

Primary Care

Part of Greater Manchester
Integrated Care Partnership



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INTEGRATED CARE
PARTNERSHIP

Presentation by:

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- General practice is one part of Primary Care, the others being Community Pharmacy, Optometry and Dentistry which together support more patients every working day than any other single part of the health system.
- Like many parts of the NHS, general practice is under intense pressure. Demand and complexity in general practice are increasing, and practices are facing a widening gap between patient demand and the capacity available to meet that demand.
- All practices have pressures and workforce challenges, with these often felt most acutely in practices working in areas of high need and deprivation, and in rural areas.

<https://www.england.nhs.uk/long-read/delivery-plan-for-recovering-access-to-primary-care-2/#why-we-need-a-plan-to-recover-access-to-primary-care>



Accessibility



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Core

- All practices are open 8.00am - 6.30pm M-F (except during an agreed Learning Time Initiative)
- All practices are currently accepting new patient registrations
- All practices operate a care navigation model
- Community Pharmacy/Dental and Optom
- Community Self Referral Services

Additional

- Enhanced Access (hubs) 6.30pm – 8.00pm M-F & 9am - 5pm on Sat (some practices offer over and above this)
- Out Of Hours (6.30pm – 8.00am)
- 111 online or telephone 24/7
- Community Urgent Eye Service

Time Limited

- Respiratory hubs (open 7 days a week, including Bank Holidays)
- Surge hubs (additional on the day flexed capacity)



Appointments

Core General Practice

As at Nov'23

- 10,309 appointments per 1000 patients
- 67.3% of all appointments F2F (67.6% GM)
 - 34.6% F2F appointments seen on the day (36.9% GM)
- 58% F2F appointments with GP seen on same day (53.4% GM)
 - Only 1.5% F2F appointments with GP \geq 28 days (2.4% GM)
- Around 4k booked appointments lost to DNAs every month
- Additional 30k online consultations est. each month

Additional

- Enhanced Access (as at Oct'23)
 - 930 additional hrs provided
 - 73% utilisation rate
- Out of hours (as at Nov'23)
 - 165 contacts per 1000 patients
 - 65% of contacts given advice
 - 26.3% seen in treatment centre
 - 7.9% receive home visit
 - 35.13% of contacts led to a prescription

Time Limited

- Services commissioned to provide additional capacity during winter pressure period:
 - Respiratory hubs (appointments are made via patients own GP practice)
 - Surge hubs (appointments are made via patients own GP practice)

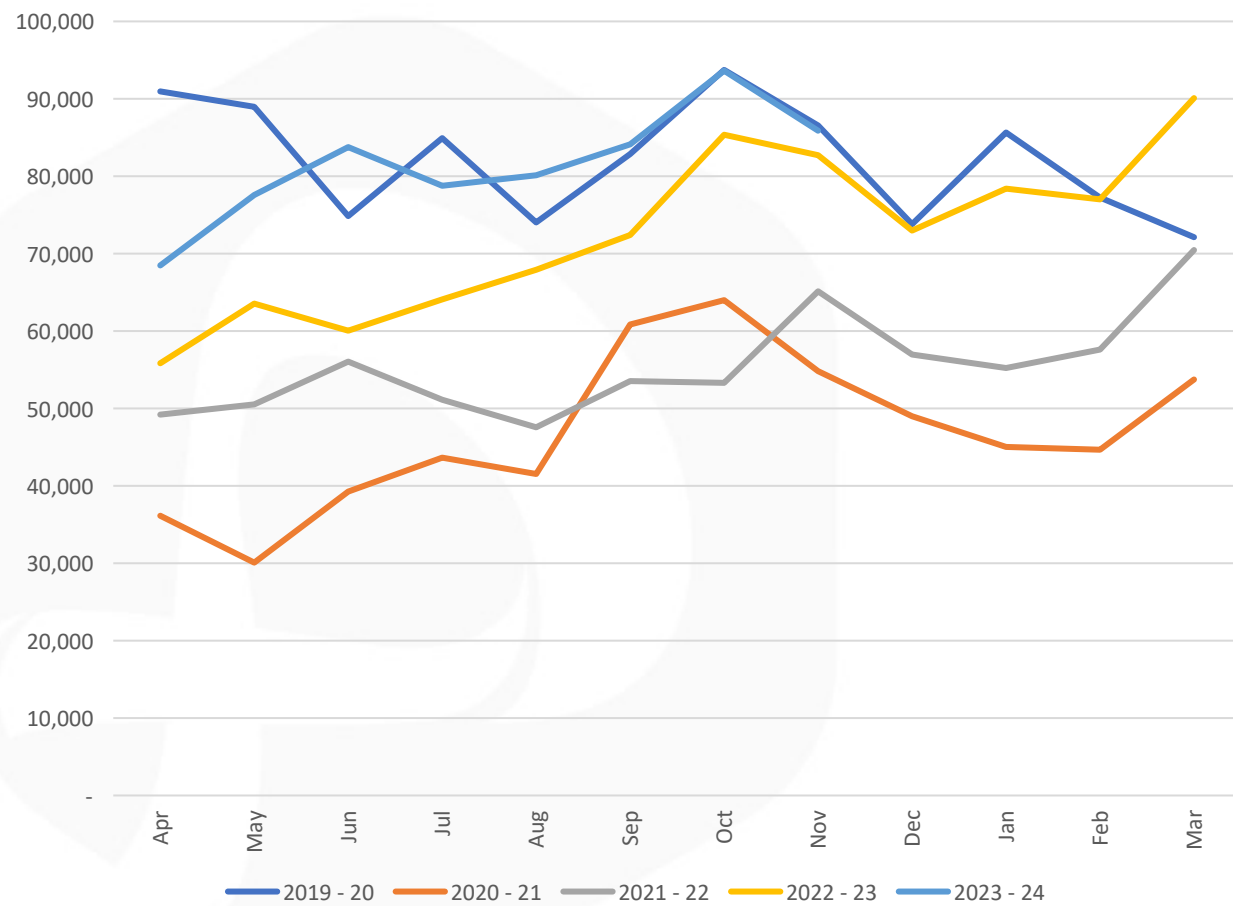


General Practice Appointments

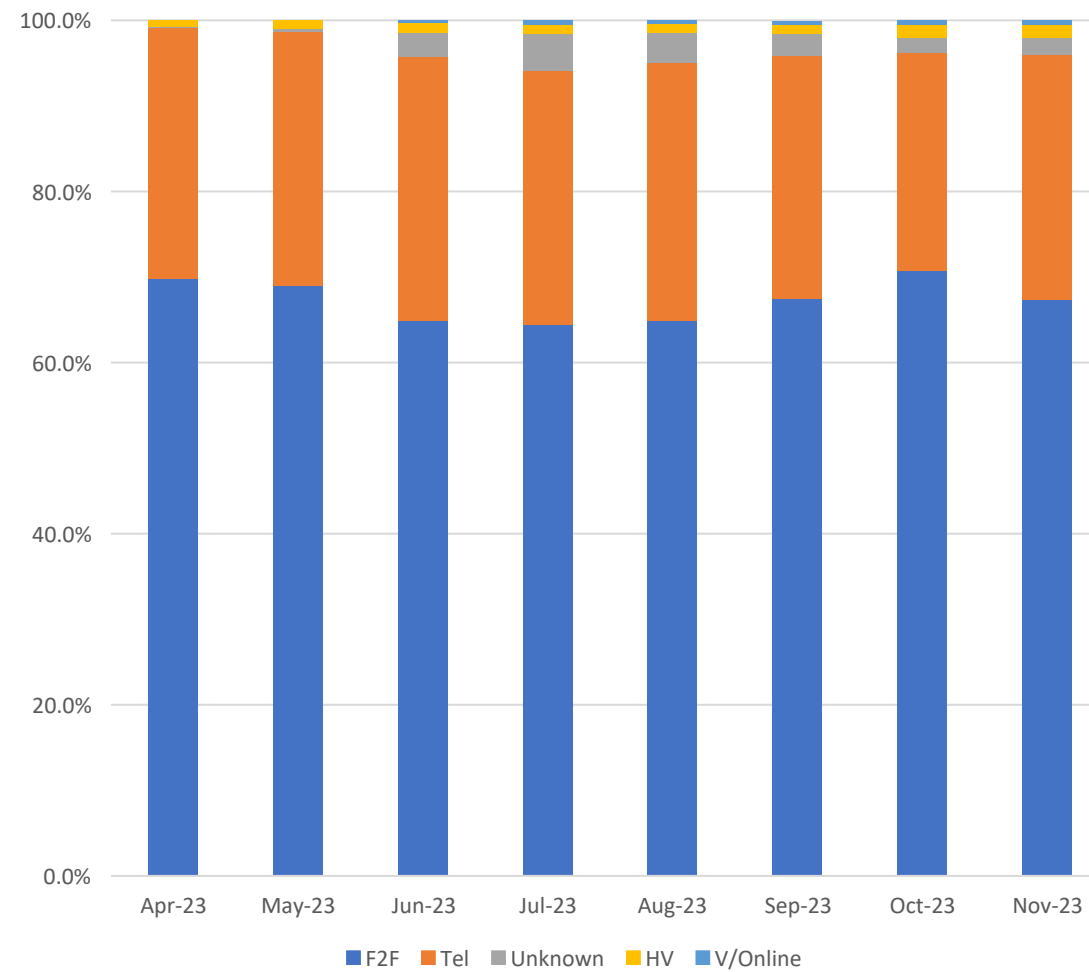


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No. of appointments yr on yr



Mode of Appointment



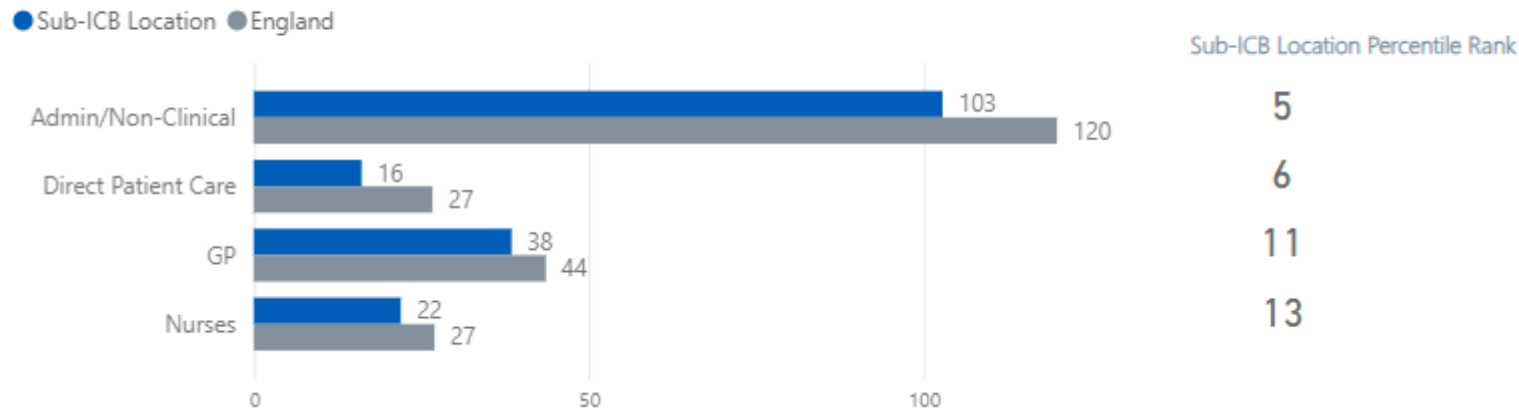


Staffing (General Practice)

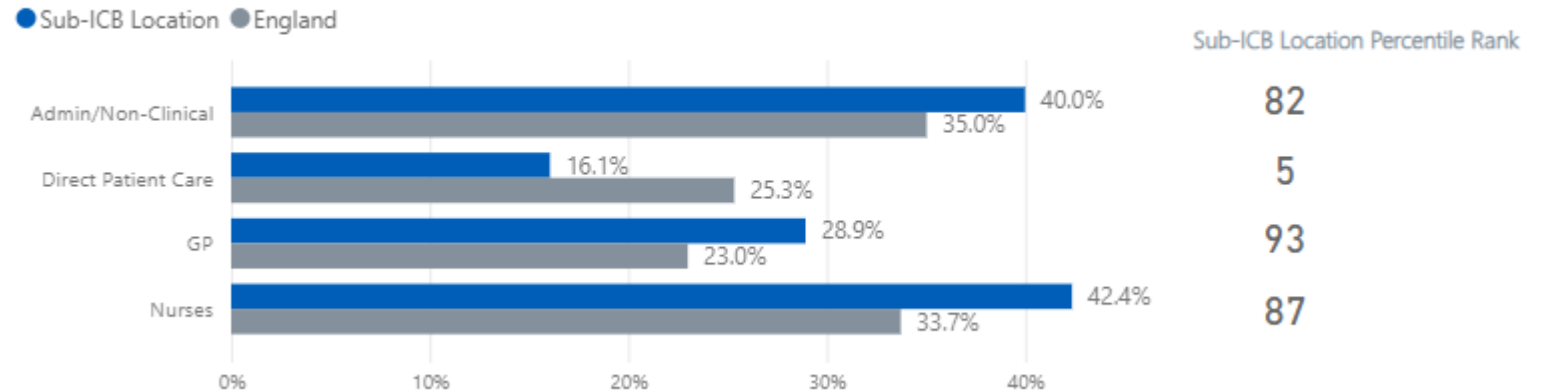


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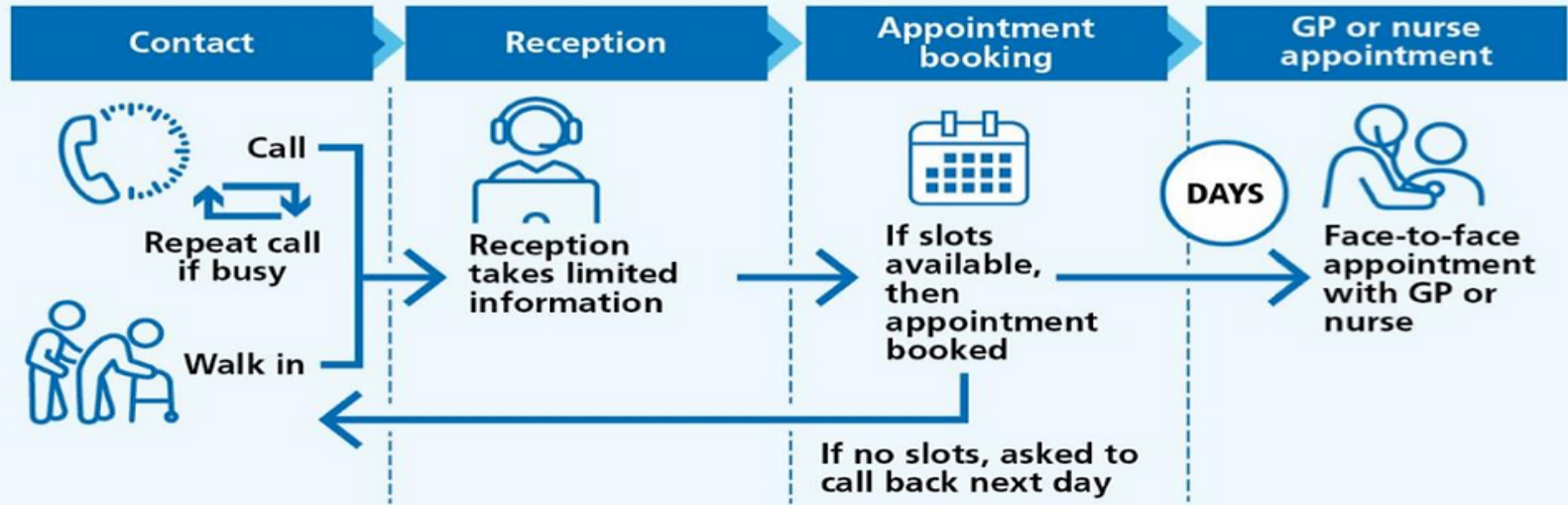
Staff FTE per 100,000 patients, Sub-ICB Location and England



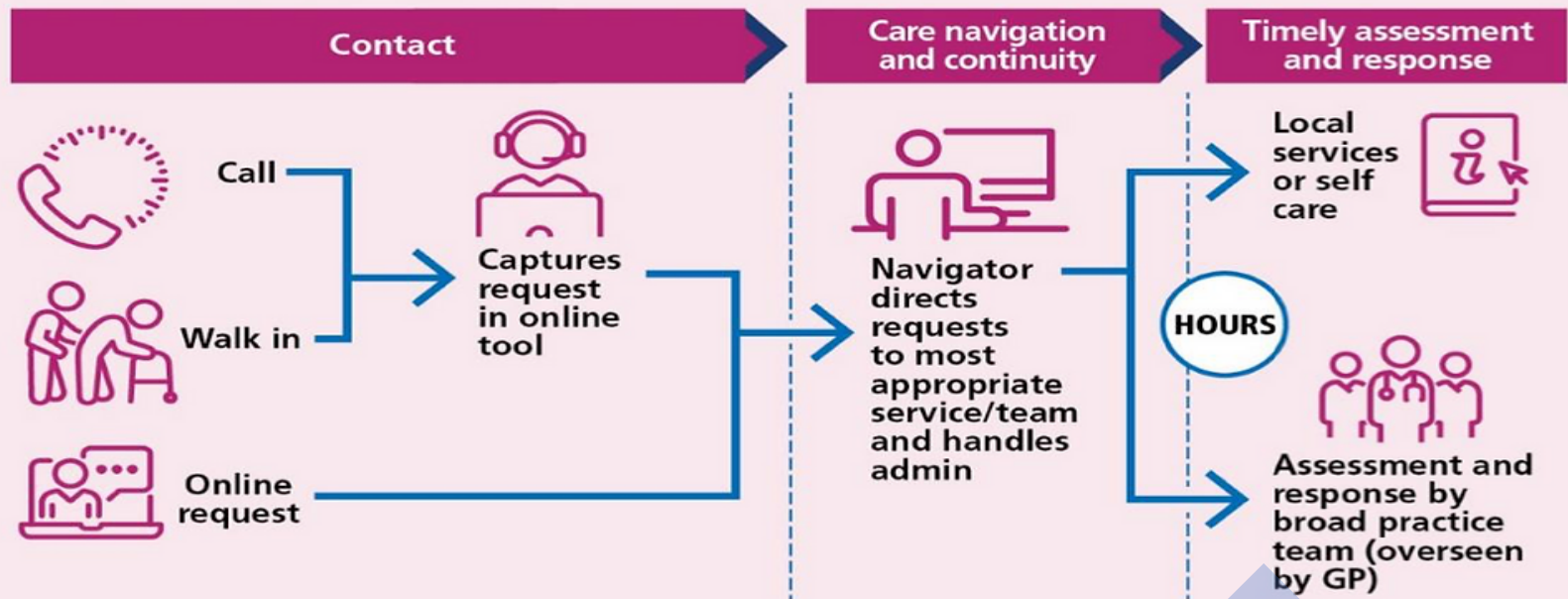
Percentage of staff aged 55 or over, by FTE, Sub-ICB Location and England



Traditional model



Modern General Practice Access model





Alternative Solutions



Pharmacy

- 7 enhanced care pathways available through Pharmacy First from 31st January 2024 (sinusitis, sore throat, acute otitis media, infected insect bite, impetigo, shingles and uncomplicated urinary tract infections in women)
- In addition to contraception and blood pressure services

General Practice

- Introduction of cloud-based telephony (increased functionality)
- Patients encouraged to download and use NHS App
- Greater focus on navigating people to the correct contact type
- Delivering services differently e.g. hub/collaborative type working (examples include - enhanced access, resilience/respiratory clinics, quality assured spirometry)
- Recruitment of additional roles such as Physio, Paramedics, Social Prescribers, Mental health practitioners, Physician Associates etc.

Who's Who At Your GP Practice



Social Prescribing Link Workers are professionals who specialise in non-medical treatment. They focus on your health and wellbeing providing a plan tailored to suit your needs.

Julie explains more  <https://youtu.be/NYdcA-fAB6s>



A First Contact Physiotherapist is a musculoskeletal expert and can help support you with muscle and bone problems, in your knees, shoulders and hips

Watch Chris explain more  <https://youtu.be/LuKZoDHIAA4>



A Health Care Co-ordinator is a professional who helps support with social care needs like mental health problems, loneliness, and dementia. They will make a care plan to suit your needs.

Demi tells us more  <https://youtu.be/8RgMJ0lpsho>