Transforming Primary Care

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Changes in health

- Huge challenges facing NHS and social care mean have to change the way they are provided:

- Great chance to make real change in Sheffield to strengthen local system and benefit patients.

- Based on doing less in hospitals and more in the community

- Will require a truly 'joint' approach between all organisations

- Want GP practices to be the centre of local healthcare, with services including voluntary sector support wrapped around them

40 Face to Face contacts

4 Home Visits

50 Electronic letters/urgent faxes

25 Phone calls to patients

60 Pathlab results

25 Prescription tasks

80 Scripts to sign

Urgent queries from staff 20

304

Challenges facing primary care

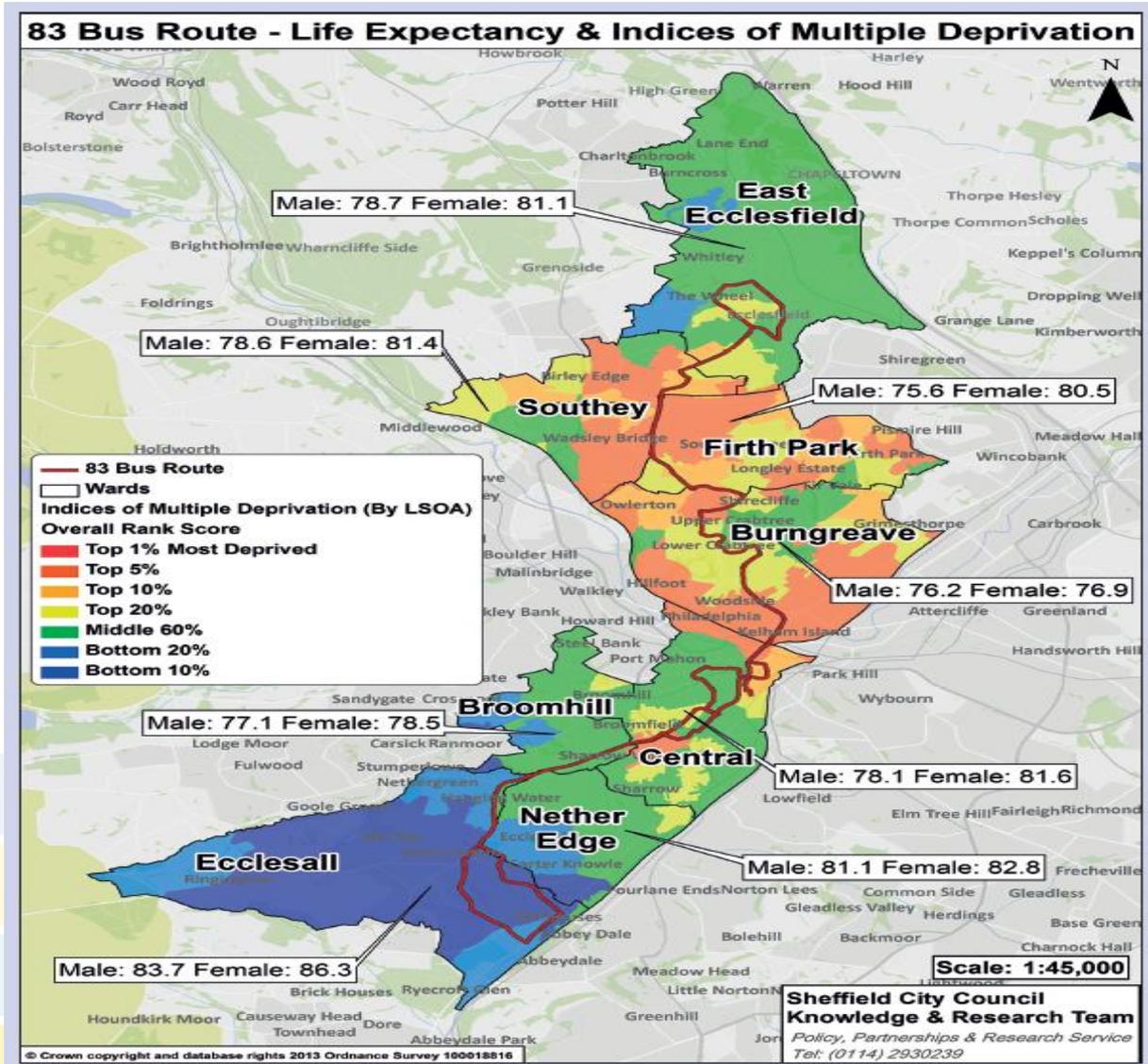GP practices in Sheffield are under increasing pressure due to a number of factors. These include:

- Increased demand and higher level of expectation

- Increased workload: more admin, greater no of patients with complex needs

- National issues around GP recruitment and retention

- Significant proportion of GPs and practice nurses in Sheffield approaching retirement age

- Reductions in funding for some practices

- Lack of joined-up support systems to enable patients to stay at home – impact on GPs' time

What patients have told us they want

- Good access to their GP practice - remains a key priority. .

- Services in their local community

- Better links and communication between health and social care services

- To make it simpler – confused about what service to use when,

- More information about voluntary services in their local area and how they can use these to address their health needs

- To be treated as a whole, with their mental health needs treated as equal to their physical needs;

What we want to achieve

- High quality primary care services that are sustainable

- People receiving the right interventions at the right time from the right professional – mostly in their local community.

- Health, social and voluntary care services working collaboratively for the benefit of patients

- Services that reflect the different needs of local communities

- Improved health and well-being of people in Sheffield

- People managing their own health and ill health

- Equal access to the support, regardless of people's social circumstances

Working with you to make Sheffield HEALTHIER

NHS
Sheffield
Clinical Commissioning Group

83 Bus Route - Life Expectancy & Indices of Multiple Deprivation

East Ecclesfield — Male: 78.7 Female: 81.1

Male: 78.6 Female: 81.4

Southey

Firth Park — Male: 75.6 Female: 80.5

Burngreave — Male: 76.2 Female: 76.9

Broomhill — Male: 77.1 Female: 78.5

Central — Male: 78.1 Female: 81.6

Nether Edge — Male: 81.1 Female: 82.8

Ecclesall — Male: 83.7 Female: 86.3

Legend:
- 83 Bus Route
- Wards
- Indices of Multiple Deprivation (By LSOA) Overall Rank Score
  - Top 1% Most Deprived
  - Top 5%
  - Top 10%
  - Top 20%
  - Middle 60%
  - Bottom 20%
  - Bottom 10%

Scale: 1:45,000

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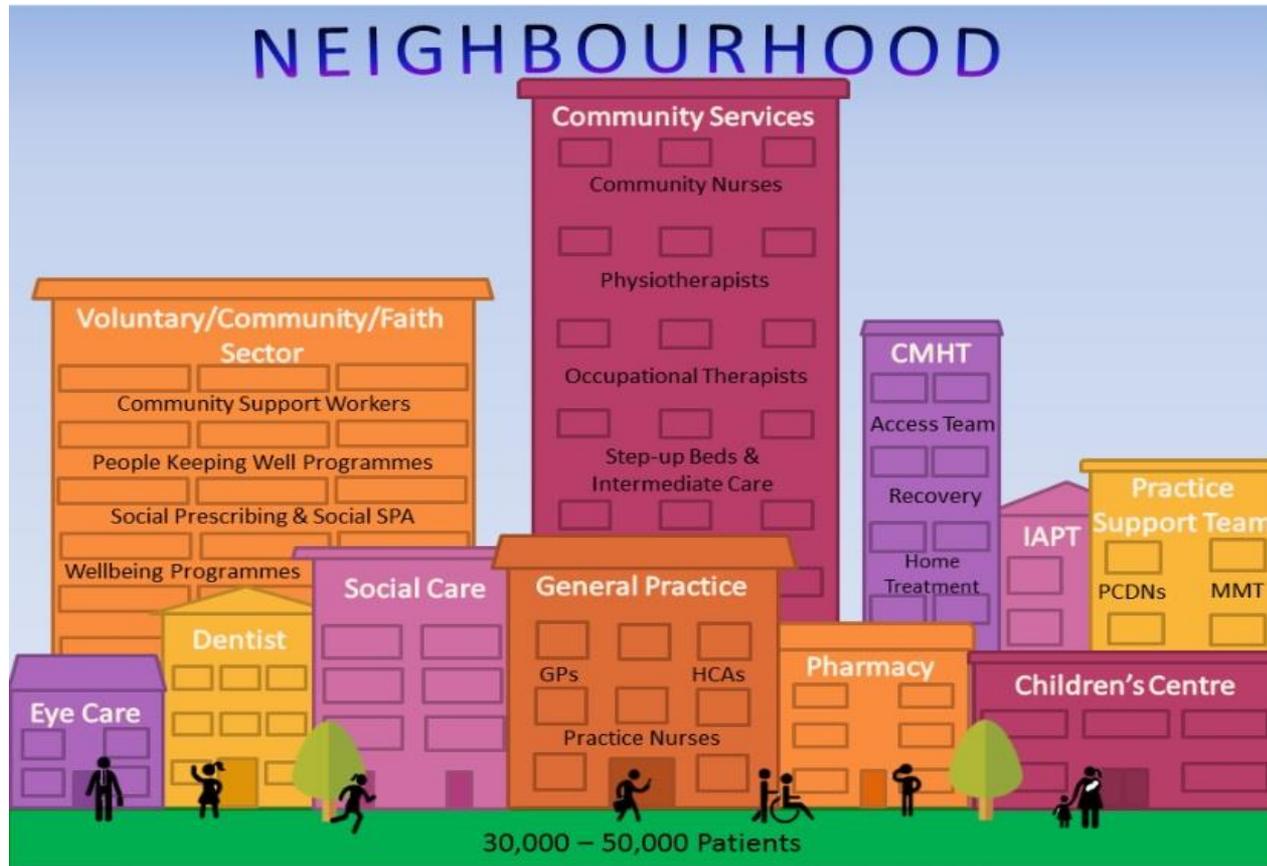
How we plan to do this

- Improve access – change the way primary care is provided to help people get care they need as quickly as possible

- Joined up approach – work in 'neighbourhood' teams

- Help patients to manage their health

- Support practices to work as effectively as possible

Improving access

- Want to make it easier to see a health professional at your GP practice

- Need to change and move away from current model where GP is always first contact point and make better use of other skilled health professionals in practices/community

- Eg specialist diabetes nurse can support patients to manage their condition; pharmacist can offer the best advice on medication.

- Need to develop general practice workforce to support this – additional role in practices eg mental health workers, care navigators to signpost to other community services

Improving access cont'd

- Working to improve access to urgent care services and make simpler for patients, including practices working together to provide services seven days a week

- Work with practices on areas identified for improvement in GP survey – experience of making appointments, ease of getting through on the telephone

Neighbourhoods

- New 'neighbourhoods' approach

- Support teams working with communities of around 30,000 people.

- Will support local GP practices, and include a range of medical, social, and other public sector workers, such as fire officers - tailored to the particular community's needs.

- Will include voluntary organisations and staff to help offer a good understanding of the local services and support available

Helping patients manage their health

- Patients will be empowered to manage their own health and ill health through the use of a person-centred care approach.

- Will use social prescribing to address issues that impact on health such as employment, housing, benefits, transport etc.

- People Keeping Well initiative – support for people at risk of hospital admission to manage their health and maintain independence of services

- Provide patients with information and resources to help them to make informed, positive choices.
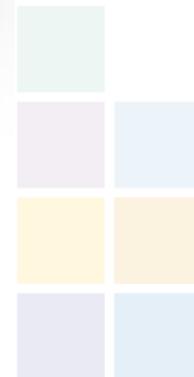
Supporting effective working

- Need to make sure practices are in best position to meet these challenges

- Key will be practices working together to maximise resources - neighbourhoods, joint working agreements, more formal arrangements

- Can pool resources and expertise, and develop workforce eg shared posts

- Will invest in IT and technology to support new ways of working

- Need to make best use of primary care premises and ensure these support delivery of high quality services

What will this look like?

- There will be a greater range of health professionals in practices to meet patients' needs

- GPs will focus on patients with more complex needs and oversee other professionals to provide care for less complex needs

- Health, social and voluntary sector services will be better integrated, with GPs providing leadership on individual patient care within this wider system.

- GPs will work with patients and their carers to determine their support needs

What will this look like? cont'd

- Neighbourhood teams will arrange and deliver the support required

- Services will be developed in neighbourhoods to meet specific local health needs

- Patients will be more involved in managing their health

- New technology will be used to help patients manage their health and to support closer working between health and social care

Over to you

- How do you think patients will feel about plans to make more use of other health professionals at their GP practice?

- Is your PPG/PRG working on any topics connected to these plans?

- How do you think PRGs/PPGs could be involved in the neighbourhoods approach?