

Patient Consultation Event - 22.03.16

What we said...

A big thank you to patients who joined us on Tuesday 22nd March to discuss the future of primary care with two of our partners; Dr Cameron and Dr Scrivings.

Dr Cameron revealed the numerous challenges all GP surgeries are facing in the current climate, including cuts to funding, rising demand in terms of an ageing population, increased complexity, increased expectation and social care cuts, and a workforce crisis resulting in a shortage of doctors and nurses.

Whilst 90% of patient contacts happen in primary care, funding has declined from 10% to 7% of the national budget. And, over the last 3 years there has been a 20% increase in consultations. There is an ageing workforce with 25% of GPs expected to retire in the next 5 years (plus nurses and practice managers too). One third of GP training posts remain unfilled and so practices are unable to recruit.

With income continuing to fall—the practice receives just £111 per registered

patient per year—our costs continue to rise, and this has resulted in a significant fall in profits for the financial year 2014-15.

Overall, the current model under which we deliver patient care is unsustainable.

Previously we have looked at single solutions such as advanced access and Dr First, however we must now look both at making internal changes and working together with our patients.

What you said...

We asked for your thoughts and ideas on how we can get through these tough times, and this what you said...

- It would be useful to have clear information about who to speak to about what at the surgery, displayed on the website, in the waiting room, and rec-

orded on our telephone messages.

- Use a mixture of social media and local media to connect with patients who only occasionally use the surgery, and so wouldn't always see the information displayed in the surgery.
- Promote online

services, such as booking appointments and ordering repeat prescriptions, to save patients and staff time, and reduce footfall into the surgery.

- Use email to communicate with patients
- Provide older patients with 'social

training' to encourage them to get out more and speak like minded people or take part in activities.

- Make a pledge to new patients and set out what the practice expects of them in return, i.e. cancelling appointments in good time.

Did you know...

- The practice employs 24 staff from receptionists to GPs working a mix of part time and full time hours. This totals the equivalent of 18.3 full time members of staff.
- Our doctors and nurse practitioners respond to an average of 159 requests for telephone consultations each day—that's almost 800 calls per week!
- And, we offer our patients on average 675 face to face appointments each week.

Turn over to see
our action plan...

What we need to do now...

Make better use of skills within the team.

There are lots of things GPs do that they probably don't need to. Studies show that over a quarter of contacts are avoidable, i.e.;

- Patients with minor illness that could be treated by a pharmacist, over the counter medication or by a minor illness nurse
- Mail where no action is required
- Processing 'normal' results
- Prescription changes or requests

Make better use of IT.

- Patient online gives access to a summary care record, repeat prescription requesting and booking appointments, however only a small proportion of appointments are booked online—we need to promote this!
- We also want to look into providing consultations by other means, i.e. email, video, and contacting patients via text.
- Studies show that a 'patient-held record' can reduce demand by 10% because patients have access to the information they need.

Active patient involvement, supported self-care and social prescribing.

Studies show that 42% of patients are unable to understand health information and therefore they are often not engaged, don't take medications, and don't read or follow care plans.

- Patients should be encouraged to take responsibility for their own health
- We could provide better signposting to 3rd sector organisations
- The practice is planning to become involved in such schemes as Better in Kirklees and Altogether Better, who train patient champions to help and support other patients with similar health conditions
- These measures are proven to reduce patient contacts by 10-20%

Expand the non-GP clinical team.

Something we are already doing, for example; 18 years ago we had 4 GPs and just 2 nurses for 4,500 patients.

Now we have 5 GPs, 2 Advanced Nurse Practitioners, 3 Practice Nurses (2 with minor illness), 2 Healthcare Assistants and one Phlebotomist for just over 8,000.

We also have one Advanced Clinical Practitioner in training, a GP trainee, and there are opportunities in primary care for us to expand our HCA team and recruit physician's associates.

This will alleviate the pressure on the GPs and provide better access for patients.

Signposting.

The current system dis-empowers our patients and other members of the team, as the GP is the first port of call.

Patients should be encouraged to use a variety of staff and IT for advice on:

- Self-care
- NHS Choices/Patient.co.uk websites
- Pharmacists
- NHS 111
- Social care
- 3rd sector
- Other staff members, i.e. for forms, prescriptions, sick notes, etc.

Partnership working.

There are also opportunities for working with other practices and organisations to provide greater access, hubs for evening/ weekend/over-spill work, and training practices working together to share resource.

When will we start?

Watch this space...

Some changes have already happened, but you can expect to see things take momentum over the summer months, like the start-up of Altogether Better, promotion of online services and a new Facebook page - which will help us communicate all the changes we are making and how you can help.

How we can work together...

Develop a patient-practice charter outlining expectations:

What will we do for you?

- Respect patients
- Offer compassion and kindness
- Listen to patients' ideas and concerns about the practice as well as their health needs

What can you do to help us?

- Use the service responsibly
- Try to find answers elsewhere first
- Ask if another member of the team can help you
- Make sure medications are ordered in good time
- Embrace new technologies
- Treat staff and clinicians with respect
- Be tolerant: we're human beings
- Get involved with upcoming schemes