

Meeting capacity with demand at Haughton Thornley Medical Centres

Our mission statement

**There for you all your life, your good health with our support,
empowering you to live well**



General Practice



The size of the problem

- From **1st October** patients need to be able to **come to the surgery, phone the surgery or go online** between **8am and 6:30pm** and be **triaged** before **the end of the day** or we are in breach of our contract
- **Our safe capacity currently is 450 appointments**

On 6th November 2025 at 8am:

- **Red** (within 24 hours) 1
- **Amber** (within 1 week) 151
- **Green** (any time) 231
- Admin (asap) 29

Total 412 appointments

THE GOOD NEWS: We are meeting our obligations..... just!

We also have

- Prescription requests
- Letters
- Test results
- Messages
- Visits
- Supervision / Tutorials
- Medical Students
- Target – protected learning time
- Meetings
- Reports
- Complaints
- Holidays
- Trainees striking
- New staff
- Acute care
- Chronic disease management
- Preventative care
- Pro-active care
- Quality Outcome Framework
- Local Enhanced Services / Direct Enhanced Services
- Audits

DID YOU
KNOW



Theory of Constraints



A system (the chain) is a collection of interrelated, independent processes that work together to turn inputs into outputs in the pursuit of some goal.

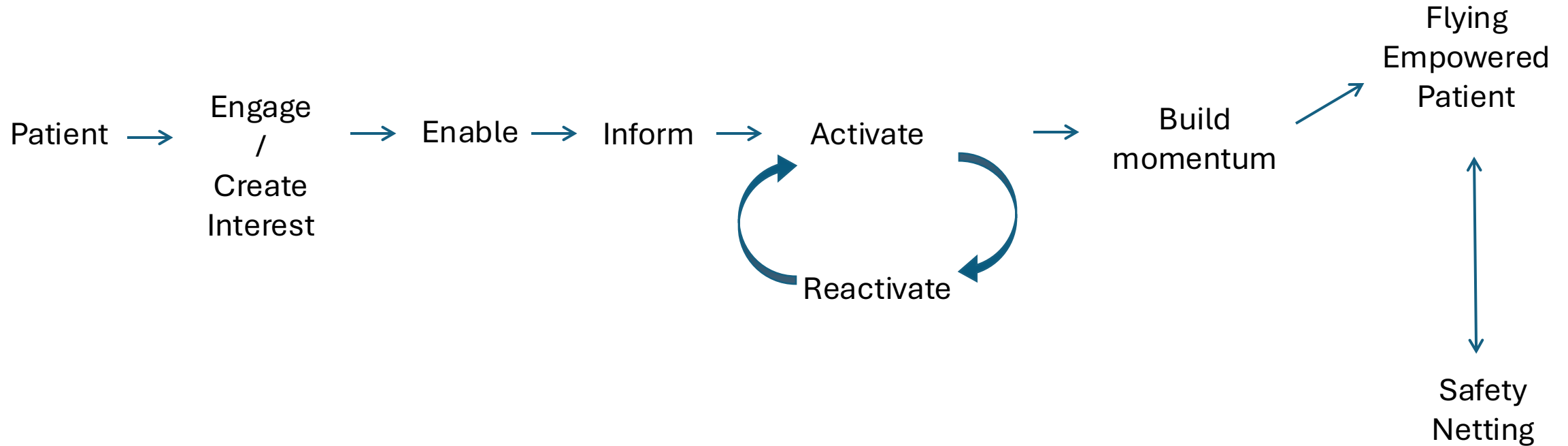
A chain always has one weakest link. If one applies force to the chain at an increasing rate, it eventually breaks at the weakest link. Therefore, the weakest link is the constraint that prevents the system (chain) from doing any better at achieving its goal.

After strengthening one constraint, the system is stronger. However, the system does not become infinitely stronger. The constraint simply migrates to a different component of the system. Some other link is now the weakest, and all the other links are nonconstraints.

What solutions do we have?

- YOU! Our staff
- Louise Preston, Laura Mulcahy, Joseph Harrison, Nadeem Ahmed
- Experienced GP trainees
- No medical students for a while
- Admin box will be done every Monday, Wednesday, Friday
- PCN appointments must be used
- Make every contact count
- Continuity of care is important – identify lead clinician for patients
- The EMIS clinical system
- Practice website
- NHS app
- Patient Participation Group
- SITREP – Green, Amber, Red
- PATIENTS

The flying, empowered patient



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Some scenarios

Patient has a sore throat

Patient wants a fit note

Raised blood pressure

Depressed / anxious patient

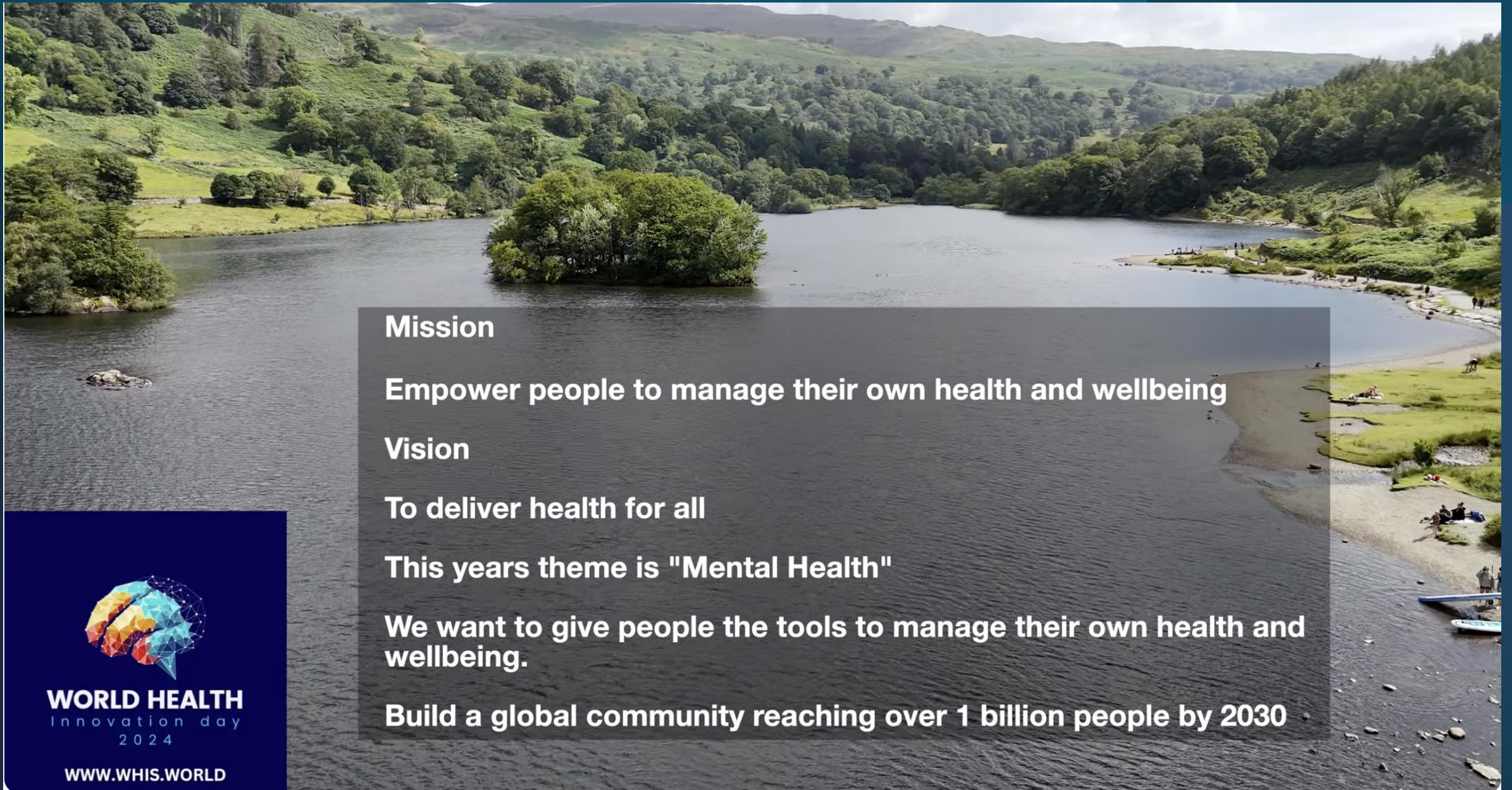
Poorly controlled diabetes patient

Suspected ADHD

Patient wants salbutamol

Patient requests a visit

Patient wants a form completed



Mission

Empower people to manage their own health and wellbeing

Vision

To deliver health for all

This years theme is "Mental Health"

We want to give people the tools to manage their own health and wellbeing.

Build a global community reaching over 1 billion people by 2030



WORLD HEALTH
Innovation day
2024

WWW.WHIS.WORLD

West Pennine LMC Walk – Sunday 16th November at 10.30am



- We will be meeting at the Car Park by Greenfield Squash club, Greenfield, Saddleworth OL3 7EW.
- We're going to follow a flat route, along the Pennine bridle Way and the Huddersfield Canal, taking in the beautiful autumnal colours.
- This is your opportunity to come and talk to the GPC/ LMC Officers in person or just come and enjoy the Great Outdoors.
- Family & friends are welcome, as are dogs on leads.
- It would be great if you could come along. Please let us know if you'll be joining us: westpennine.lmc@nhs.net