



Royal College of  
General Practitioners

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# Workload in General Practice in Wales: Topline tables

Fieldwork from 7 to 23 December 2020

## Overview

- Self-selecting sample of GPs from direct email, newsletters and social media
- Online survey
- 159 responses

## Topline tables

### 1. Thinking about all aspects of your workload as a GP, please tell us what capacity you experienced working at during each of the following periods.

a) In pre-COVID-19 pandemic, normal times

b) During the first four to six weeks of the pandemic (late March, through April, to early May)

c) Over the past week

	a) Pre-COVID	b) First peak	c) Current
50<>70%	1%	15%	1%
70<>90%	4%	35%	1%
90=<>=110%	62%	34%	22%
110<>30%	25%	10%	32%
130<>150%	8%	6%	44%
Average capacity	108	90	127

**2. In each of the following areas, which option best describes how your workload in general practice during the first COVID-19 lockdown compared to a normal week's workload before COVID-19 emerged?**

	A lot higher	Somewhat higher	About the same	Somewhat lower	A lot lower	Don't know	<b>Net higher</b>	<b>Net lower</b>
GP appointments, including in-practice, remote working and visits	17%	17%	18%	38%	10%	1%	<b>33%</b>	<b>48%</b>
Urgent care (not COVID-19 related)	8%	21%	28%	32%	9%	2%	<b>29%</b>	<b>41%</b>
Clinical administration including making and managing referrals, tests and prescriptions	18%	22%	23%	29%	6%	1%	<b>40%</b>	<b>35%</b>
Other non-clinical administration work, including reorganising services and making the practice safe	57%	27%	6%	3%	3%	5%	<b>84%</b>	<b>6%</b>

**3. You said that your appointments activity fell during the early pandemic in April and May. When would you estimate appointments activity had returned to normal, pre-pandemic levels?**

	<b>%</b>	<b>Cumulative %</b>
June	32%	32%
July	32%	64%
August	11%	75%
September	20%	95%
October	1%	96%
It still hasn't returned to those levels	4%	100%

**4. You said that your appointments activity was lower during the early pandemic. As a result of this, to what extent do you agree or disagree with the following statements?**

n=75	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	<b>Net agree</b>	<b>Net disagree</b>
I felt less stressed and burnt out by my work	20%	29%	24%	24%	3%	<b>49%</b>	<b>48%</b>
I was able to deliver better patient care	21%	31%	23%	19%	7%	<b>52%</b>	<b>41%</b>

**5. In each of the following areas, which option best describes how your workload in general practice now compares to a normal week's workload before COVID-19 emerged? Is it...**

n=157	A lot higher	Somewhat higher	About the same	Somewhat lower	A lot lower	Don't know	<b>Net higher</b>	<b>Net lower</b>
GP appointments, including in-practice, remote working and visits	46%	34%	17%	3%	%	%	<b>80%</b>	<b>3%</b>
Urgent care (not COVID-19 related)	24%	43%	30%	3%	%	1%	<b>67%</b>	<b>3%</b>
Clinical administration including making and managing referrals, tests and prescriptions	36%	36%	26%	1%	%	%	<b>73%</b>	<b>1%</b>
Other non-clinical administration work, including reorganising services and making the practice safe	38%	38%	19%	2%	1%	3%	<b>76%</b>	<b>3%</b>

## 6. To what extent do you expect the following to affect your clinical workload over the next 6 to 12 months?

n=157	Increase it a great deal	Increase it quite a lot	Increase it a little	No change	Don't know	Net increase a great deal/quite a lot
Appointments for patients who are either on a waiting list for secondary care treatment or waiting for a referral because of delays due to COVID-19.	64%	33%	3%	%	%	97%
Appointments for patients who have had COVID-19 and are now experiencing longer-term health conditions.	31%	40%	25%	3%	3%	70%
Appointments for patients who postponed their treatment during the pandemic.	56%	33%	10%	1%	1%	89%
Appointments for patients who are suffering from wellbeing/mental health issues such as anxiety, stress or PTSD because of COVID-19 and the social constraints that have been in place.	76%	19%	4%	1%	1%	94%
Appointments for patients who are experiencing significant social adversity because of the financial impacts of COVID-19.	54%	32%	14%	1%	%	85%

**7. For each of the following periods, on average what percentage of your clinical appointments would you say were delivered using the following methods?**

- a) Pre-pandemic/normal times
- b) During the first peak of the pandemic in April/May
- c) In the past week

	Pre pandemic	First peak	In the past week
Face to face	74%	13%	28%
Telephone	10%	71%	57%
Video	0%	9%	4%
Home	8%	4%	6%
Care home	8%	3%	5%

**8. As general practice continues to aim to meet patient needs through the ongoing pandemic, remote appointments will continue to help deliver services safely, but it will remain clinically necessary to deliver some appointments face-to-face. Approximately what percentage of your clinical patient appointments would you estimate need to be face-to-face?**

	%
5-25%	39%
30-50%	49%
55-75%	10%
80-100%	2%
<b>Average</b>	<b>36%</b>

## 9. To what extent, if at all, would you say your experience of working in general practice during the COVID-19 pandemic has had an impact on your wellbeing?

n=135	%
Very negative	27%
Somewhat negative	53%
No impact	7%
Somewhat positive	8%
Very positive	2%
Don't know	2%
<b>Net negative</b>	<b>80%</b>
<b>Net positive</b>	<b>10%</b>

## 10. Which, if any, of the following wellbeing resources have you accessed?

	%
Health for Healthcare professionals	7%
Health Board occupational health services	1%
Self-treatment	39%
General access resources	7%
RCGP online wellbeing resources	8%
Wellbeing apps (e.g. Headspace, Sleepio, Unmind)	26%
Support helplines/text services (e.g. Samaritans, NHS people support line)	2%
Bereavement support helpline	1%
Staff commons rooms	16%
Spoken to a mentor, coach, or supervisor	10%
Spoken to a colleague	65%
Taken time off work because of wellbeing	7%
None of the above/not applicable	23%



**11. How likely, if at all, do you think it is that these wellbeing resources for GPs will remain as accessible after the COVID-19 pandemic has ended?**

n=135	Percent
Very likely	8%
Somewhat likely	35%
Somewhat unlikely	24%
Very unlikely	10%
Don't know	23%
<b>Net likely</b>	<b>43%</b>
<b>Net unlikely</b>	<b>34%</b>

**12. Which health board do you usually work in?**

	%
Aneurin Bevan	24%
Swansea Bay	11%
Cardif & Vale	17%
Hywel Dda	12%
Cwm Taf Morgannwg	16%
Betsi Cadwaladr	19%
Powys	2%

### 13. Which of the following GP roles best describes your usual role?

	%
GP partner	72%
Salaried GP	21%
GP Locum	3%
GP trainee	4%
Out of hours only GP	1%