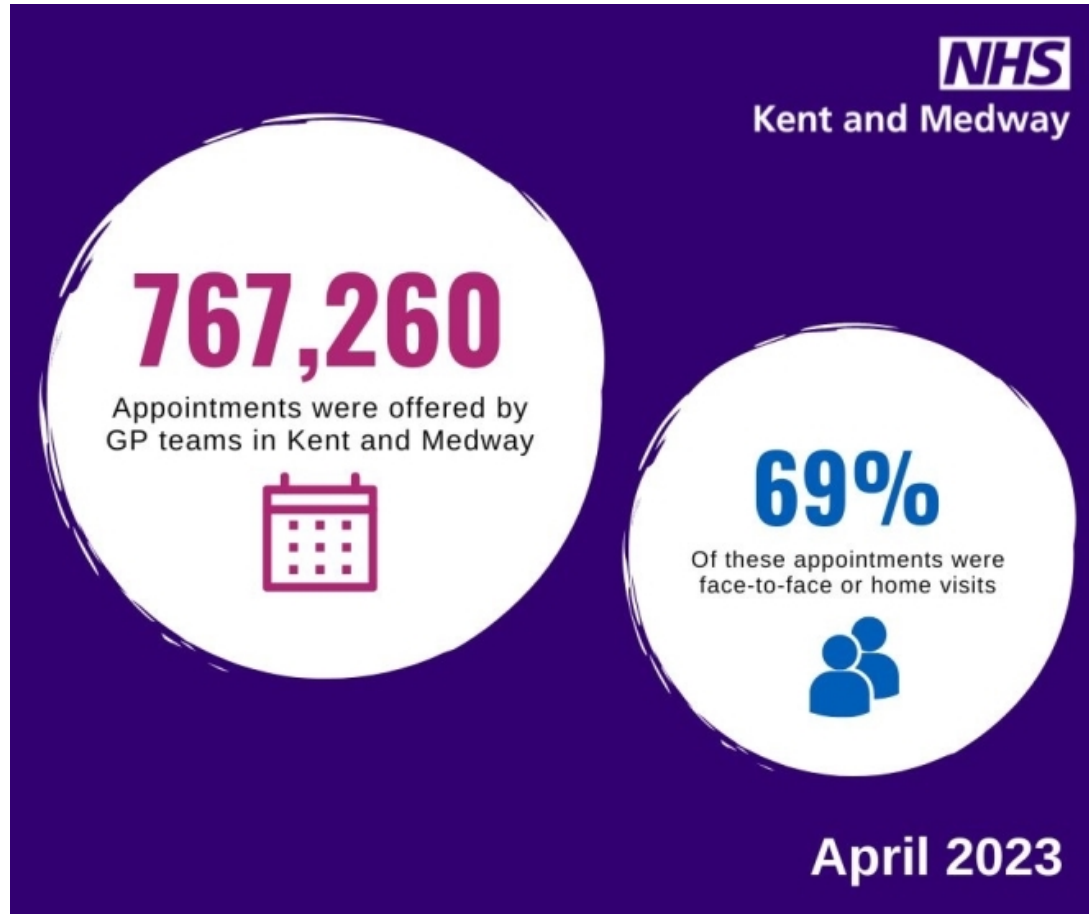


# HOSC Primary Care Update

July 2023

## Background



- The number of available appointments now compared to before the pandemic is **seven per cent higher**.
- 35,000 people did not attend their appointment in April.
- Of the 183 GP practices across Kent and Medway, the majority – 85 per cent – are rated outstanding or good by the Care Quality Commission.

## General Practice Development Plan

- Plan was developed describing how the ICB will support general practice and primary care networks (PCNs) to become more resilient and improving the health and wellbeing of our residents
- The plan included setting out the following ambitions for general practice to deliver
  - High quality, equitable safe, person-centred care
  - Resilient, sustainable and thriving general practice
  - Proactive accessible and coordinated care
  - Integrated services that respond to the needs of the patient and the population

## General Practice Development Plan – key areas

The plan included key areas for development and delivery

We will improve access to general practice services

To diversify the general practice workforce and provide training and development to those who work in general practice

To ensure that general practice services are safe, effective and patients have good outcomes when accessing general practice

To continue to enhance digital technology that will transform services at scale in general practice.

To support GP practices to work at scale in networks to enable patients by improving access to general practice and offering a wider range of services

To ensure the locations in which we commission general practice services are fit for purpose and meet the needs of growing populations, workforce and service model.

The ICB is committed to investment in general practice both to maintain core services and to bring about transformation that reflects the NHS Long Term Plan


## What we know – and what we are already doing (workforce)

There aren't  
enough GPs, but  
there are more  
multi-professionals

- Kent and Medway Medical School opened in Sept 2020
- GP recruitment campaign launched January 2023, initially focused on areas with lowest GP ratios (Medway, Swale and Thanet)
- Increased the additional roles in General practice from 408 to 778 in the past year (physiotherapists, advanced nurse practitioners, mental health specialists, physiotherapists etc)
- Supporting patients to see the right clinicians for their need

## What we know – and what we are already doing

- Offered 10million appointments last year –more than ever before and are consistently offering more monthly appointments than pre-pandemic, 70% of which are face to face
- Upgraded 96% of practice phone lines to new cloud-based systems with more lines
- Most practices use econsult so that people can also access through websites



It's difficult to  
get through on  
the phone

# Headlines from the National Primary Care Recovery Plan

The plan focuses on four areas to support recovery and deliver the ambitions.

1		<b>Empower patients</b>	<ul style="list-style-type: none"><li>Improving NHS App functionality</li></ul>	<ul style="list-style-type: none"><li>Increasing self-referral pathways</li></ul>	<ul style="list-style-type: none"><li>Expanding community pharmacy</li></ul>
2		<b>Implement new Modern General Practice Access approach</b>	<ul style="list-style-type: none"><li>Roll-out of digital telephony</li></ul>	<ul style="list-style-type: none"><li>Easier digital access to help tackle 8am rush</li></ul>	<ul style="list-style-type: none"><li>Care navigation and continuity</li><li>Rapid assessment and response</li></ul>
3		<b>Build capacity</b>	<ul style="list-style-type: none"><li>Growing multi-disciplinary teams</li></ul>	<ul style="list-style-type: none"><li>More new doctors</li></ul>	<ul style="list-style-type: none"><li>Retention and return of experienced GPs</li><li>Priority of primary care in new housing developments</li></ul>
4		<b>Cut bureaucracy</b>	<ul style="list-style-type: none"><li>Improving the primary-secondary care interface</li></ul>	<ul style="list-style-type: none"><li>Building on the 'Bureaucracy Busting Concordat'</li></ul>	<ul style="list-style-type: none"><li>Reducing IIF indicators and freeing up resources</li></ul>

## Kent and Medway Organisational Priority – Primary Care Strategy

### What:

- We will improve capacity in Primary Care and ensure we lead the development of a vision for General Practice, Pharmacy, Optometry and Dentistry by March 2024.

### How:

- We will reduce unnecessary GP appointments and improve patient experience by streamlining direct access and setting up local pathways for direct referral.
- We will recruit 1,147 wte Additional Roles Reimbursement Scheme (ARRS) roles by the end of March 2024
- We will lead the recovery of dental activity, improving units of dental activity (UDAs) towards pre-pandemic levels
- Expanding the role of community pharmacy



## Primary Care Strategy Development

**Implementing modern general practice access – using better telephony, simpler online access and faster navigation and assessment. We will ask;**

- about people's experiences using the NHS app and GP websites and how we could make them simpler.
- about online consultations and how people are currently using these.
- we will test potential new hub models for making sure access is equal regardless of contact channel (phone, online or face to face-to-face).
- we will ask people their thoughts on accessing their own health records and how we could support self-referrals.

## **Primary Care Strategy Development (cont'd)**

**Building capacity through larger multi-disciplinary teams, training more GPs, retention and return of GPs. We will ask;**

- how we improve triage to get people to the right member of staff first time (not always a GP).
- about experiences with the extended workforce now in general practice and how we can use them to best effect.
- for thoughts on referring to other services, such as community pharmacy, if that is appropriate.

**People will also be asked about the following themes via targeted surveys;**

- Dentistry: Focused survey targeting those who can access free dental care to ask about their access
- Optometry: Survey to understand people's experience of access
- Pharmacy: Survey to understand people's experience of access

# Model of Care

**Key Enablers**

- Digital technology and interoperability
- Workforce
- Estates
- Funding
- Transformation Support
- Communications
- Directory of Services
- Clear and Effective pathways

