



WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

GP Access

Health Scrutiny Sub-Committee
11 October 2022

Outline

This report provides a summary of:

- The contribution made by general practice towards meeting the health and care needs of Bromley residents
- Recent changes to how general practice is working and new services
- Improvements underway towards a better experience for Bromley patients
- Future intentions to continue to help Bromley GP practices deliver good quality care.



Data provided in this report is taken from GP clinical systems, eConsult and Ipsos MORI. No patient identifiable data has been accessed. Data quality is dependent on the original source data.



Health needs of Bromley residents

- Bromley residents live in the largest, and least densely populated London borough.
- There is the greatest number of people aged 65 years and older in Bromley borough, and a higher life expectancy than the average Londoner.
- There is a higher prevalence of complex health conditions compared to our SEL neighbours. A greater proportion of people in the borough have long term conditions requiring additional care compared to those people with routine and same day needs.



Prevalence of long term conditions

Borough	Asthma	Atrial Fibrillation	Cancer	Coronary Heart Disease	Chronic Kidney Disease	Chronic Obstructive Pulmonary Disease	Dementia	Depression	Diabetes Mellitus	Epilepsy	Heart Failure	Hypertension
Bromley	51.43	20.15	29.06	25.90	20.15	13.35	6.32	107.60	49.70	4.99	20.15	127.61
Bexley	46.98	18.83	29.79	24.59	18.83	17.32	7.95	104.53	60.00	5.19	18.83	140.09
Greenwich	38.13	10.93	21.02	17.70	10.93	13.27	2.91	88.98	52.56	4.01	10.93	117.44
Lewisham	51.36	9.15	18.66	16.06	9.15	12.51	4.22	99.33	54.23	4.74	9.15	109.57
Southwark	41.88	8.59	17.83	12.76	8.59	12.42	3.48	103.36	53.57	4.03	8.59	103.58
Lambeth	43.75	7.76	17.26	11.67	7.76	8.78	2.91	103.41	46.95	3.94	7.76	92.61

Snapshot of clinically coded LTCs per 1000 patients, 2022



GP Referrals to secondary care



Practice spend on prescribing

A significant proportion of GP consultations in the borough relate to complex health needs.



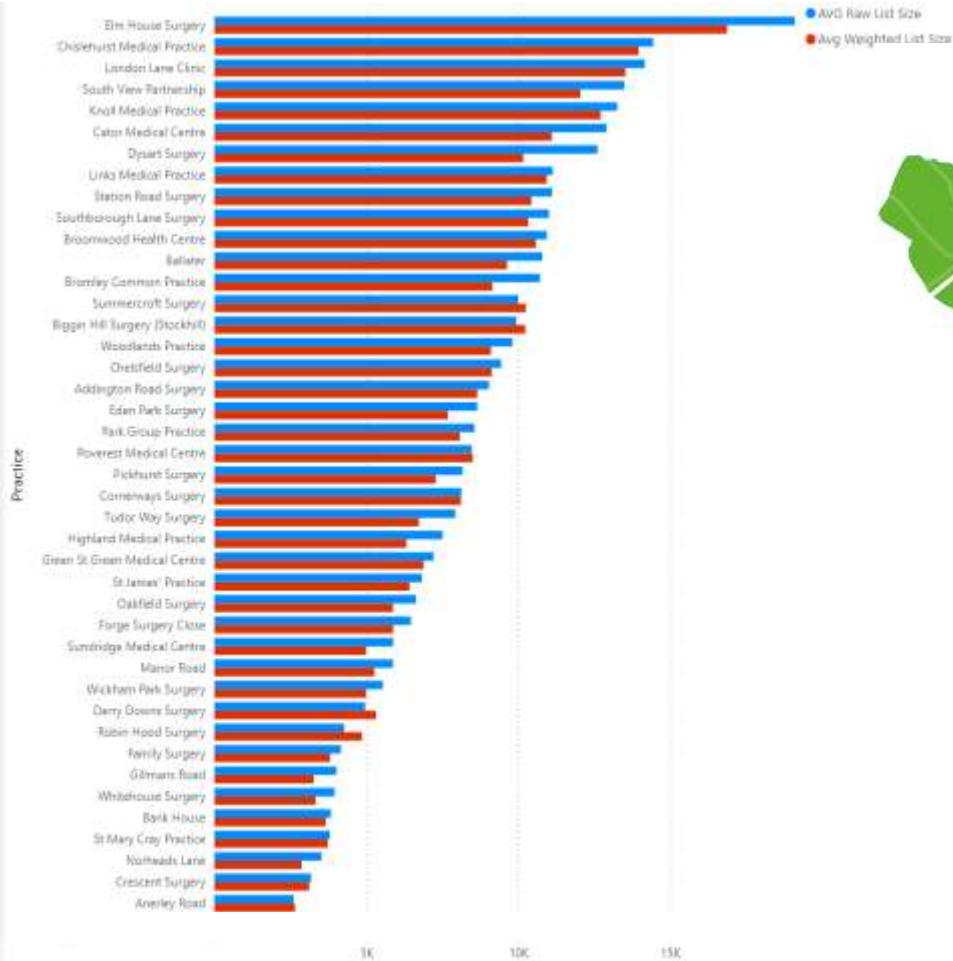
Primary care landscape

- Total of **43 GP practices**, which form **8 Primary Care Networks (PCNs)**. These work alongside the GP federation and community pharmacies to provide primary care services to Bromley residents.
- Practices **range from small to large in size**. Some are formed of bigger partnerships of GPs, others are single-handed practices.
- By collaborating in PCNs, they are able to develop a shared workforce of **healthcare professionals, working alongside the GP and practice nurse**.
- As PCNs, general practice is delivering an ever wider range of clinical care to patients, **supporting the out of hospital strategy** to better manage acute demand.



Practice profile

Patient list sizes in 2022, Bromley GP practices



Bromley Primary Care Networks

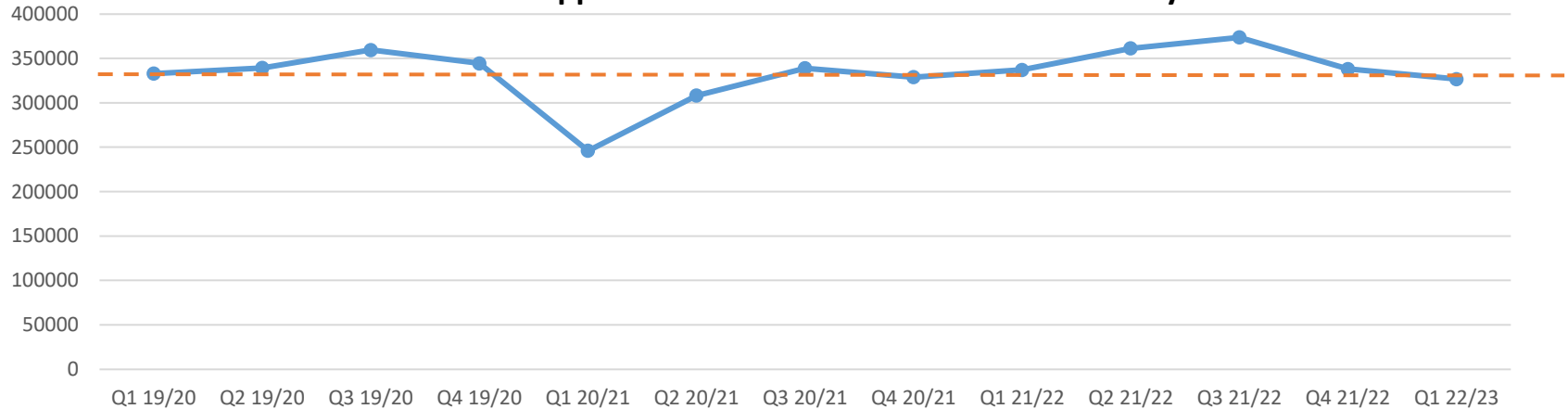


Recovery from the pandemic

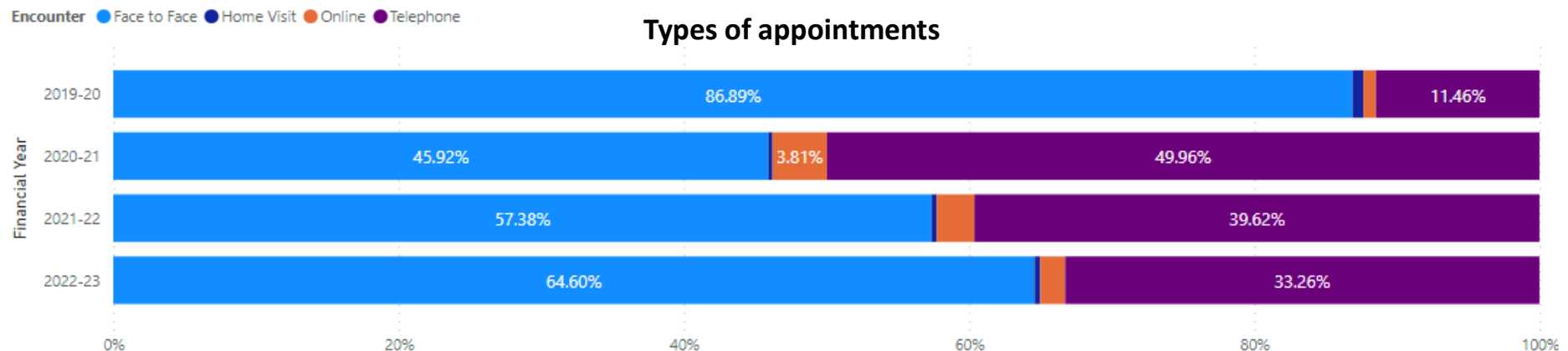
- During the pandemic, GP practices, alongside the wider NHS, temporarily adjusted how patients accessed its services.
- Since the easing of restrictions, **patients can access care in more ways than ever before:**
 - GP surgery doors are open for making appointments and seeing clinicians
 - Remote consultations are available, where this suits the patient's needs
 - Online services offer convenience for administrative matters and self-referrals
- However, general practice is experiencing continued high demand. This is experienced as delayed presentations, overdue routine screening and care, and increased contacts. Overall population health and wellbeing has also been negatively affected by the pandemic, adding further pressures on practices.

General practice appointments

Total appointments in General Practice in Bromley



Types of appointments



Total appointments are returning to pre-Covid levels. A greater proportion are now offered as remote options.

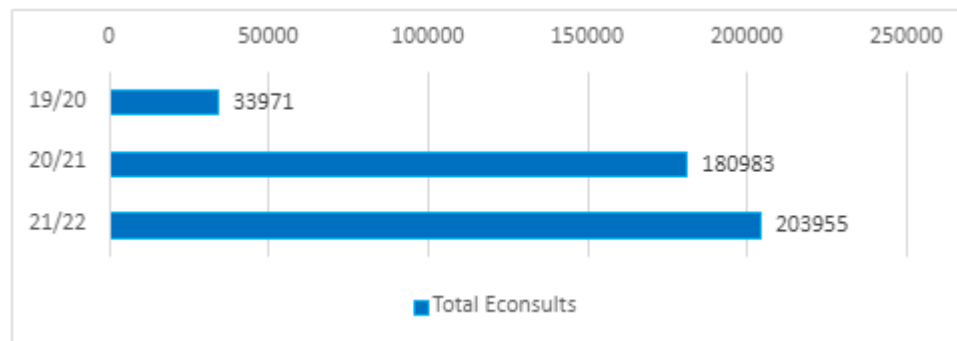


Increased access to primary care services

Online consultations portal

Offered to all patients within 3 years of starting

c.17k eConsults submitted every month



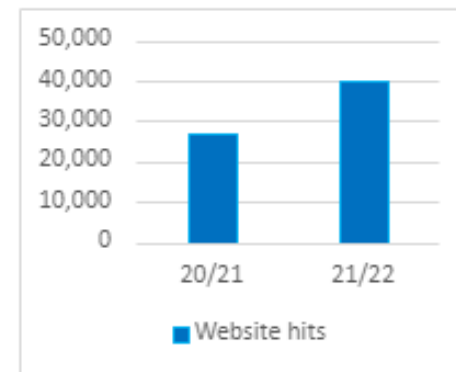
Text messaging services

Direct to mobile appointment bookings & health monitoring



Website service

34 out of 43 now using a professional web hosting platform



Electronic repeat prescriptions

Now offered by all Bromley GP practices

Easily accessible via the NHS App



An expanded general practice workforce

- There is a net reduction in the number of GPs and practice nurses in primary care, with more leaving the profession than joining it.
- To help maintain the necessary capacity in general practice, the NHS is recruiting a wider group of clinicians and healthcare professionals to work alongside GPs and practice nurses.
- These roles are shared between practices in their primary care network groupings. They are designed to provide care to all the patients within a PCN.



Physiotherapist

Assess, diagnose, and provide advice on managing musculoskeletal conditions. Refers to specialist services if necessary.



Mental Health Practitioner

Trained in mental health care, and able to signpost to specialist services if this needed.



Clinical Pharmacist

Specialist advisor for patients on multiple and long-term medications, ensuring patient safety.



Physician Associate

Works under supervision, clinically trained to diagnose and treat patients, order tests, make referrals and provide continuity of care for those with long term conditions.



Advanced Nurse Practitioner

Highly skilled specialist nurse, qualified to make independent decisions on assessment, diagnosis and treatment.



Social Prescriber

Connects people to a wide range of local community services to help people with their physical and mental health and wellbeing, and welfare.

The new Enhanced Access service

From 1 October 2022, practices became responsible for providing Enhanced Access services for their patients, working jointly with local GP surgeries as part of Primary Care Networks.

This has resulted in the following:

- **More flexible appointments at convenient times for patients** As well as the core opening hours, Enhanced Access offers routine and same day appointments on weekday evenings, 6.30-8pm, and Saturdays, 9am-5pm.
- **Local, convenient locations** Appointments may be face-to-face (at their own surgery, or other local surgery within the PCN), by phone, or video.
- **Enhanced access for all patients** The service is for all patients registered with the GP surgery.
- **Appointments with a wider range of clinicians** Depending on the patient's needs, the appointment may be with a GP, a practice nurse, a physiotherapist, a clinical pharmacist, mental health practitioner or other suitable professional.
- **Easy to book** Patients can contact the surgery in the usual way to book their appointment.

These clinics build on other PCN-wide services already operating, eg vaccinations.

Freeing up clinical time

An extensive programme of transformation is in train to help free up clinical time in general practice in order to offer **more time for clinicians to see patients**.

Changes delivered, and others in train, include:

- Investments in expertise to optimise the **workflow of clinical documents** from secondary care to the GP for clinical review and follow up care
- Analysis of clinical outcomes and trends to give GPs insights, guidance and tools to **improve clinical effectiveness** in their practice
- Introducing demand and capacity tools to help practice management teams with **planning clinic types and staffing needs**, matching to peaks in demand
- Working jointly as PCNs, **operating e-Hubs** to handle and respond to online consultation requests in a timely manner
- Setting up systems to support **remote and self-monitoring** of long term conditions
- Undertaking **process improvements** to make practice-level operational and organisational systems more efficient.

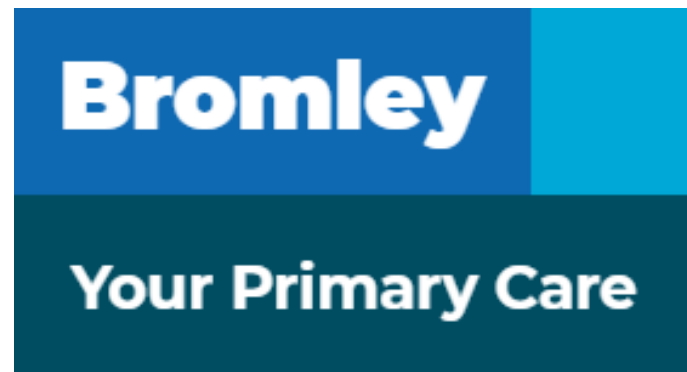
Improving the experiences of Bromley residents

Summary of question	2021 average results			2022 average results		
	National	SEL	Bromley	National	SEL	Bromley
Overall experience of GP practice	83%	81%	84%	72%	69%	71%
Ease of getting through to GP practice on the phone	68%	67%	66%	53%	51%	50%
Helpfulness of receptionists at GP practice	89%	88%	89%	82%	80%	81%
Ease of use of online services	75%	71%	74%	67%	60%	62%
Choice of appointment (at last appointment)	69%	70%	73%	72%	62%	73%
Satisfaction with appointment times	67%	66%	67%	72%	72%	60%
Satisfaction with appointment offered (at last appointment)	82%	73%	76%	68%	73%	68%
Overall experience of making an appointment	71%	69%	71%	56%	53%	53%
Mental health needs recognised and understood	86%	83%	87%	81%	78%	80%
Support with managing long-term conditions, disabilities, or illnesses	74%	70%	75%	65%	61%	60%
Time taken to receive care or advice when GP practice is closed	70%	68%	68%	53%	50%	53%
Overall experience of services when GP practice is closed	66%	64%	67%	60%	47%	51%

The National GP Patient Survey results indicate that patient satisfaction is lower compared to last year. This trend is broadly reflected across SEL and nationally. Bromley is looking into the appointment times offered as this appears to be an outlier area.

A dedicated initiative to guide Bromley patients

- Patient feedback tells us that changes in access have been received positively by many.
- For others, the options can be confusing, and the range of health professional roles aren't always well understood.
- ***Your Primary Care in Bromley*** has begun by developing five guides for local residents, covering:



Who's who in
the GP surgery

Appointment
options

Community
pharmacy

Self-referral to
local services

Social
Prescribing

The guides are available here: <https://www.selondonics.org/your-primary-care-in-bromley/>



Continuing improvements to access

- Quality improvement projects to **improve patient experience** are being undertaken by GP practices, with support from the ICB. These will include the use of patient feedback, contributions from PPGs and partner organisations such as Bromley Healthwatch.
- Scoping with practices is underway to identify and prioritise **cloud-based telephony** needs in anticipation of funding following recent national announcements.
- Procurement of a **new website service for GP practices and PCNs** to provide easy-to-use online services and more functions through the website
- A **recruitment campaign** is being prepared to attract new people to health and care roles in the borough, including in Bromley primary care.
- Refreshed programme of professionally designed training and development by a dedicated Training Hub to maintain a **qualified and professional workforce**.

Reactive care: contacting the surgery in ways that suit each patient

The patient & their need	Contacting the practice	What happens next
Thomas, 88, a widow Concerned about recently started medication	Calls the practice , who books him an appointment with the clinical pharmacist due to his multiple medications	The clinical pharmacist reviews his medication, identifying changes needed to his prescription. Spotting signs of loneliness and potential social isolation, Thomas is invited to speak with the Social Prescribing Link Worker.
Jennifer, 42, a working mother of 3 children Received notification to book her smear test	Uses the link in her SMS notification to book an appointment slot.	The Nurse undertakes Jennifer's routine smear test on Saturday morning, at a time when Jennifer has been able to arrange childcare. As a result, Jennifer has not been required to take time off work.
Susan, 67, an active grandmother Developed a persistent back pain after caring for her grandchildren	Visits the practice reception to ask about how to get help and advice quickly.	Practice directly refers Susan to the First Contact Physiotherapist, who sees and assesses Susan. Susan is monitored through a course of physiotherapy.
Simon, 19, a college student Experiencing stress and anxiety about his studies and college life.	Checks the practice website for advice and follows the link for online self-referral.	Talk Together Bromley assesses Simon, providing him with an online cognitive behavioural therapy course which helps him better manage his stress and anxiety.
David, 26, works long hours in central London Worried about a rash that has appeared on his body.	Raises an eConsult on his smartphone , attaching a photo of the rash, before he starts work.	The GP reviews David's eConsult during a dedicated virtual consultation clinic; she gets advice from a dermatologist remotely. David's prescription is sent directly to his nominated pharmacy for collection.
<i>Alongside proactive, preventative and targeted primary care contacts with patients.</i>		