

Provision of GP Services in Milton Keynes

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GENERAL PRACTICE FORWARD VIEW

A SNAPSHOT



INVESTMENT



Further
£2.4 billion
a year by 2020/21
into general practice
services (14% real
terms increase)



A five year
£500 million
national **sustainability
and transformation** package
to support GP practices
and includes additional funds
from local clinical commissioning
groups (CCGs)

WORKFORCE



Creating
an extra
5,000
doctors
working
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



Extra
1,500
co-funded
practice **clinical**
pharmacists

Extra minimum

£15
million

investment as part of
general practice nurse
development strategy



WORKLOAD



An extra
£16 million

to provide services for doctors suffering burn-out (expected December 2016)

£30 million

'Releasing Time for Patients' programme to release capacity



10 high impact actions'

to support staff working across the practice



£45 million

extra funding nationally over five years to help reception and clerical staff play a greater role in signposting and clinical paper work

Working to simplify the reporting and payment systems



New legal requirements in the **NHS Standard Contract** for hospitals in relation to hospitals/general practice interface from April 2016

PRACTICE INFRASTRUCTURE



Over
£900 million

capital investment
in estates and
technology
infrastructure

£45 million

extra investment to
support practices to adopt
online consultations



Four year
£40 million

practice resilience
programme, starting in 2016



18 percent
increase in CCG
allocations for IT and
technology provision

**New technology
and self care**

creating approved Apps library,
offering patients more online self
care services and full IT
interoperability across practices



CARE REDESIGN



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

National programme to help practices **support people with long term conditions**



Integrating extended access



with out of hours and urgent care services, including reformed 111 and local clinical hubs

CCGs provide around **£171 million**

of Practice Transformational support



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

Access in Milton Keynes

- **GP Patient Survey**

- Latest GP Survey results published July 2016 – results are now published on an annual basis next results due July 2017
- 7,709 questionnaires were sent out, and 3,082 were returned completed. This represents a response rate of 40%.
- MKCCG increased satisfaction by 2.2% overall in the latest results
- 16 Practices increased their satisfaction results in the 4 indicators, biggest increase by 15%
- All practices within Milton Keynes offer access to online booking but this does vary on the number of appointments available to patients per practice
- 11 Practices have recently changed/updated and increased phone lines to their telephone systems
- Majority of all our practices offer telephone consultations with a GP or healthcare professional or a triage system where the GP will bring the patient in for an appointment if required on the same day
- All practices have availability for urgent on the day access for patients

- **Snap Shot of Primary Care**

- Tuesday 3rd January 4,334 patients were seen in primary care across the 27 practices between the hours of 8.30am – 6.30pm
- In addition 136 home visits carried out
- Over the Christmas period practices either had on the day appointments available with no pre-bookable or increased their urgent access by utilising additional GP locum cover to increase access to patients

General Practice Access Fund MK (Prime Minister's Challenge Fund)

- From December 2015, patients registered with one of the member GP practices in the Milton Keynes Collaboration have had the added convenience of being able to see a GP, or other healthcare professional, outside of normal surgery opening hours, including evenings and weekends.
- The service makes it more convenient for people to be seen by offering appointments:
 - Before 8am on weekdays
 - Up to 8pm on weekdays
 - On Saturdays and Sundays
- Appointments will be at one of the five GP 'Hub' practices in Milton Keynes. These are:
 - Broughton Gate
 - Central Milton Keynes Medical Centre
 - Parkside Surgery
 - The Grove Surgery
 - Wolverton Health Centre
- Currently procuring for service to commence 1st April 2017 and have secured funding for next 2 years. This includes a requirement of innovative practice.
- Currently delivering 400 additional appointments per week.
- These include phlebotomy, GP appointments and currently piloting physiotherapy appointments.
- Currently offering 235 appointments in the Children's work stream.

Local context and developments

- Milton Keynes CCG (MKCCG) has applied for delegated commissioning, this will enable the CCG to assume full responsibility for commissioning general practice services, with the added benefits of:
 - Greater local and clinical influence over primary care decision making and the potential to accelerate primary care transformation.
 - Improved integration between primary care and other parts of the health system.
 - The opportunity to use local CCG insight to drive up quality across the local primary care system.
 - More control of workforce and processes supporting primary care.
- CQC Inspections
 - 22 out of 27 practices completed (81%)
 - 70% of practices rated as “good” or higher
 - 2 practices rated as “outstanding” – Whaddon Medical Centre and Newport Pagnell Medical Centre.
 - 1 practice “requires improvement”
- Broughton Gate/Brooklands
 - Currently out to procurement for the new practice on the Eastern flank – Brooklands. Building work expected to commence Autumn 2017.
 - Bids have been evaluated within the procurement process and providers of service will be notified with commencement of the new contract from 1st April 2017

Task and Finish Group Report (1)

- Recommendation 1
 - Promoted and introduced new roles within general practice, clinical pharmacists, paramedics and one practice is investigating the recruitment of a mental health practitioner. This has increased capacity and access to healthcare professionals within primary care.
 - Setting up reception and clerical staff training thus increasing capacity within general practice and releasing clinician time to provide care for patients.
 - Releasing Time for Patients – Ten High Impact Actions to release capacity. MKCCG will work with all member practices to ensure that clinicians are working at the top of their licence and ensure they provide training to reception and clerical staff to develop new skills in read coding and incoming clinical correspondence thus releasing GP time to provide more care for their patients.
- Recommendation 2
 - Initial training has commenced across all member practices for receptionist staff to sign post patients to the most relevant healthcare professional within general practice and also offer choice of using the GPAF MK.
- Recommendation 3
 - Developing new roles within general practice, trialling new appointments – telephone appointments, telephone triaging and online consultations thus increasing access and capacity within general practice.
 - Promoting the use of online ordering of prescriptions

Task and Finish Group Report (2)

- Recommendation 4

- 1 practice in MK has been successful in the Targeted Investment in Recruiting Returning Doctors Programme, this assists practices in marketing and recruitment of GPs and is geared towards GPs returning to the NHS. We plan to use the knowledge gained through the specialised marketing across the whole of MKCCG.
- 2 practices prioritised for General Practice Resilience Programme, this programme aims to deliver a menu of support that will help practices to become more sustainable and resilient, better placed to tackle the challenges they face now and into the future, and securing continuing high quality care for patients .
- The new practice being built on the Eastern flank has been commissioned as a GP training practice, this will assist with attracting more GPs into the area.

- Recommendation 5

- Working closely with Milton Keynes Council and NHSE premises team on all future housing growth and using combined skills to plan future healthcare needs.
- The NHS England Estates and Technology Transformation Fund is a national programme supporting GP practices to make service improvements including more modern, expanded facilities and use of new technologies. In Milton Keynes, 2 estates projects have been supported in principle:
 - Brooklands Health Centre - 1,246m² Net Internal Area purpose built fully compliant GP surgery over 3 floors
 - Remodelling Central Milton Keynes Surgery to provide additional clinical space - increase the total floor area by 153sqm (net).
 - Plans are underway to increase Milton Keynes Village Practice and we are exploring the development of Red House Surgery.

Task and Finish Group Report (3)

- Recommendation 6
 - Attending the meeting this evening
- Recommendation 7
 - GPAF MK is being commissioned for the local population the contract length is for 3 years.
- Recommendation 8
 - Milton Keynes CCG is planning a series of practice visits to every practice, commencing April 2017. Data will be used to identify outliers in care management, referrals, emergency care and patient experience and will be benchmarked to show CCG and national averages. Action plans will then be agreed and worked upon with the support of the Primary Care Team.
- Recommendation 9
 - 1 member practice, Broughton Gate, is currently working with the Salvation Army to provide an outreach and drop in service for the homeless population of Milton Keynes.