 – Mar 2020)

7.0
Avg. number of visits to hospital (Top 1%)

1.8
Avg. number of visits to hospital (All other)

0.6
Avg. number of out-of-hours visits (Top 1%)

0.1
Avg. number of out-of-hours visits (All other)

The **1%** and **5%** of highest utilisers of primary care resources have a **sizeable amount** of visits to **secondary care** and **out-of-hours care providers** (hospitals, clinics, urgent care centres and out-of-hours centres)

Source: EMIS extracts
HN analysis 2021

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We provide practical applications of population health management, going beyond just identifying high-cost, high-need patients and actually intervening to support them to improve their health outcomes and reduce their care consumption.

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