

## Key Points from Mid-Chiltern PPG presentation

### Accountable Clinical Directors For Mid-Chiltern PCN (Primary Care Network)

Dr Clare Gabe – Senior Partner at Amersham Health Centre

Dr Shaheen Jinah – Partner at Hughenden Valley & Chequers Surgeries

Accountable to NHS England (NHSE) for what the PCN does.

### What is a PCN ?

A PCN is a model of care that NHSE has tried to adopt as part of the 5 year Forward View. The 5 year Forward View is a document that was published by NHSE in 2014 setting out a positive vision for the **NHS of the future**.

Ethos of the NHS is a commitment to universal healthcare, irrespective of age, health, race, social status and ability to pay. High quality healthcare for all free at the point of access funded by taxpayers. The NHS was established in 1948, its values/ethos remain the same. However the world is changing, people are living longer, we are getting better at managing long term health conditions like heart disease, asthma, chronic lung diseases, diabetes etc. The original model is no longer fit for purpose.

Health care is expensive, the NHS is not and never has been a profit making organisation , taxpayers money is not infinite.

We are experiencing a shortage of doctors and nurses which will only get worse and the numbers entering these professions is not even close to the numbers leaving through retirement, opportunities outside of the NHS and abroad.

NHS has to move with the times and make the most of what science and technology have to offer, to adapt to meet new challenges.

It is recognised that there needs to be more engagement with patients, carers, Social Care and the Voluntary Sector. Working together we can tackle health inequalities, prevent ill health and promote wellbeing.

In February 2019 GPs were presented with a new contract as part of the 5 year Forward View. This contract encourages GP Practices that are geographically aligned to come together to form Primary Care Networks (PCNs). These are not legal entities as such but there is an agreement between these Practices to work together and share new resources that will be available through the new contract. The model that was proposed was an ideal population size of 30-50,000 patients per PCN. There are much larger PCNs in the UK but they have been part of previous pilot projects and are mature in their journey compared to the new PCNs.

The recommended population size is thought to be large enough to benefit from economy of scale but small enough to get local engagement. NHSE has redirected funding and increased funding to allow PCNs to employ additional staff to work across the PCN practices. NHSE has given specific guidelines on the type of staff that can be employed, specific targets that need to be achieved to help improve practice resilience and meet the specific health needs of the population.

This is a **new way** of working that is PRIMARY CARE LED encouraging PCNs to integrate with social care, our system partners (the Hospital Trust, Community, Public Health etc), forge links with the Voluntary Sector with the ultimate aim to provide seamless and holistic care for its patients, enabling better use of resources, reducing duplication and bringing down unnecessary barriers.

Mid-Chiltern PCN was set up on 1<sup>st</sup> July 2019. Its population is approximately 42,600 patients made up of 5 Practices Amersham Health Centre, Hughenden Valley and Chequers Surgeries, John Hampden Surgery, Rectory Meadow Surgery and The Rose Medical Centre (previously Prospect House).

The PPG Chairs across the PCN have come together to form a PCN PPG and are represented at the monthly board meetings, The board currently consists of a PPG member (lay member), and Clinicians representative of each of the Practices. We have very strong and supportive PPGs in our PCN, they came up with its name and futuristic looking logo. Mid-Chiltern PCN want to bring our patients along with us in our journey to help shape how the PCN develops. Future funding will be directed through the PCNs to develop local services and in future commission them.

This does not mean that individual Practices will no longer exist. What will happen is that the resources that are available through the PCN will be shared to help the Practices become more resilient, share best practice and strengthen Primary Care's negotiating position with other system providers to tailor what they provide to our patients needs.

Mid-Chiltern PCN is committed to maintaining continuity of care for our patients. This may not necessarily be with a doctor or nurse but at least one of our multidisciplinary team. Members of the latter will be healthcare professionals trained up to meet the health care needs of our population.

Examples of these include:

- Paramedics or Complex Care Managers providing a home/nursing home visiting services, doing regular visits treating minor illnesses, reviewing Care plans and preventing health related crises keeping people at home, avoiding unnecessary hospital admissions.
- First Contact Practitioners – specialist Physiotherapists that are qualified to assess musculoskeletal conditions, refer on for physiotherapy, imaging or review by a specialist.
- Social Prescribers – professionals that are able to support, signpost you and advise you on aspects in your life that are not medical but that are affecting your wellbeing and ability to cope with life.

- Clinical Pharmacists, Nurse Prescribers, Community Pharmacists may be able to do medication reviews, medication monitoring, treat minor health issues.
- Digital solutions like askNHS app, e consulting.

The idea is to promote selfcare, enable access to the right healthcare professional at the right time. For example a condition or advice that may have taken you 2-3 weeks to see a GP could be addressed and sorted out within a few days allowing GPs to spend longer and be more available to see patients that have complex healthcare needs and that needs ongoing supervision.

Our receptionists are now trained up to be Care Navigators. They have been trained to ask questions in order to guide patients through the system so that they can see the correct healthcare professional that can manage their need in a timely manner. This means unfortunately that there may be a to hold on for a few moments longer than you have done in the past. All practice staff are aware of importance of maintaining patient confidentiality as part of their work. When they are asking for a reason for the appointment not to be difficult or pry into your personal affairs but to assist you. At times when there is a high demand on the system not knowing the reason for your wanting an appointment may result in your request not being prioritised.

NHSE has also asked GP Practices to come together to provide routine appointments from 8am-8pm Monday to Sunday. This is impossible to do by one single practice. Mid-Chiltern PCN has joined forces with Chalfont and Chesham PCN and Fedbucks (our GP Federation) to provide these hours of appointments across these two PCNS.

This means that you are able to see a healthcare professional not always in your Practice but at a time that suits you. They will have access to your records providing you have given your permission for your data to be shared. If you have consented then the records will be visible as if you were sitting in your usual GP Surgery. These additional appointments may suit those patients who do not mind travelling a mile or two to be seen and those who work office hours. This will free up appointments for children, those with complex health needs. The additional appointments have been available for the last 18 months but are not yet fully utilised. There have been adverts placed on Surgery websites, the local press and posters. It is worth asking the receptionist you speak to about these appointments as they may not come straight to mind when the phone lines are very busy in peak hours.

The PCN development is a work in progress and NHSE has just issued some guidelines for 2020/2021 which will need to be looked and implemented where possible. As this is new for everyone involved at all levels it would help everyone if we treated each other with the respect and patience we deserve and expect.