

Greenwell PCN

Eastmead Surgery
Mansell Road
Oldfield Family Practice
Elmbank Surgery
Greenford Avenue Family Health
Hanwell Health Centre
WestSeven GP

Joint PPG Meeting



What is a PCN Network



A **PCN (Primary Care Network)** is a **collaborative group of general practices** that work together to provide more **coordinated and comprehensive healthcare** to a local population.



Introduced: As part of the **NHS Long Term Plan** in 2019.



Funding: PCNs receive additional NHS funding to hire staff and develop services.



Workforce: We are funded to provide ARRS staff, however we are expected to manage this workforce under already stretched primary care teams

Greenwell delivering health care

The practice team

- GP
- Practice nurse
- HCA
- Administration
- Clinical pharmacist
- Physio
- Social Prescriber
- Family Link Worker
- Mental Health nurse
- Woman's health specialist



Greenwell delivering health care

Accessing Primary Health Care

How patients make an appointment

- Telephone
- In person
- Online



Greenwell delivering health care

Types of appointments

- Face to Face with a member of the practice team.
- Triage - the process of choosing the most appropriate time, type of consultation (eg in-person or remote) and health care professional (eg GP, nurse or other health care professional) to manage each patient's request according to clinical need.
- Telehealth - the provision of health care services remotely using audio and video technology rather than face-to-face care.

Greenwell delivering health care

Restructuring appointments

- Interventions that aim to change the ways that appointments are allocated, organised and scheduled, but are distinct from triage and telehealth



Greenwell delivering health care

Appointments beyond the GP Surgery

- Extended hours
- Remote clinical professionals
- Enhanced services
- Local pharmacies



Greenwell delivering health care

Supporting patient engagement,
empowerment and education

- National media campaigns
- Targeted communication schemes
- Multilingual and culturally sensitive
- Self-management resources
- Telephone announcements

Digital resources for patients

- Online advice tools
- Publishing practice performance data



Total number of appointments in GP (2019-2024)

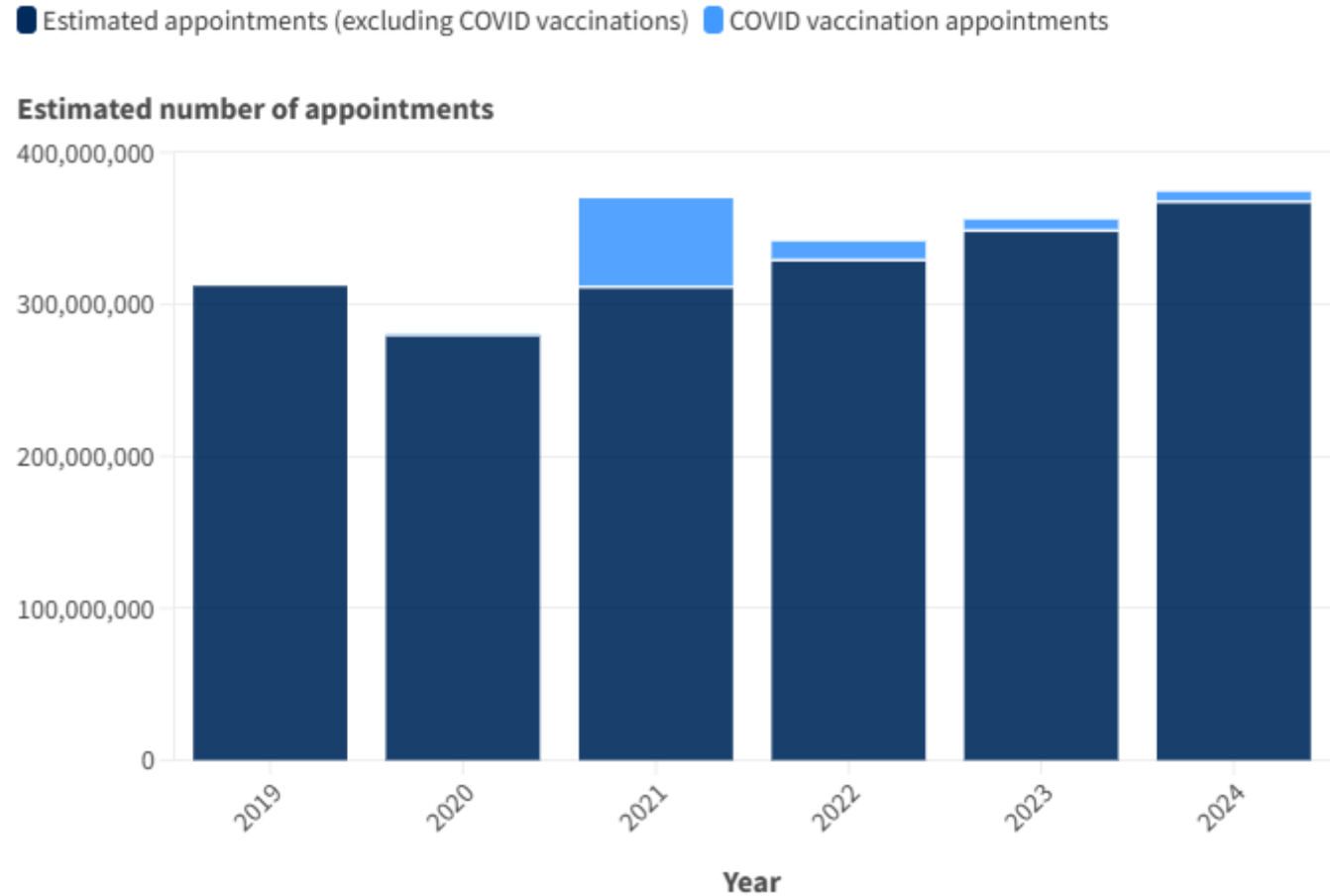


Figure 1: General practice and primary care network staff delivered approximately 367.5 million appointments in 2024, which is 17.7% more than in 2019 [1].

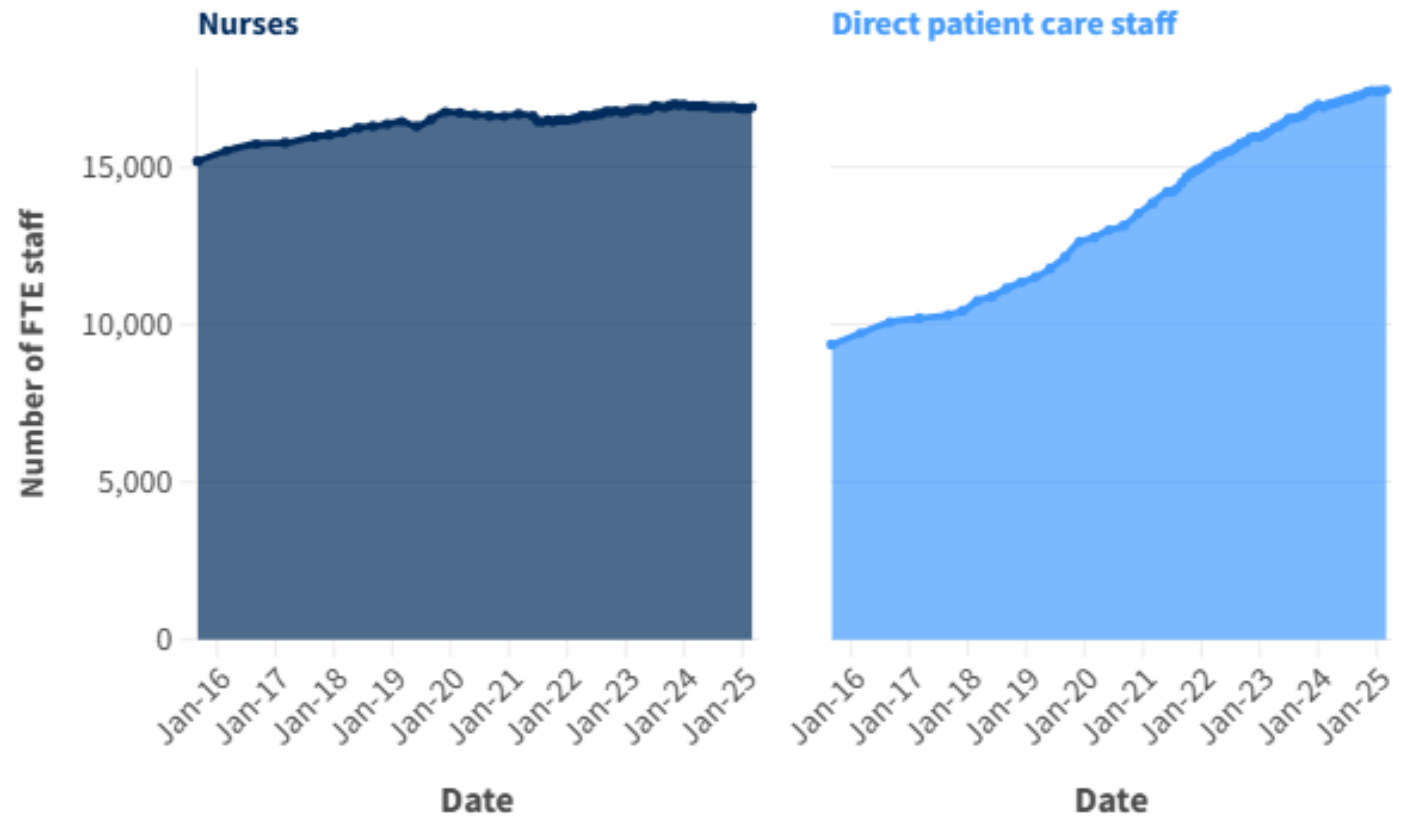
Key general practice statistics and insights, RCGP, Last updated: Wednesday 28 May 2025

Number of
patients per
FTE fully
qualified GP
(Sept 2015 –
March 2025)

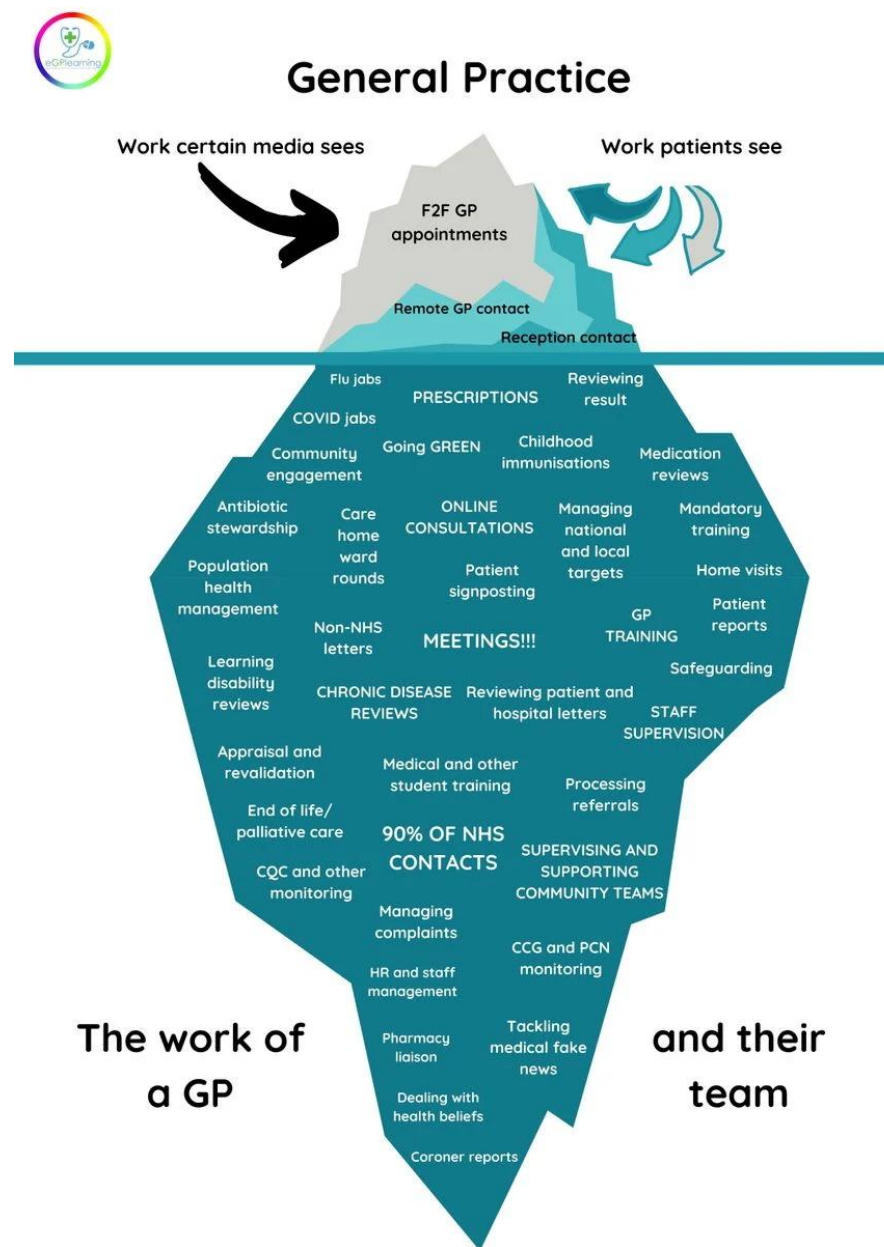
Number of patients per FTE GP



Number of nurses and direct patient care staff (Sept 2015-2025)

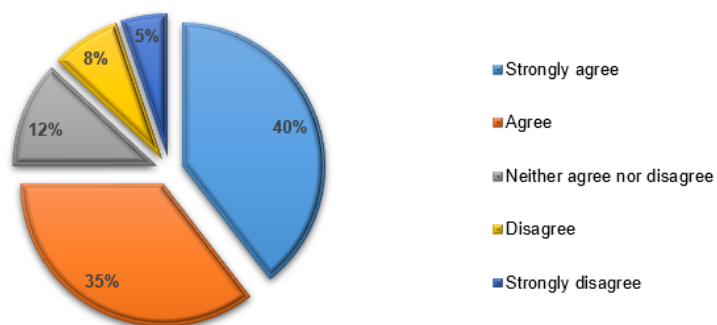


Primary care

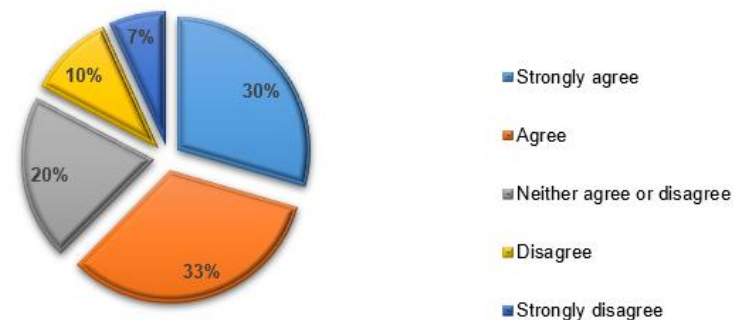


Access Survey

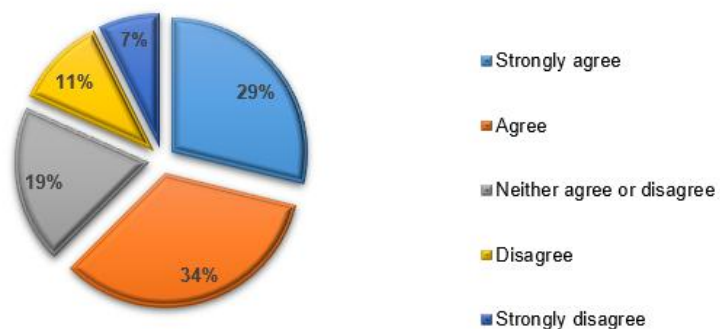
I am satisfied with how easy it is to contact my surgery during opening hours (08:00-18:30, Mon-Fri):



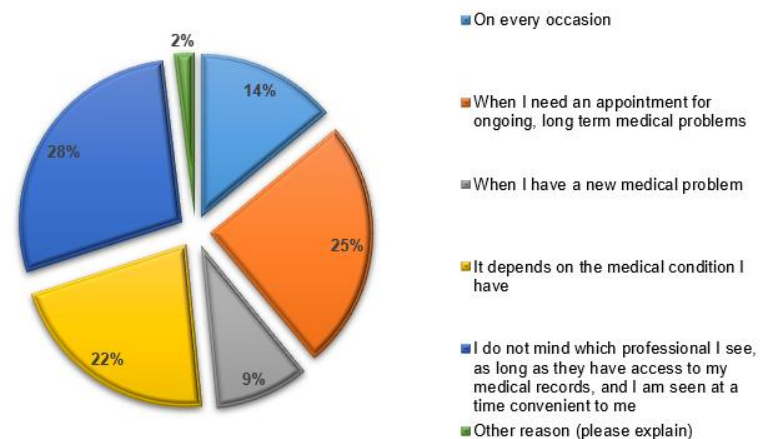
I can book an appointment in advance; 1-2 weeks for non-urgent matters/care:



I can book a same day / next day appointment for urgent matters/care:

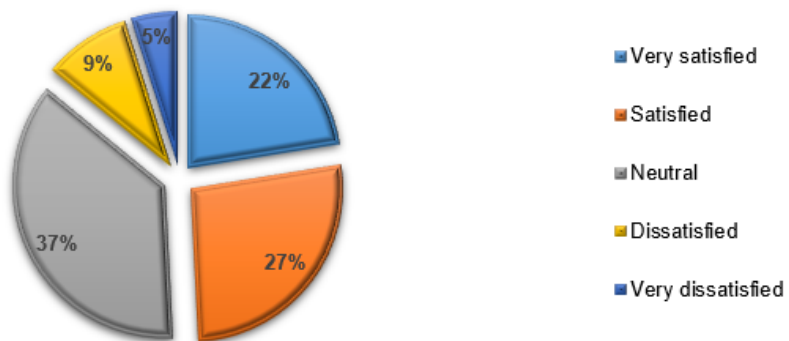


It is important to me to see the same GP or surgery staff member, and I am willing to wait for an appointment to see them: (tick all that apply)

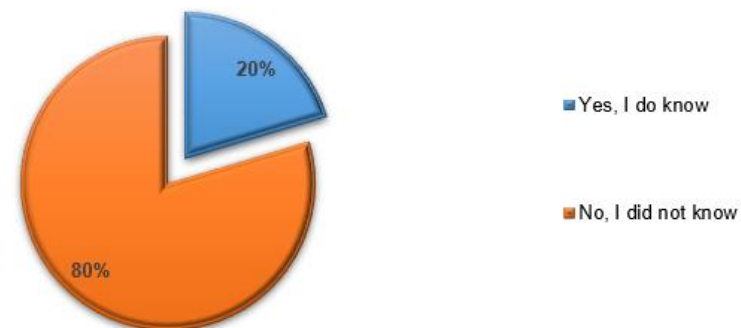


Access Survey

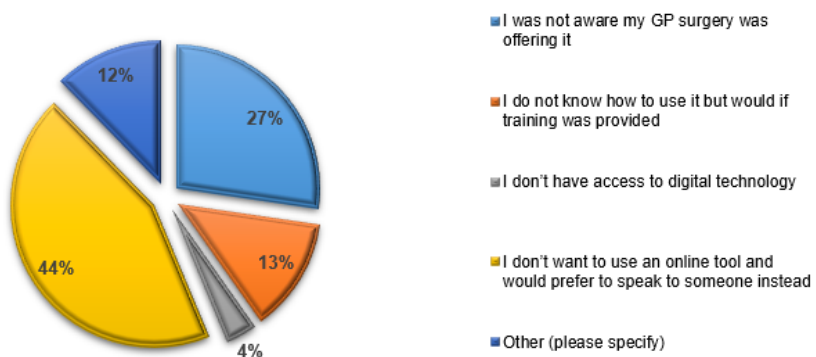
If you have used the online consultation service (e.g., PATCHS, eConsult, or other) offered by your practice, how satisfied were you with it? (If you have not used the online service then go Q13)



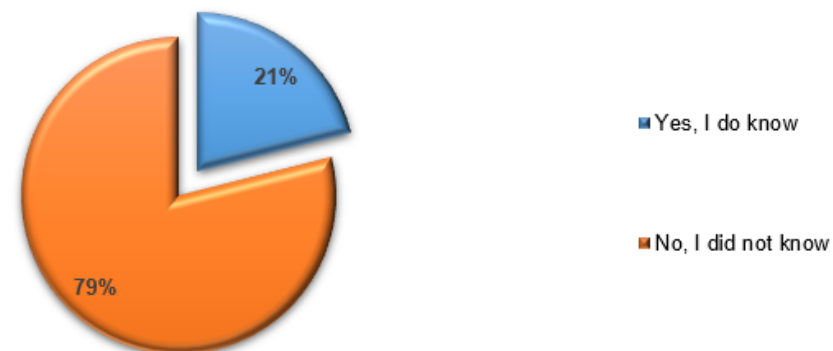
Did you know that you can book appointments (through your surgery) at our hub practice (Elmbank) every evening and on Saturdays?



If you have not used the online consultation service, can you tell us why? (tick all that apply)



Did you know you can directly book appointments with additional clinicians like a physiotherapist, pharmacist, or social prescriber?



What has Greenwell added above any beyond core services?

- Children's Health
- Family Link Workers
- Learning Disability Support
- Walk and talk
- Coffee and Chat
- Womens Health
- RISE

Paediatric Hub and MDT

- Early adopters in 2021
- Monthly joint clinic with NWL Paediatrician for complex cases
- Strong MDT for more complex cases with presence from practices, Anna Freud centre, developmental teams, school nurses, SLT, OT, PT, HV, Social services
- Referral in - simple via S1
- Successes - Genetic abnormalities picked up, Asthma admissions prevented, Increased social service input for struggling families, Reduced anxiety in parent's post-pandemic, Support for families with new ADD/ASD diagnosis, Parents happy after a half an hour appointment



Startwell – Early Years support

- 2 years funding
- Recruitment of 2 FLW
- Managed by Dr Ros Herbert of Oldfield Practice
- Aim to create personalised care and support for families
- Grants awarded to:
 - Contact Ealing
 - Establish drop-in sessions for parents of children under 5s with disabilities, health or learning needs at Greenford Library and Hanwell Community Centre.
 - Provide information and support for vulnerable families with focus on parents struggling with English / the digitally excluded, reducing health inequality
 - Home Start Ealing
 - Little Steps, Big Support will provide weekly group sessions for Greenwell PCN families with children under 5.
 - Using art therapy to build connections and confidence amongst parents alongside bite-size talks from health professionals to improve the families' access to NHS services. Enhanced by trained volunteers' 1:1 advice and signposting.

**Positive
behaviour
support in the
Early Years**



Child Champion Work

- Bernadette Support Group
- Parents with children who have moderate to severe Learning Difficulties



Walk and Talk

- Eastmead venture?
- How often?
- What is offered
- Who supports?



Coffee and Chat

- Twice a month
- Hanwell Community Centre
- Elderly residents meet
- Social Prescribers on hand to do needs assessments and signpost accordingly



Womens' Health Clinic

- Twice monthly clinics for the PCN
- Employ a GPSI in Women's Health
- Coil insertion
- Contraception advice
- Complex menopause cases



RISE Clinics

- Weekly clinics across the PCN
- Reduces stigma of attending WL site
- Reduces attrition rate of follow up due to proximity
- Allows GPs to readily and speedily have patients seen
- Has significantly increased our capacity to manage these patients and have them engaging with RISE
- Direct communication with RISE support workers



Discussion topics?

- Increasing complexity with an ageing population.
- Lack of access to specialists and long waiting times.
- Non GP work generated by secondary care.
- First point of access for everything.
- Managing **increased demand** and **reduced resource**.
- What can we do to ensure GP survives? Help us to model next steps/ vision for Greenwell.

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