
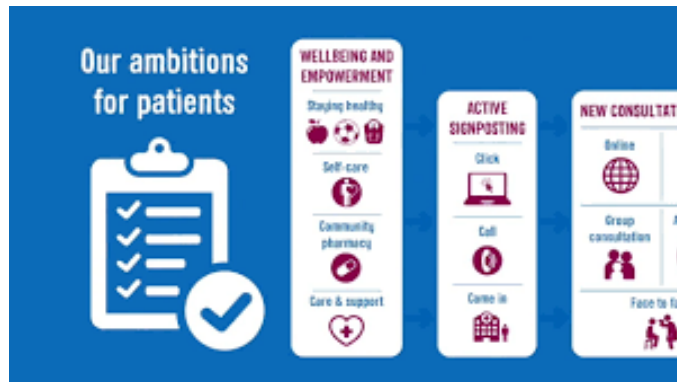


The Changing Face of General Practice

GP Forward View



<https://youtu.be/B5CFUPJ7ajs>



General Practice Forward View a snapshot

Additional funding:

- Further **2.4 billion** a year by 2020/21 into general practice services. **(14% real terms increase)**
- Investment for general practice estates and infrastructure estimated **£900m** over 5 years

Investment in the Workforce

- Creating an extra **5,000** doctors in general practice
- 3,000** new fully funded practice-based **mental health therapists**
- 1,000** new physician associates
- Extra **£6 million** in practice manager development

Supporting GPs

- Extra **£16m** to provide services for doctors suffering **burn-out** (expected December 2016)

Helping patients

- Delivering quality care
- Improved access to appointments
- Skilled GPs and health professionals

Helping practices

- Extra **1,500** co-funded practice **clinical pharmacists**
- £45 million** extra funding nationally over five years to help reception and clerical staff play a greater role in signposting and clinical paperwork

Helping practices

- National review of mandatory training requirements
- Working to simplify the reporting and payment systems
- Move to five yearly CQC inspections for most practices
- National programme to help practices support people with long term conditions
- 4 year £40 million** practice resilience programme, starting in **2016**
- £45 million** extra investment to support practices to adopt online consultations

Redesigning care

- Supporting new models of care-voluntary Multi-Community Provider contract (April 2017)

CCGs

- CCGs to provide around **£171 million** of practice transformational support
- 18%** increase in CCG allocations for IT and technology provision

£30 million 'Releasing Time for Patients' programme to release capacity

10 high impact actions to release capacity

£500 million will be available by **2020/21** to enable CCGs to fund extra capacity

Securing the **sustainability of general practice** - one of nine national 'must dos'


Local GP Practices our vision for the future


GENERAL PRACTICE 2020

East Berkshire CCGs vision of general practice for 2020 - a tool for providers to support future business planning

WORKFORCE

- GP numbers will remain stable (supported) via with all partners having access to other members of the team (including health care professionals) additional capacity
- Quality of services provided (including services provided to vulnerable populations) will be maintained
- Practice quality, performance and safety metrics (including compliance and regulatory) improved
- Greater awareness for all stakeholders (including GPs, GPs and other staff) in development plans







INFRASTRUCTURE

- Working in conjunction with our planning departments for the provision of health services focused on population needs linked with housing development
- Utilise technology to enable our patient self manage and ensure primary care records are accessible as appropriate for good care
- Patients supported in self management using technology, peer support groups and patient led care plans

CARE REDESIGN

- Primary care will be concentrated on a population basis building extended services at scale to protect all sectors of our population
- Practices will be forming effective federations or collaborative for primary care and out of hospital services at scale
- Contract model for primary care will be aligned to the accountable care model and the population





WORKLOAD

- A Well-being prescribing scheme will be available including voluntary sector services and self referral pathways, this will allow element of reception teams function for signposting, implement 10 high impact actions for GPV
- Centralise signposting and clinical triage via NHS 111 infrastructure with two way direct booking into all appropriate services
- Population based extension of general practice services including evenings, weekends and other extended hours services integrated with complementary services

Our 2020 Primary Care Strategy is to ensure that the population of east Berkshire CCGs has good access to sustainable general practice services capable of delivering high quality care outside of hospital by 2020/21.

Time for change: a forward thinking practice

This section is a simple guide to support practices in considering what the future of general practice holds and how to plan proactively

Workforce

- Identify the workforce numbers and predicted changes across the team including skills audit
- Consider where skills mix with new or additional roles would benefit the practice
- Develop a recruitment plan to ensure sustainability for next 10 years, think outside traditional models
- Consider roles which could be shared with other practices and providers
- Develop your retention and team development plans to have a shared vision that all can identify with taking the practice forward
- Include the whole team in your developing plans, they will know their roles best

Infrastructure

- Understand your population needs from evidence base - review the health needs public health profiles and work with your patients group on future infrastructure requirements
- Is your premises fit for purpose?
- Could you work better at scale with other practices to utilise space and facilities?
- Is your rent review in hand? Be clear on ownership, leases and partnership arrangements
- Premises changes take 3-5 years on average, plan where will the practice physically need to be in 2020?
- Engage your patients, they often know a lot about local plans and have valuable skills and experience

Care Re-design

- Identify where working closer with other services would benefit the practice
- Are you a member of a federation? consider arrangements where you have market share to work at scale with other providers
- What else could your federation/CCG do for your sustainability? and ask...
- Understand what position general practices can have under an accountable care model and plan in practice
- Be proactive in sharing plans where support is needed, bring in the people who could help at the beginning
- Feedback and co-design with patients will add value, take them with you...

Workload

- What functions are duplicated across the practice, branches/related sites, other practices and the local health system?
- Prioritise efforts on what makes sense to work with others on
- Are you engaged in local innovation, have you share your innovative ideas with the people who could support them becoming a reality?
- Are your reception team confident, supported and assured in their signposting - extended hours, NHS 111, community pharmacists and practice skill mix/appointment book?
- Plan for which of the 10 high impact actions from the GP forward view would benefit the practice most and how?

SOURCES OF SUPPORT

The GP Forward View (GPV) plans are available on the CCG website in the CCG Operating Plan, the document sets out the local priorities for implementation of the GPV.

The priorities for the coming 12 months are:

- Workforce development - recruitment approaches, workforce analysis and establishment of the Community Education Provider Network (CEPN or training hub) for education and training provision
- Sustaining general practice - supporting practices on the edge of crisis, CCG rating improvement and implementation of the high impact actions from GPV
- Communication and engagement - working on a public conversation around future primary care service models, infrastructure plans and supporting their self management

Other supporting organisations, in addition to the CCG are:

- Your neighbouring practices and CCG members
- Local Authority - infrastructure plans
- Local Medical Committee
- Patient Group and Healthwatch
- Royal College of General Practitioners
- East Berkshire Community Educational Provider Network (CEPN/Training hub)

Federation WAM

STOP PRESS

Provider Federation launches 26.4.17

Dr Mick Watts, from Datchet, said: “The Federation is such a very positive step and demonstrates that this area is at the forefront of change – responding to a real need for practices to work together at a scale.”

He added: “Working as a larger organisation will also let us to offer better career opportunities and greater job security to GPs, nurses and other practice staff, helping us to attract the very best healthcare professionals to the area and address issues around recruitment.”

Patients registered with a F-WAM surgeries will experience little immediate difference. The individual practices will remain independent and continue to manage all day to day running of the local GP service. They will still be able to see the same staff, in the same buildings and receive the same quality of care.

However, behind the scenes there will be steady change. Access to services is expected to improve, with schemes making practices more efficient. Surgeries will also start to work in closer collaboration.

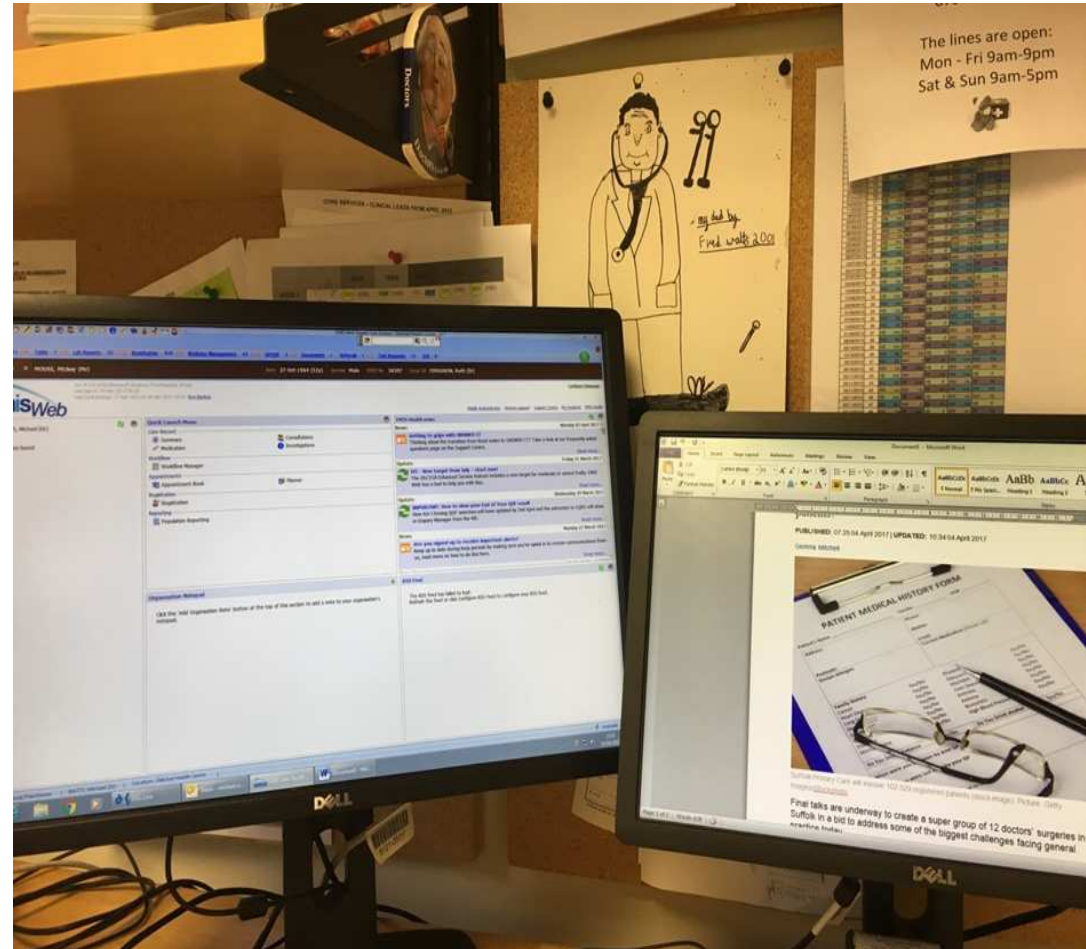
Longer term, more services will be provided within a local setting to avoid unnecessary trips to the hospital.

There are also hopes the Federation will ensure more flexibility for patients so they can get help quicker - for example on the day appointments, telephone consultations, online access and advance booking.

Dr Jonathan Holliday from Eton said: “If general practice is to continue to deliver the high level of care that patients quite rightly expect then we must find new and innovative ways of working.

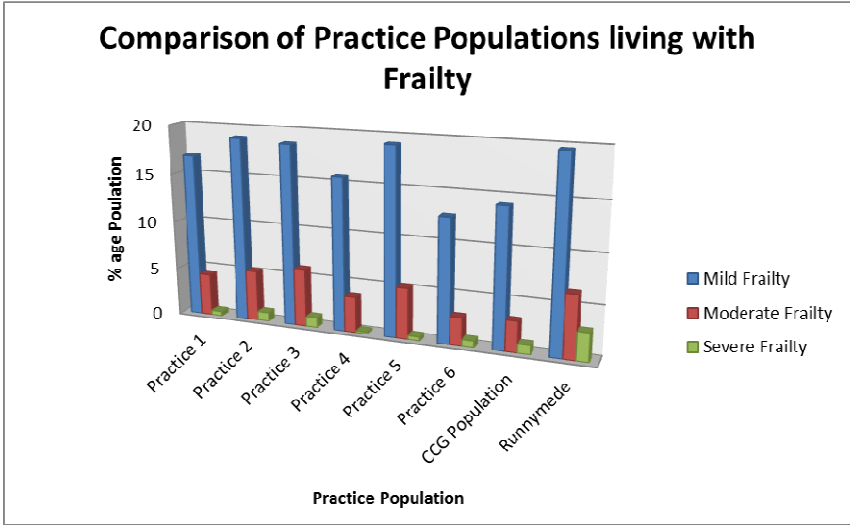
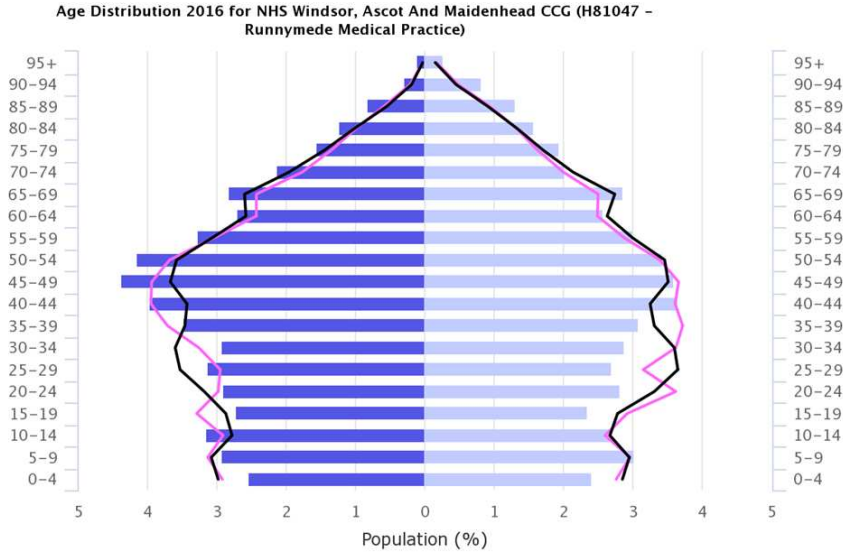
“As a part of F-WAM we will have more influence and we will be able to shape the future of healthcare in the area much more effectively.”

Sue Paterson (F-WAM’s Business Consultant) said “This is an exciting development which will enable more services to be delivered locally, and bring about improvements and efficiencies for the local health economy and for patients, GPs and their staff, by working at larger scale. In the first year, we aim to ensure that patients have continued and better access to extended surgery hours, develop new community services such as physio and scanning, Deep Vein Thrombosis clinics and also introduce clinical pharmacists into surgery teams”



Runnymede Medical Practice

Caring for Your Health and Wellbeing



Support for Carers



6

I haven't received any training or information to keep me well

My GP Practice hasn't informed us how to get practical support as a carer

My GP Practice doesn't offer an annual healthcheck for carers



You care WE CARE



you care WE CARE

Runnymede Medical Practice



CARERS EVENT

Networking ... support ... advice ... sharing ...

Wednesday 1st March 2017
1 pm to 3:30 pm

Runnymede Medical Practice invites all patients who are carers from Englefield Green and Old Windsor to this free event. Refreshments will be available. Come along and meet other carers, chat to advisors and share your experiences.

The Village Centre
Victoria Street, Englefield Green, TW20 0QX

Information & Advice

Available here in 2017-Wednesday:
11th January; 8th February and 8th March.
Book your appointment with the surgery receptionist today.

Drop by and speak to an Age UK Surrey Adviser

Delivered by a trusted charity

- Impartial
- Face to face
- Confidential
- Free

We can provide confidential, impartial and free information and advice on a wide range of issues including: community care; welfare benefits; entitlements; housing; support for carers and more.

Sessions by a trained Adviser

Visit our website to find out about our other services and how we can help you:
www.ageuk.org.uk/surrey

Registered charity no. 1036450 HAAGP-AA 12/16

YOUNG CARERS REGISTRATION FORM			
RUNNYMEDE MEDICAL PRACTICE			
Caring for Your Health and Wellbeing			
Englefield Green Health Centre & Newton Court Medical Centre			
SURNAME:			
FIRST NAME:			
DATE OF BIRTH:		AGE:	
ADDRESS:		POSTCODE:	
NAME OF SCHOOL:			
HOME TEL:			
MOBILE:			
EMAIL:			
NHS NO:			
NAME OF CARED-FOR PERSON:		RELATIONSHIP:	
Are they registered with Runnymede Medical Practice?		YES (Please tick) NO (Please tick)	
Would you like referral to a local Carer Support Service? (Leave blank if you don't)			
REFERRAL TO LOCAL SUPPORT SERVICES			
FAMILY ACTION RBWM (Please tick)		SURREY YOUNG CARERS (Please tick)	
Parents/Guardian Consent			
First Name		Relationship:	
Surname:		Other:	



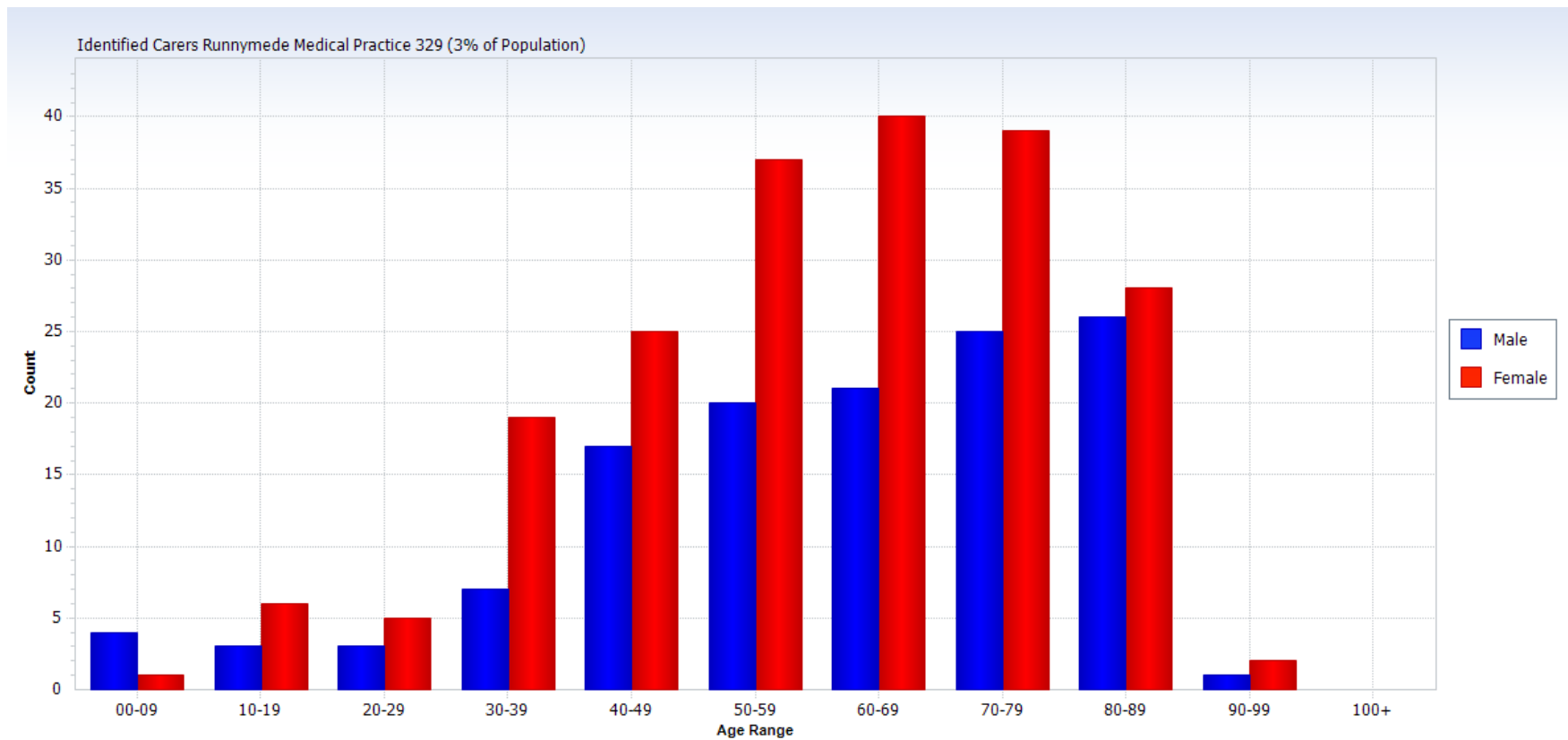
Runnymede Medical Practice
Carer Survey

This short survey is for people who care for others locally. The questions on this page relate to you, the carer.

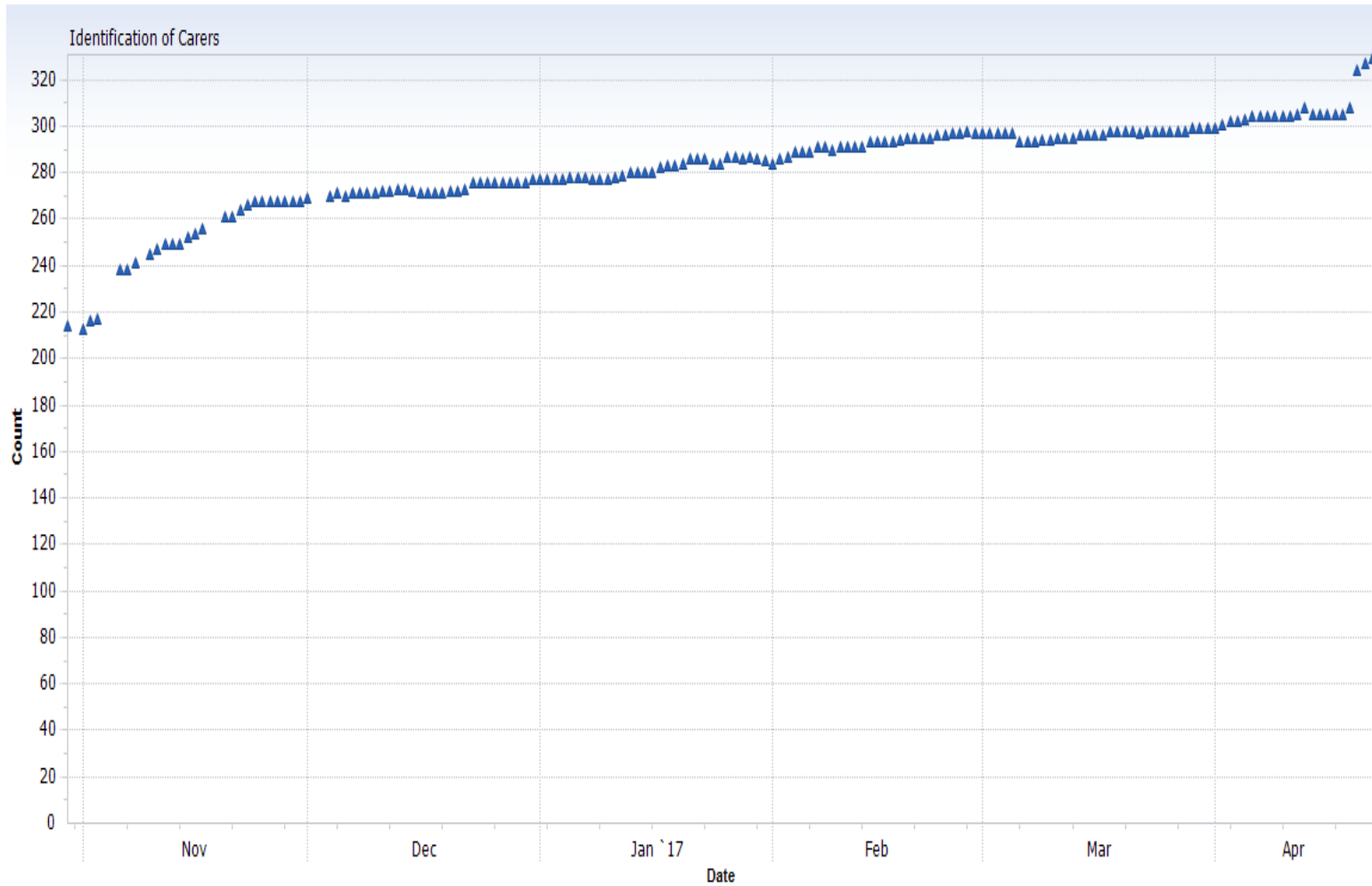
How often do you...?	Very often	Often	Sometimes	Never
How well do you...?	5 4 3 2 1			
Understand your care recipient's needs	5 4 3 2 1			
Manage your care recipient's care	5 4 3 2 1			
Get help from other people	5 4 3 2 1			
Deal with any problems	5 4 3 2 1			
Feel satisfied with your care	5 4 3 2 1			
Deal with any problems	5 4 3 2 1			
Feel satisfied with your care	5 4 3 2 1			
Deal with any problems	5 4 3 2 1			
Feel satisfied with your care	5 4 3 2 1			
Deal with any problems	5 4 3 2 1			
Feel satisfied with your care	5 4 3 2 1			

Runnymede Medical Practice Caring for our Patients Health and Well-being

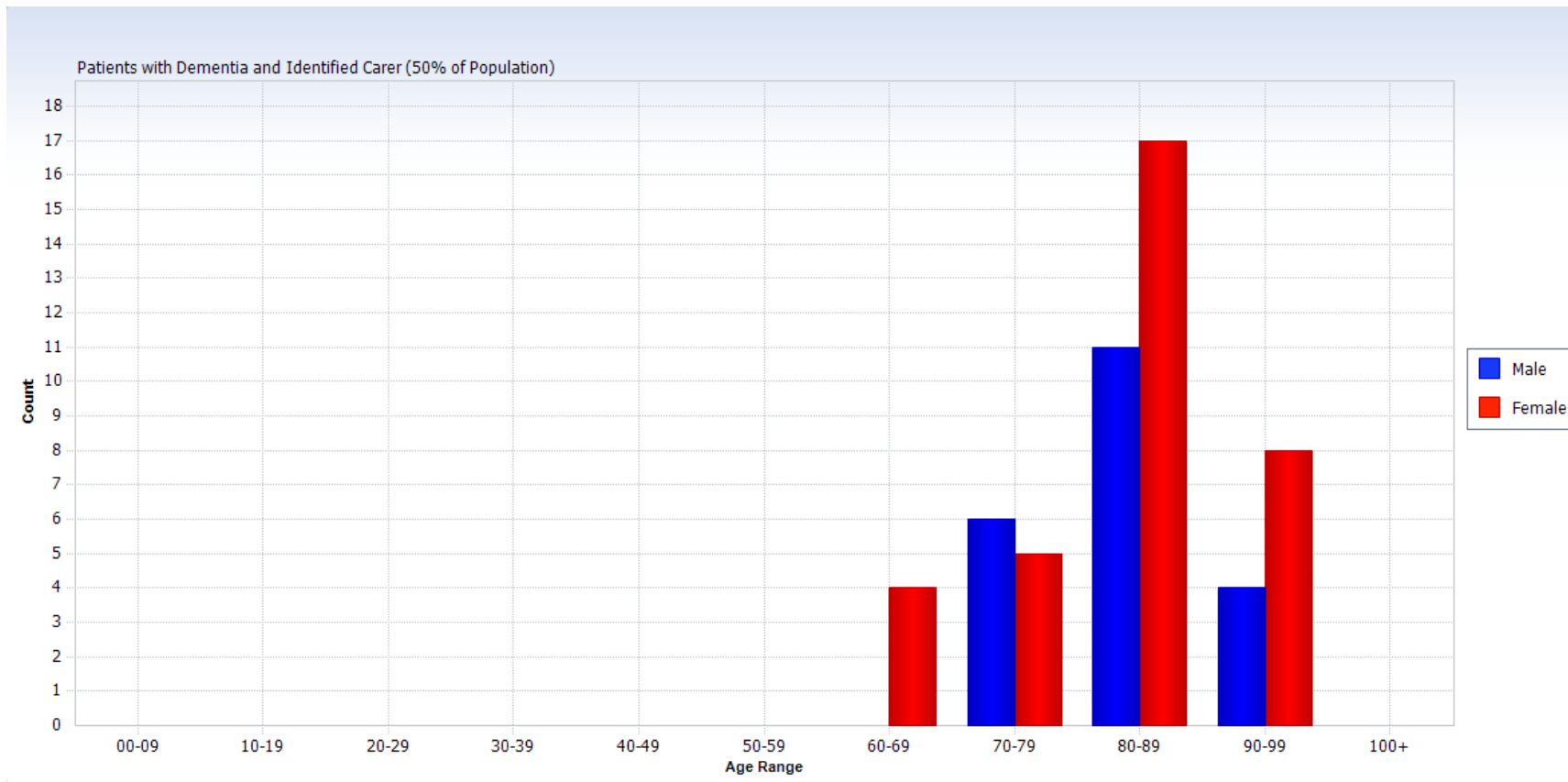
Carers



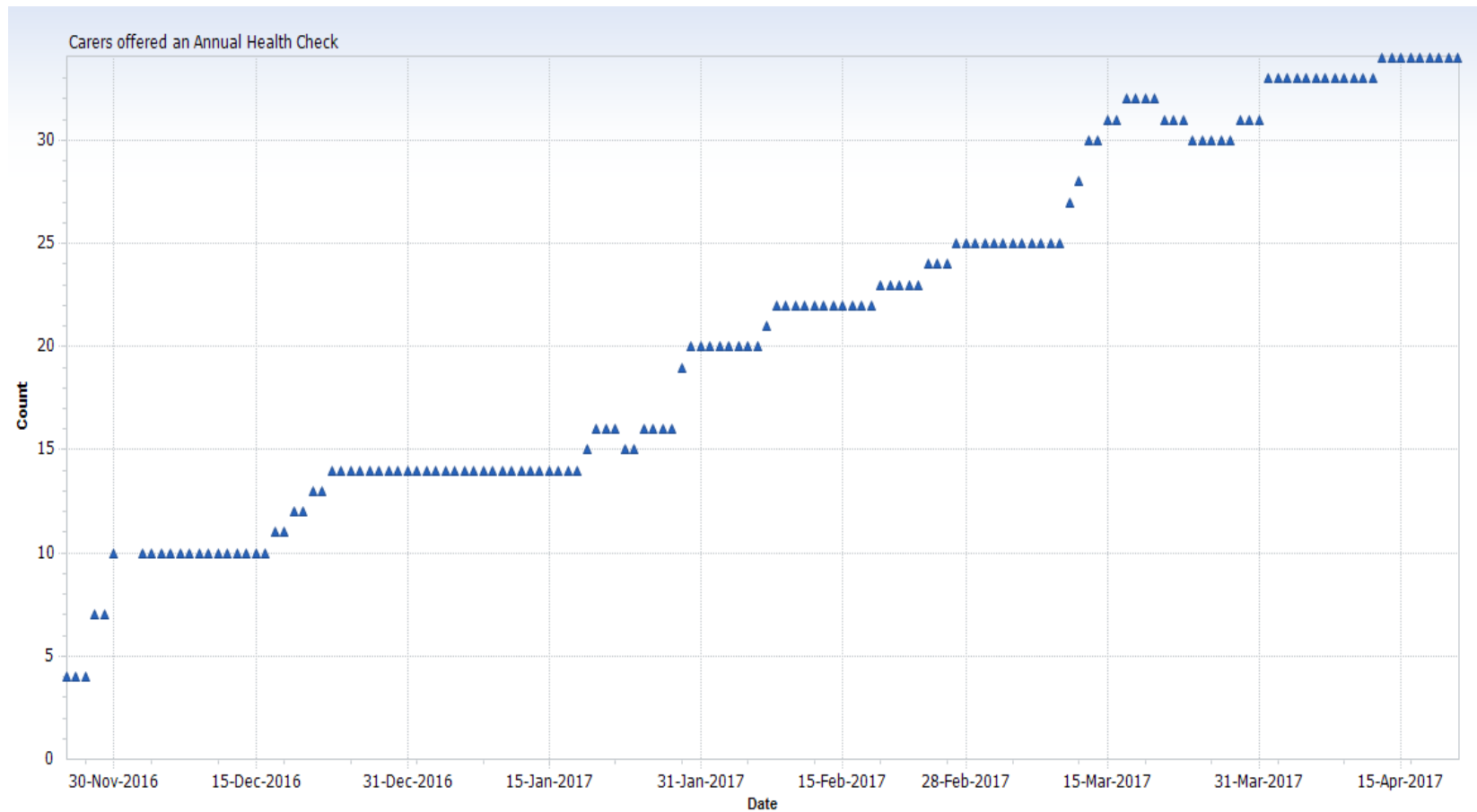
Carer Identification



Patients living with Dementia



Health Checks for Carers



Carer Survey



EMIS Number

Runnymede Medical Practice Carer Survey

This short survey is for people who care for others (carer). The questions on this page relate to you, the carer.

How are you today? (past 24 hours)
How do you feel and how much can you do?
Choose one answer for each question

	None	A little	Quite a lot	Extreme
Pain or discomfort				
Feeling low or worried				
Limited in what you can do				
Require help from others				

Carer Confidence
How do you feel about being a carer?
How much do you agree?

	Strongly agree	Agree	Neutral	Disagree
I know enough about caring				
I can cope well				
I can get help if I need it				
I am involved in decisions				

Carer Wellbeing
What do you think about being a carer?
How much do you agree?

	Strongly agree	Agree	Neutral	Disagree
I am satisfied with my life				
What I do in my life is worthwhile				
I was happy yesterday				
I was NOT anxious yesterday				

This question is your assessment of the needs of the person being cared for

How are they?
Assess the needs of the person you care for
Choose one answer on each line

	None	A little	Quite a lot	Extreme
Physical care needs				
Pain and/or distress				
Unpredictable needs				
Behaviour problems				

*needs 1 person †needs 2 people

The following questions are about you, the carer.

- Carer age group**
 - Under 20
 - 20-29
 - 30-39
 - 40-49
 - 50-59
 - 60-69
 - 70-79
 - 80-89
 - 90-99
 - 100+
- Gender**
 - Male
 - Female
- Usual surgery**
 - Englefield Green
 - Old Windsor

Please add any comments to explain your answers (optional):

Cared For Survey

EMIS Number.....

Patient Survey

These questions are to be answered by the patient (the person being cared for).

How are you today? (past 24 hours)
How do you feel and how much can you do?
Choose one answer for each question

	None	A little	Quite a lot	Extreme
Pain or discomfort				
Feeling low or worried				
Limited in what you can do				
Require help from others				

Personal Wellbeing
What do you think about aspects of your life?
How much do you agree?

	Strongly agree	Agree	Neutral	Disagree
I am satisfied with my life				
What I do in my life is worthwhile				
I was happy yesterday				
I was NOT anxious yesterday				

In this question "we" relates to NHS services.

Health Confidence
What do you think about caring for your health?
How much do you agree?

	Strongly agree	Agree	Neutral	Disagree
I know enough about my health				
I can look after my health				
I can get the right help if I need it				
I am involved in decisions about me				

How are we doing?
What do you think about our service?
Choose one answer on each line

	Excellent	Good	Fair	Poor
Treat you kindly				
Listen and explain				
See you promptly				
Well organised				
I don't have to repeat my story				
Services talk to each other				

- How many types of medication do you take each day**
 None 1 or 2 3 to 5 6 to 9 10 or more
- Patient age group**
 Under 20 20-29 30-39 40-49
 50-59 60-69 70-79 80-89
 90-99 100+
- Gender**
 Male Female
- Whose ratings are these?**
 Patient Proxy on behalf of patient

Please add any comments to explain your answers (optional):

Thank you, this is the end. Your response is very important to us.

Old Windsor

- Social Worker 16 hrs a week
- Started in January
- Has been supporting 40 people in Old Windsor mainly over 70s but also Carers.
- What does this mean for our Patients ?