

Policy changes in Primary Care

Dr Arvind Madan

GP Partner Hurley Group

Co-founder eConsult

Former National Director of Primary Care

and National Deputy Medical Director

NHS England



STRENGTHS OF GENERAL PRACTICE



General practice provides **safe, high quality** and **efficient** care, with very high levels of patient **satisfaction**. It has a **unique** and **vital** place in the NHS...



Holistic perspective understanding the whole patient not just a disease



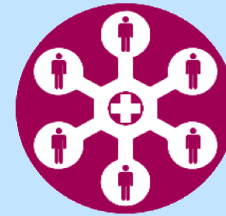
Accessible, personal care built on a relationship from cradle to grave



Comprehensive skills to diagnose & manage almost anything



Community based responsible for prevention and care of a registered population



First port of call and **central** point of care for **all**, for **life**

Personal and population-orientated primary care is central ...

if general practice fails, the whole NHS fails. Simon Stevens, General Practice Forward View

KEY CHALLENGES FACING PRIMARY CARE



Ageing population



Increasingly complex patients



Not enough healthcare professionals



Variations in outcomes

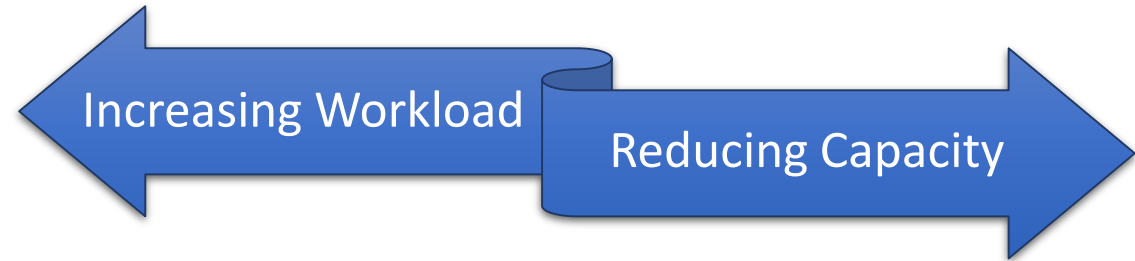


Changing user expectations

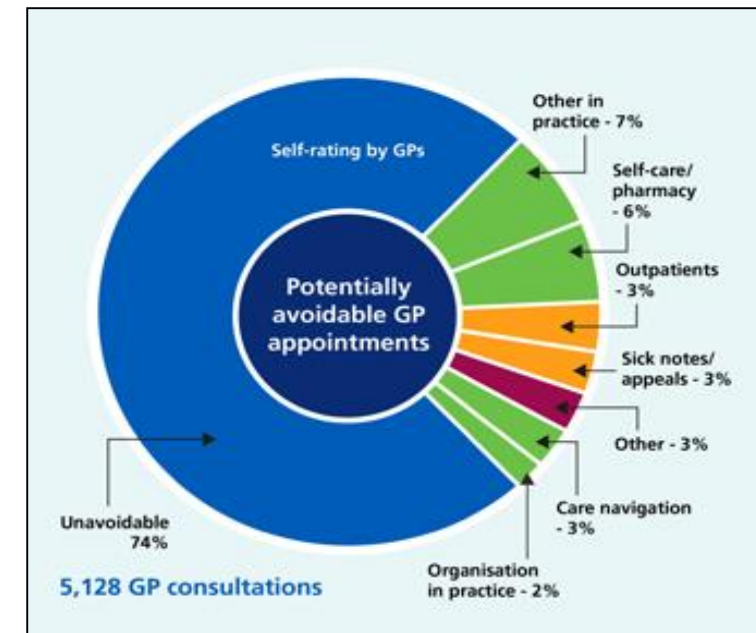


Below health inflation rises

Perfect Storm...



However, we know 26% of GP workload could be managed differently now, and more as we change the system

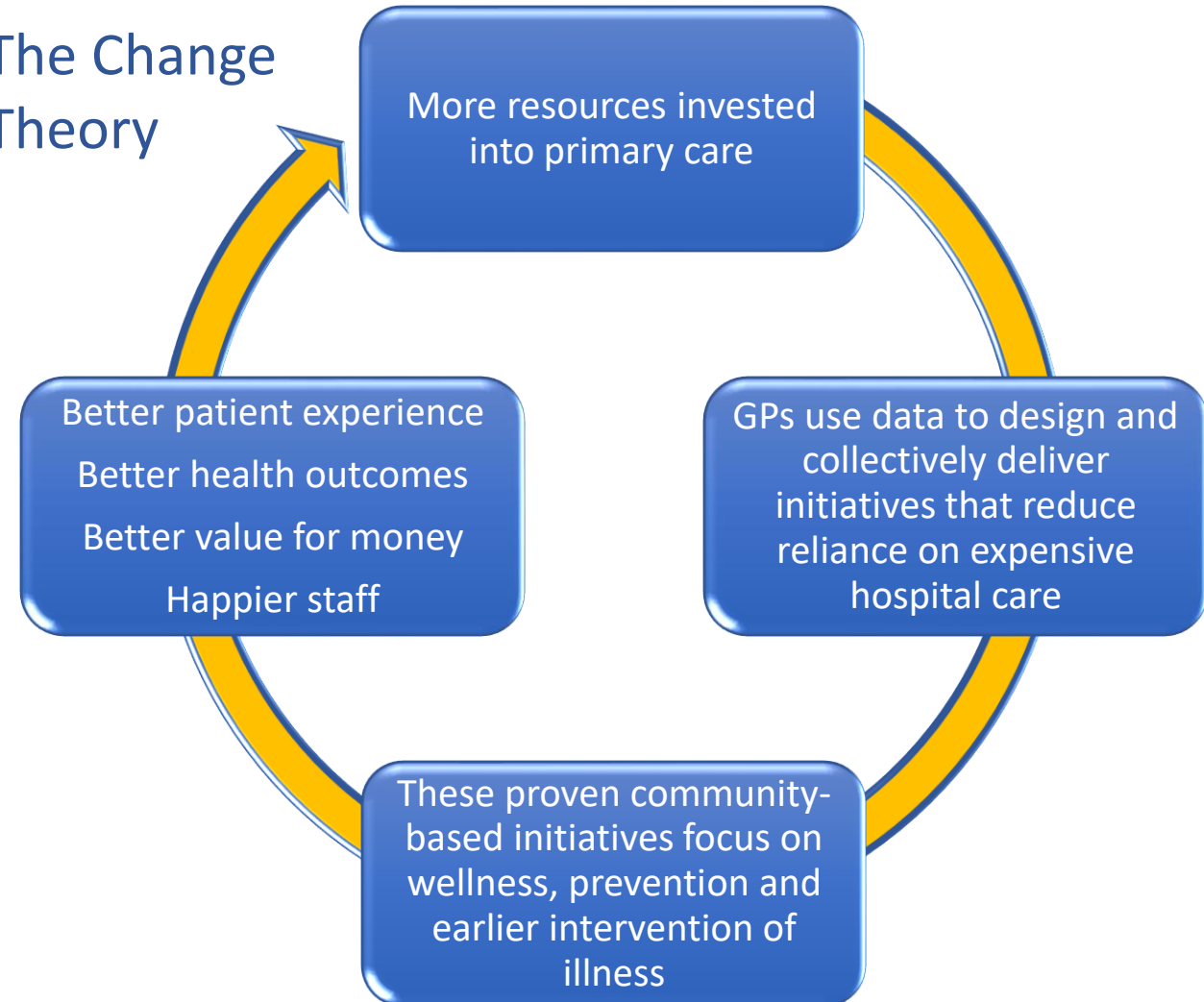


Ten Key Policy decisions designed to Support Primary Care

1. Create a vision and Long-Term Plan that **disproportionately** increases funding to Primary Care

£4.5 billion per annum extra committed to Primary and Community Services by 2023/24 plus share of savings from medicines optimisation, reducing delayed discharge, and fewer hospital outpatients and emergencies

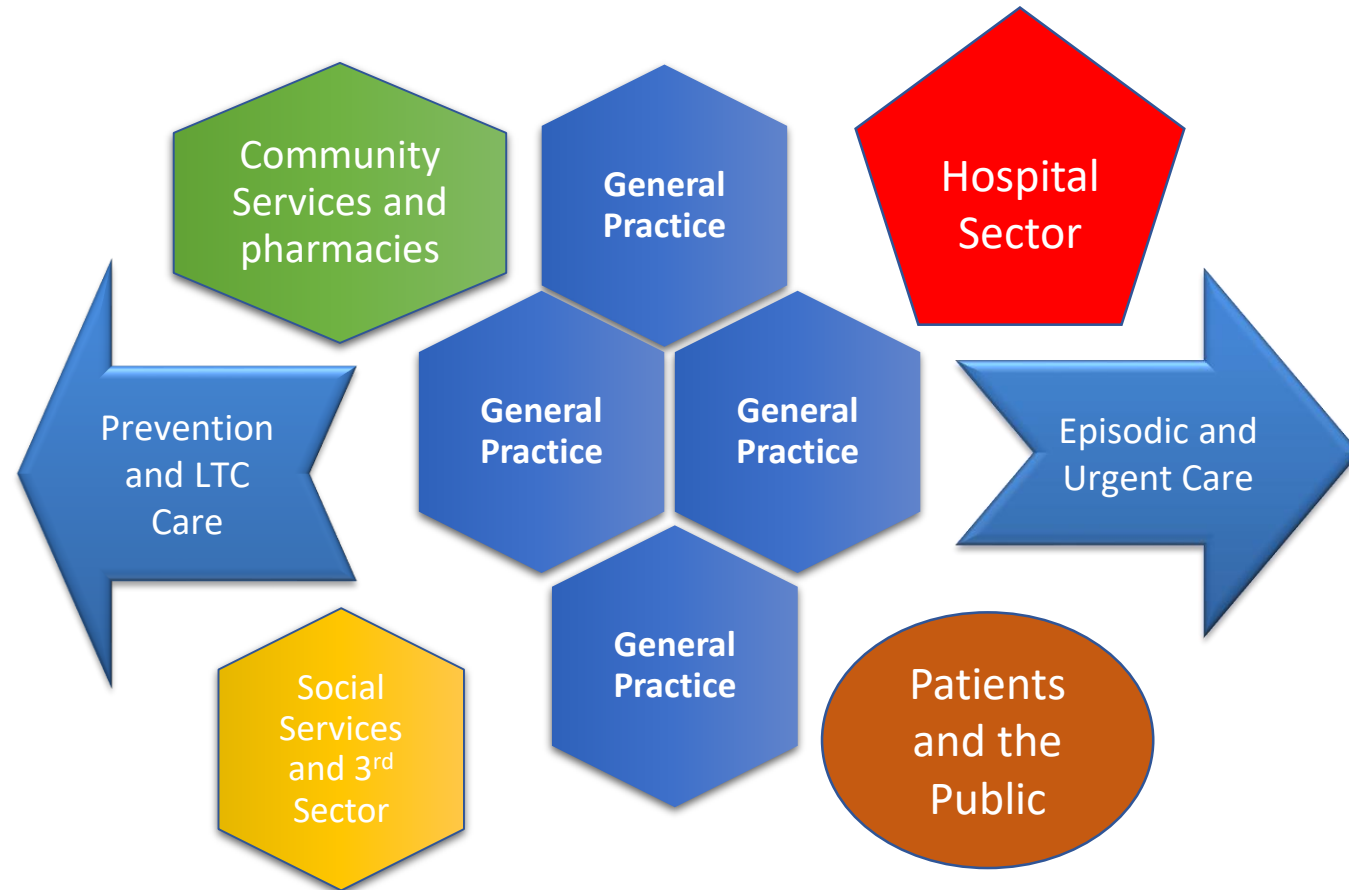
The Change Theory



2. Support Primary Care to **operate at scale**

Primary Care Networks (PCNs) will cover **30-50K patients in natural communities** that are small enough to give a sense of local ownership, but big enough to have population impact

They comprise groups of 100-150 clinicians and wider staff who share a vision and plan to improve care to their whole population. Acting as 'service delivery units' through which we deliver real change across an Integrated Care System, they become a unifying platform across the country



2019: Governance, Feds, Access, Digital, Pharmacy, Social Prescribing
2020: Medicines, Care homes, Anticipatory, Personalised care, Cancer
2021: Cardiovascular, Inequalities

3. Invest in Clinical Leadership Teams

General Practice Development Programme

Innovation Spread

10 High Impact Actions to release time for care

- Regional GPFV roadshows
- Local High Impact Actions showcase events
- Webinars
- Web resources
- Network of experts

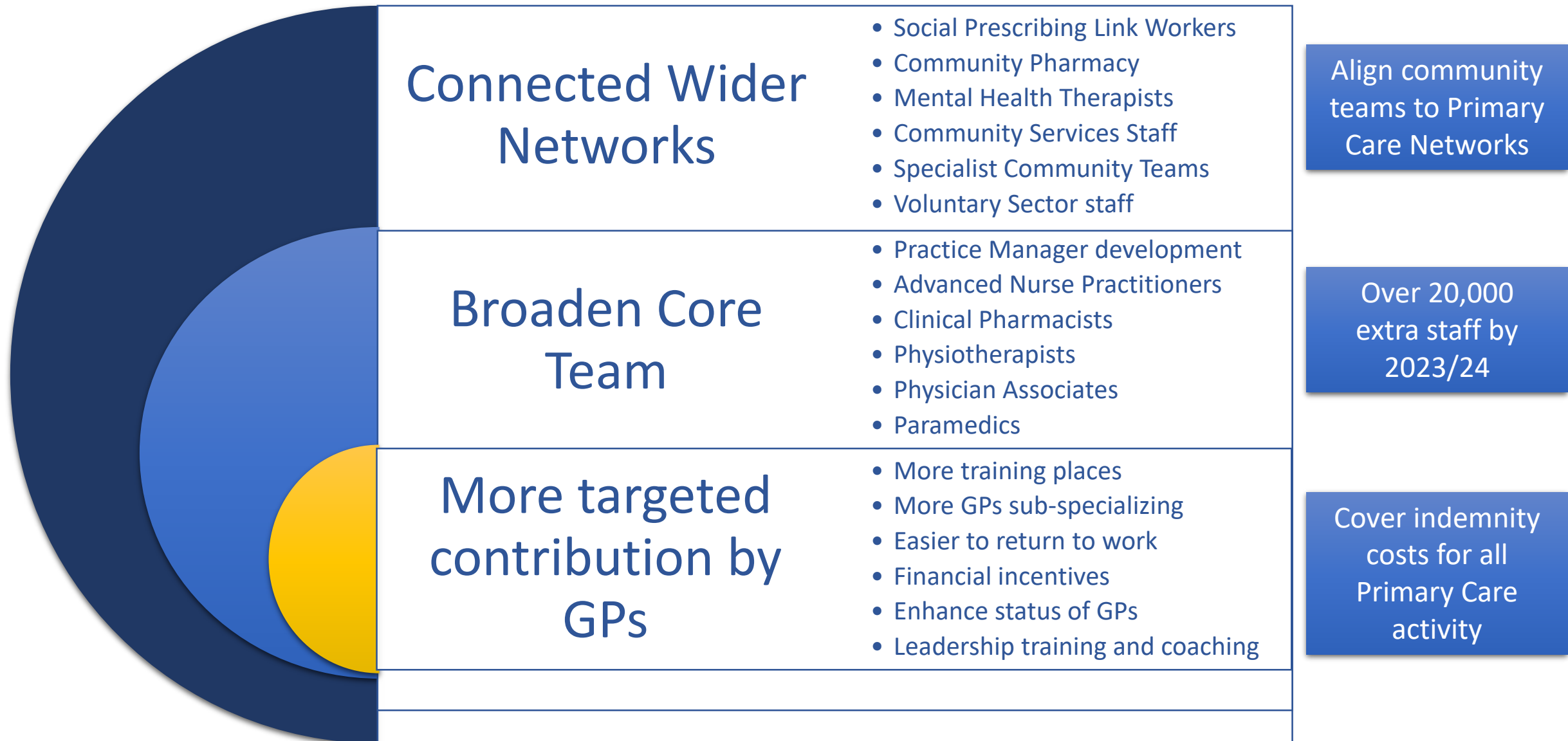
Time for Care

- Bespoke 9-month action learning programmes with expert input
- Many schemes in all practices and health regions
- Rapid on-site Lean redesign support from the Productive General Practice

Building Future Capability

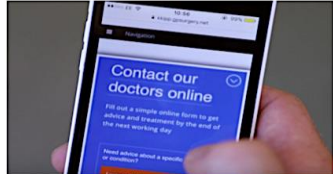








- Residential training to build change leadership capabilities
- Support RCGP Federation Network and NHS Collaborate
- Practice Manager networking and development
- Next Gen GP developing future GP leaders

4. Increase staffing types and numbers

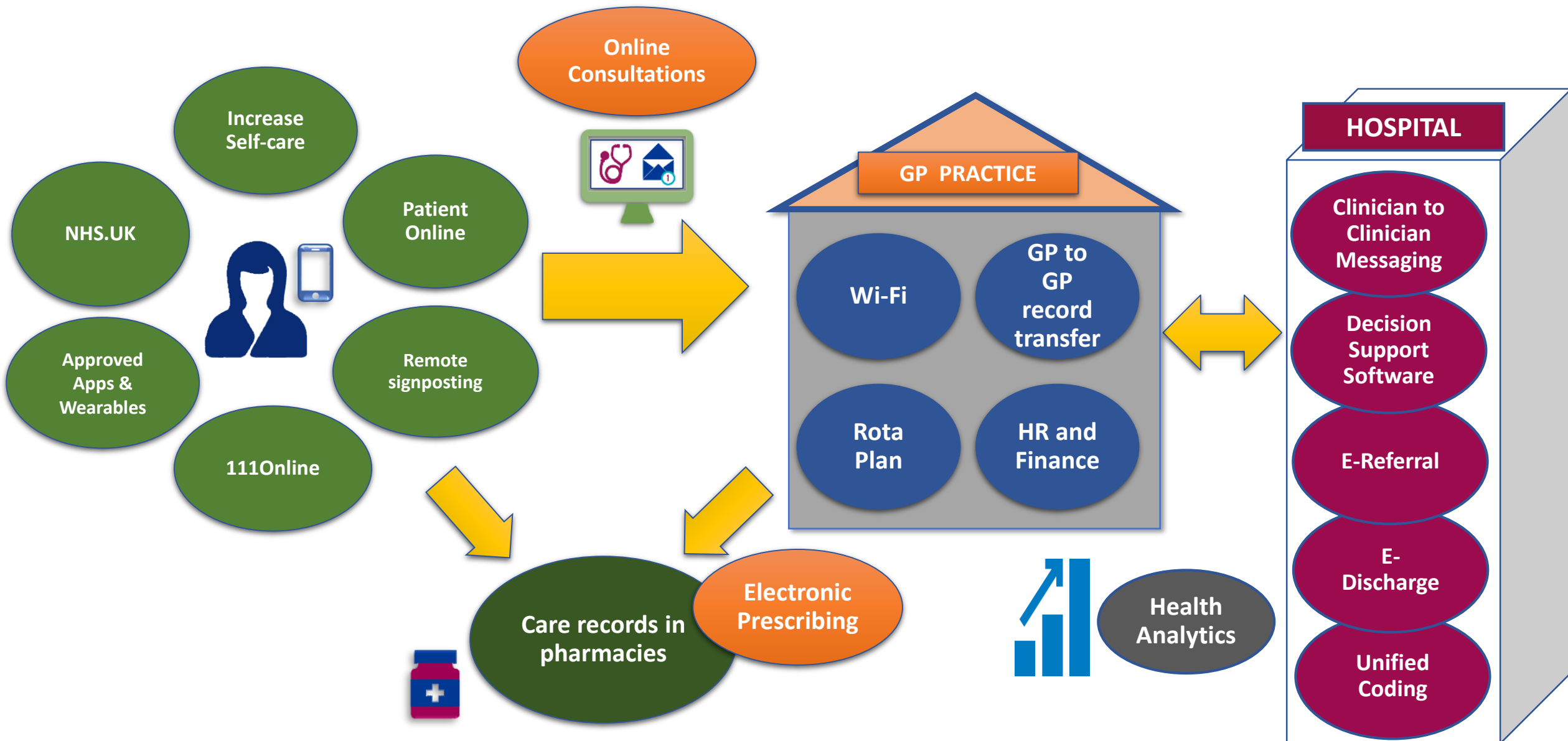


5. Support self-management



Self-Help Information		
 <p>ONLINE CONSULTATION Use our eConsult online portal to self-check your symptoms and receive medical advice 24/7.</p>	 <p>CHOOSE WELL Many problems can be treated at home but how do you know which?</p>	 <p>HEALTH A - Z Conditions and Treatments</p>
 <p>LIVE WELL Advice, tips and tools to help you make the best choices about your health and wellbeing</p>	 <p>OUR PARKS FREE group exercise classes, led by experienced, fully qualified and insured instructors.</p>	 <p>NHS - SELF CARE VIDEOS Welcome to NHS Website Health Information Video Library on YouTube</p>
 <p>STOP SMOKING HELP No matter how long you've smoked for, quitting can help improve your health straight away.</p>	 <p>BEREAVEMENT At this difficult time, you may need some additional information and support to deal with the issues that you are facing.</p>	 <p>CHARITY WEBSITES Access information on charity websites</p>

6. Invest in **technology** to create digital first offer



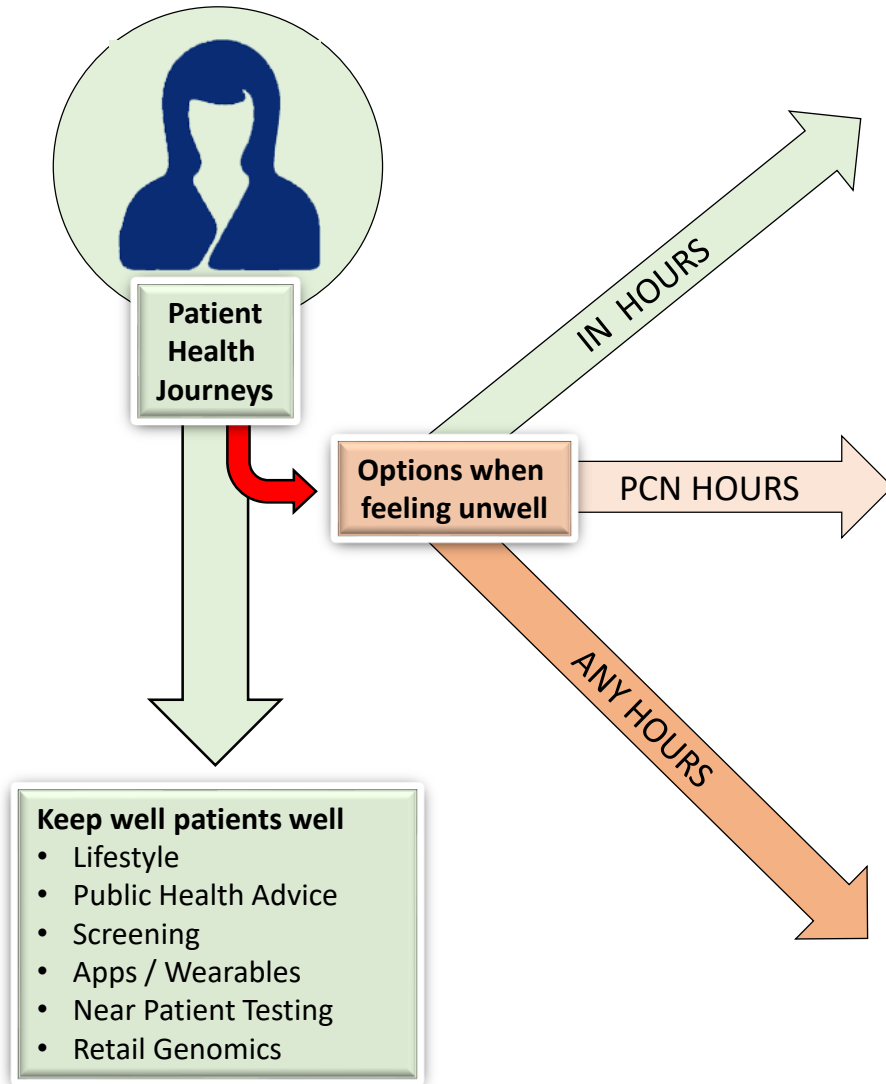
Invest in technology to create digital first offer



7. Renew the General Practice Estate

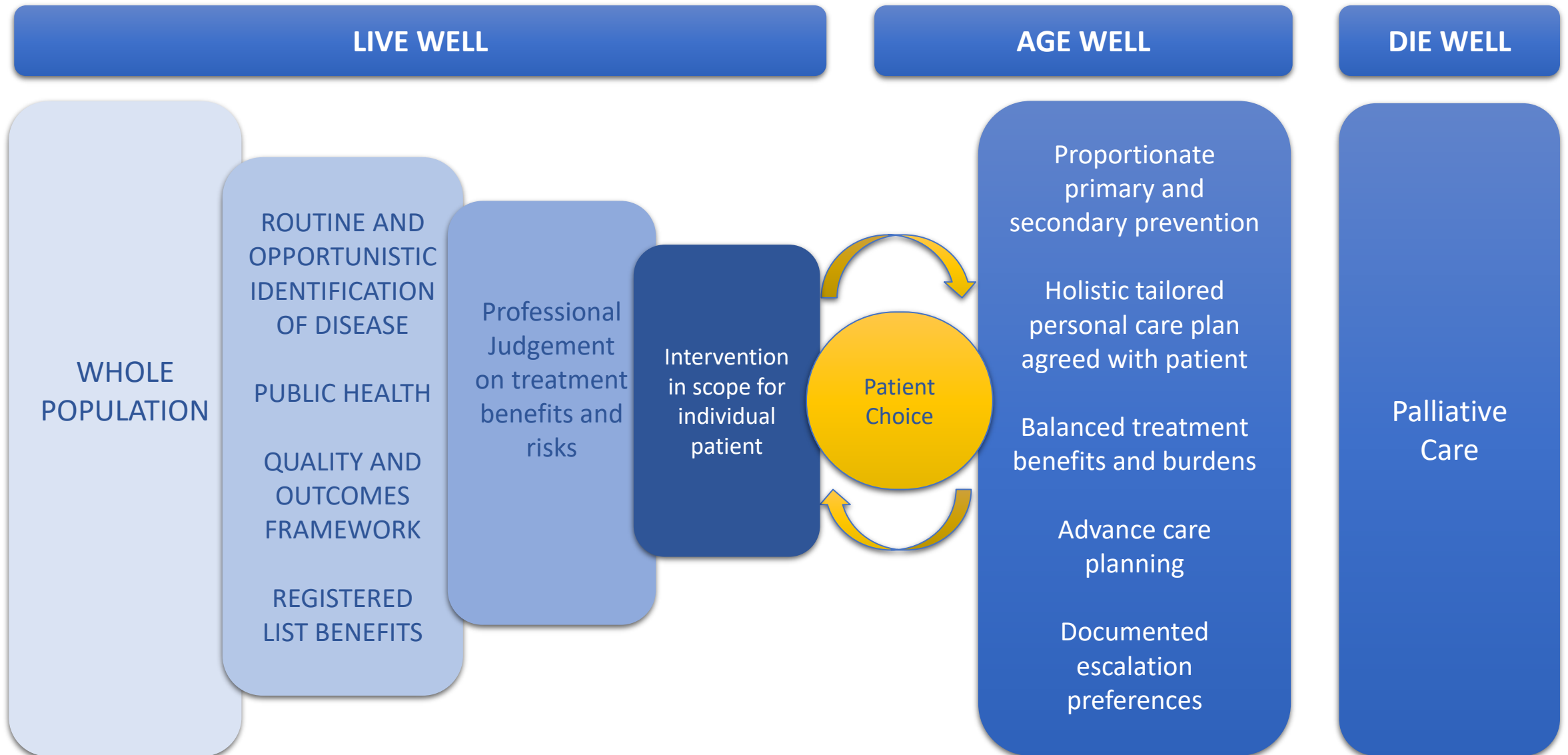


8. Integrate primary and secondary care services



General Practice			
nhs.uk NHS App Practice Websites Directory of Services Online Consultations Video Consultations	Practice Receptionists Care Navigators Practice Nurse Triage GP Triage	GPs Practice Nurses Physician Associates Clinical Pharmacists	
New Layer of Community Based Primary Care Network Services (30-50K)			
nhs.uk NHS App Hub Website Directory of Services Online Consultations Video Consultations	Hub Receptionists Care Navigators Nurses GPs Social Prescribing Link Workers	GP Access Hub Nurses Physician Associates Clinical Pharmacists Physiotherapists Visiting Paramedics Social Prescribing Mental Health Therapists Midwifery Health Trainers	Smoking Cessation Sexual Health Clinic Substance Misuse Team Community Nurses Specialist Nurse-led Teams Specialist Outpatients Frailty Team Intermediate Care Beds Community Pharmacy Specified Diagnostics
Urgent Care			
nhs.uk NHS App Directory of Services Online Consultations Video Consultations	111 Call Handlers and range of clinicians Ambulance Service / 999	Community Pharmacies General Practices Access Hubs GP Home Visiting Services UTCs A&Es	

9. Prevention, personalisation and Population Health

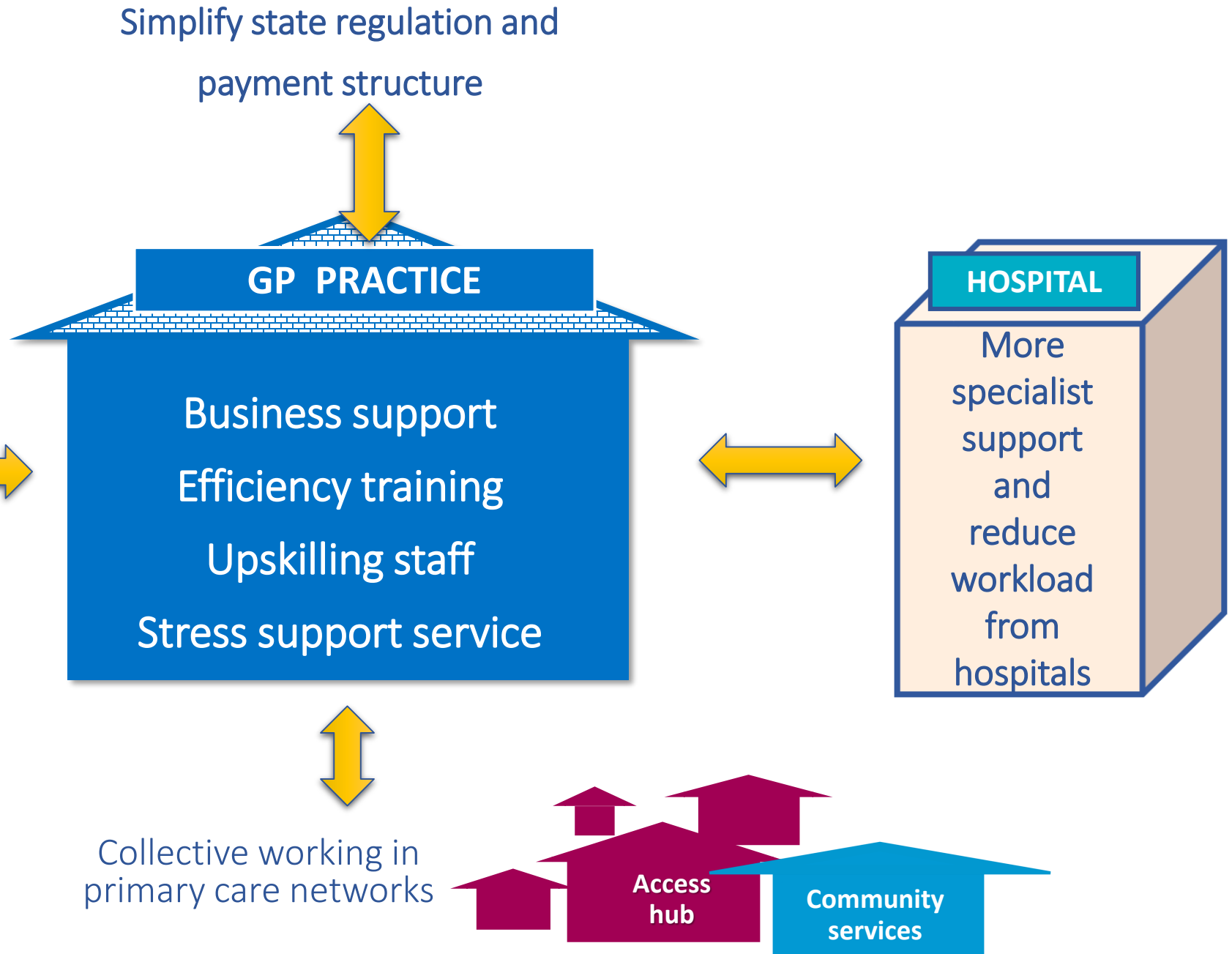


10. Reduce GP Workload

Reduce Demand

Self-help and Online Services

- Care navigation
- Sign posting
- Social prescribing
- Pharmacy minor ailments
- Remote triage/care
- Increased Access Hubs
- Direct access to AHPs
- More clinicians in 111



A new Model of Care

