

# Primary Care Transformation



## Challenges and opportunities

**Challenges:** General practice in BNSSG is at a tipping point, facing a growing workload with a dwindling workforce. This is unsustainable, even in the short term. Building a strong foundation in General Practice is fundamental to the whole system – so that it too thrives and is equipped to respond to the increasing needs and demands of the population and commissioners.

**Opportunities:** BNSSG has the opportunity to shift work from high cost (management of symptoms in secondary care) to a lower cost setting (prevention and proactive health management in primary care) aims to free up resources and increase accessibility without reducing quality or safety.

**Primary Care at Scale:** Scale in primary care is designed to strip out duplication and provide the infrastructure to take on new services, enabling us to provide core GP and extended GP services over a seven rather than five day working week and thereby improve patient access and reduce demand for more expensive, secondary care acute services

All GP practices and community providers use the same clinical system, EMIS Web, which presents us with a fantastic opportunity to work together.

## What evidence backs the case for change?

### Rising activity and demand

- GPs in BNSSG look after 965,000 patients and see approximately 60,000 patients every week (Stocktake of primary care, BNSSG 2017)
- “In the last 10 years the number of consultations, of increasingly complex patients, has gone up by 14%...” (Sir Bruce Keogh Medical Director of NHS England to the NHS England Board Meeting on 28th July 2016)
- Consultations grew by more than 15 per cent between 2010/11 and 2014/15 (‘Understanding pressures in general practice’, The King’s Fund, May 2016)
- Approximately 600,000 telephone calls answered each month by practices in BNSSG (One Care data)
- It is recognised that there is an increasing desire for instant access: “The media and political influence of consumerism, choice, 24/7 access drives up demand”. (‘Understanding pressures in general practice’, The King’s Fund, May 2016)
- Across the UK, GPs have an average of 41.5 patient contacts every day, 60% more than the number considered safe by European GPs (Pulse, 18 January 2018)

### Lack of funds

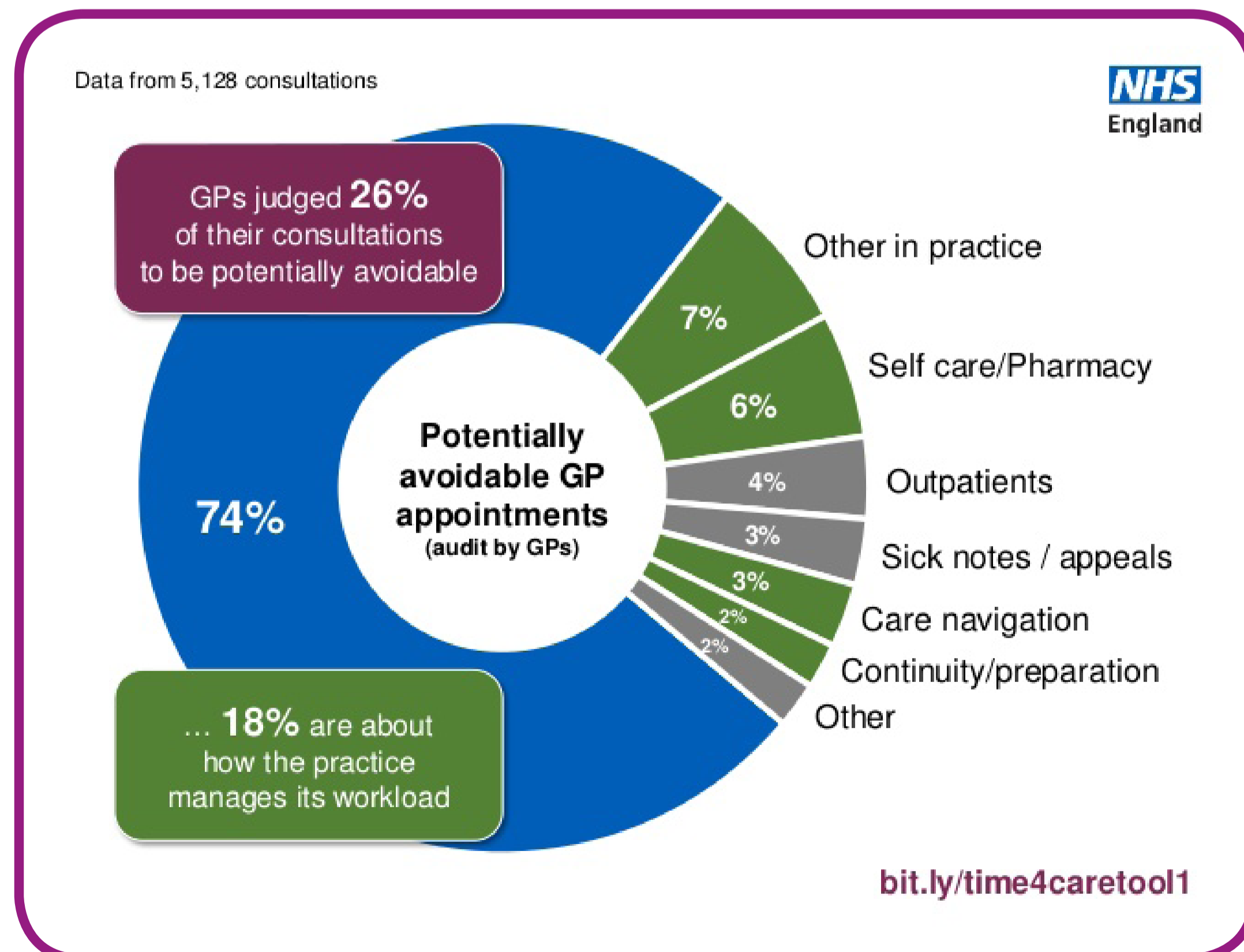
- “During a similar time we have seen levels of investment down by 0.8% annually in General Practice whilst it has risen in hospitals by 12.3%” (Sir Bruce Keogh Medical Director of NHS England to the NHS England Board Meeting on 28th July 2016)
- Currently less than 10% of the NHS budget is focused on primary care with over 60% spent in the acute sector

### Workforce pressures

- A fifth of GPs are expected to retire in the next ten years
- Early retirement is “up 10% for the ages between 55 and 65 between 2004 and 2014.” (Sir Bruce Keogh as previous)
- 12% of GPs and 26% of nurses are over 55 (2017 BNSSG Primary Care Stocktake)

### A complex, aging population

- In 2011, the number of people living in BNSSG with a disability or limiting long-term illness was 151,378 (16.9% of the population)
- People with long-term conditions now account for about 50 per cent of all GP appointments (Department of Health (2012) Report.)



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## In 2023...

<p><b>We will offer personalised models of care based on patient need</b></p>	<p><b>We will routinely innovate and collaborate</b></p>	<p><b>Patients will have a consistently positive experience</b></p>	<p><b>BNSSG general practice will be recognised as a great place to work</b></p>
<ul style="list-style-type: none"><li>• Patients will know how to look after themselves</li><li>• Patients will know where to go when they need help</li><li>• Care will be targeted at those who need it most</li></ul>	<ul style="list-style-type: none"><li>• Resilient practices will share innovation with one another, across localities and across the health system</li><li>• Health and social care organisations will work in partnership to apply best practice</li><li>• Care will be enabled by cutting-edge technology and digital solutions</li></ul>	<ul style="list-style-type: none"><li>• All organisations will be able to use the patient's full care record</li><li>• Practices will have access to up to date information which means their patients receive the right clinical and social care first time</li></ul>	<ul style="list-style-type: none"><li>• BNSSG general practice will be a desirable career choice</li><li>• Staff will have a good work-life balance</li><li>• General practice will offer exciting development opportunities and portfolio careers</li></ul>



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