Help shape GP services in North Oxfordshire

North Oxfordshire Locality Patient & Public Forum
Chair: Anita Higham

Tuesday 14 November 2017

Hearing loop available
Programme

7.30pm  **Introductions:** Mrs Anita Higham (NOLF Chair)

7.35pm  **Presentation:** Developing GP services and a Locality Plan for North Oxfordshire (Deputy Locality Clinical Director)

7.50pm  **Question and Answer session** - Dr Shelley Hayles, Fergus Campbell, Locality Co-ordinator

8.15pm  **Workshop around tables** to discuss:
- Do you agree / disagree with the suggestions / ideas presented?
- What do you like / works well at your GP practice?
- What could be improved at your GP practice?
- Do you have any suggestions for how services could work / be improved?

9.00pm  **Closing remarks and next steps**
Developing GP services and a locality plan for North Oxfordshire

Tuesday 14 November 2017
Dr Shelley Hayles
Deputy Locality Clinical Director
GP practices face challenges

• Shortage in workforce and difficulty recruiting staff
• Increasing demand for same-day access for urgent care
• Increasing pressure in managing complex, frail or elderly patients
• Small practices finding it increasingly challenging to be sustainable
• Premises requiring improvement
• Increasing administrative burden
• Increase in the number of non-clinical consultations
• Lack of integrated working
• Lack of investment to allow general practice to thrive
The new model of primary and community care in Oxfordshire will be based on:

- delivering appropriate services at scale
- organising around geographical population-based need
- delivering care closer to home
- a collaborative, proactive system of care
- delivery by a multidisciplinary neighbourhood team
- support by a modernised infrastructure
GP practices in North Oxfordshire Locality

There are currently 12 GP practices in the North locality with a total population of 111,717 patients.

<table>
<thead>
<tr>
<th>GP practice</th>
<th>Registered patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloxham &amp; Hook Norton Surgeries</td>
<td>7,588</td>
</tr>
<tr>
<td>Chipping Norton Health Centre</td>
<td>15,277</td>
</tr>
<tr>
<td>Deddington Health Centre</td>
<td>10,850</td>
</tr>
<tr>
<td>Sibford Surgery</td>
<td>2,708</td>
</tr>
<tr>
<td>Wychwood Surgery</td>
<td>6,046</td>
</tr>
<tr>
<td>Banbury Health Centre</td>
<td>5,994</td>
</tr>
<tr>
<td>Cropredy Surgery</td>
<td>3,825</td>
</tr>
<tr>
<td>Hightown Surgery</td>
<td>11,332</td>
</tr>
<tr>
<td>Horsefair Surgery</td>
<td>16,107</td>
</tr>
<tr>
<td>West Bar Surgery</td>
<td>17,016</td>
</tr>
<tr>
<td>Windrush Surgery (Banbury)</td>
<td>7,795</td>
</tr>
<tr>
<td>Woodlands Surgery</td>
<td>7,179</td>
</tr>
</tbody>
</table>
Developing the plan

We have been engaging people as we develop the plan for North Oxfordshire:

• GP practices have told us about their challenges and ideas for the future

• Patient representatives have told us about the experience of using primary care in North Oxfordshire through the patient forum (NOLF) and at a public meeting in Banbury in July 2017.

• Patient survey data has helped us understand the experience patients have of using local services.

• The District Councils and other organisations have helped us understand the expected growth in housing and future needs.

• Public Health at Oxfordshire County Council have helped us understand the health needs of North Oxfordshire and whether these are different from elsewhere.
Housing growth

<table>
<thead>
<tr>
<th></th>
<th>Total Population</th>
<th>% increase</th>
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<tbody>
<tr>
<td></td>
<td>Oct-17</td>
<td>5 year growth</td>
</tr>
<tr>
<td>North</td>
<td>111,717</td>
<td>15,300</td>
</tr>
<tr>
<td>Rural North</td>
<td>42,469</td>
<td>4,351</td>
</tr>
<tr>
<td>Banbury</td>
<td>69,248</td>
<td>10,949</td>
</tr>
</tbody>
</table>

- Based on Oxfordshire County Council data from December 2016 there are 6,400 new dwellings expected in the locality over the next 5 years and almost 10,000 in the next 10 years.
- Population estimates based on average occupancy of 2.4 per dwelling
• Rural wards had the highest proportions of the oldest age group (85+).
• Poverty in the North locality is concentrated in the urban area of Banbury.
• The five wards highlighted as worse than average on the selected small area health indicators are:
  • Ascott and Shipton (stroke deaths)
  • Chipping Norton (stroke deaths)
  • Banbury Grimsbury and Castle (deaths under 75, admissions for self harm, alcohol related admissions)
  • Banbury Neithrop (deaths under 75, admissions for self harm, Year 6 children overweight or obese)
  • Banbury Ruscote (deaths under 75, deaths from cancer under 75, admissions for self harm, stroke deaths)
• The ranking of Ascott and Shipton and Chipping Norton wards on stroke deaths (all ages) may have been influenced by the number of care home beds in these areas.
Challenges:

- Slightly older than average & ageing population
- Pockets of deprivation in Banbury
- Significantly high housing growth: nearly 10,000 in next 10 years.
- Use of urgent care services particularly high in Banbury with confusing access
- The primary care workforce is varied: but high number of vacancies and significantly under pressure.

How will we meet our priorities?

- Wider skillmix, including building on successes of pharmacists and mental health workers
- Expanded primary care visiting service
- Support to staff for recruitment
- Expanding social prescribing
- Better and more consistent access in Banbury

What are our priorities?

1. Ensure sustainable primary care
2. Improve outcomes for the frail / elderly
3. Access to the right care at the right time
4. Address deprivation and inequalities
The developing plan

We would like to expand some services, such as:

- Better care for the highest-need patients including:
  - care home residents - more co-ordination and better access to medical records for visiting clinicians
  - include residents in assisted living developments
  - extend Primary Care Visiting service
- more capacity in same-day services building on and integrating current services such as Banbury Health Centre, the Neighbourhood Access Hub and GP Out of Hours.
- Increase in self-care and social prescriptions suitable to local areas
- Develop services, staff and buildings to meet the needs of an ageing population and future population growth.
To do this we would like to:

- Develop a wider skill mix of staff, e.g. pharmacists, mental health workers and others working alongside GPs and nurses in local surgeries.
- Develop closer working with community based teams.
- Review and change practices’ handling of letters, clinical results and requests to make best use of GP time.
- Assess opportunities for shared back office facilities to aid efficiency.
- Look to Oxfordshire-wide support for recruitment and retention of GPs.
- Improve information and services available online.
Any questions?

Dr Shelley Hayles, Deputy Locality Clinical Director

Fergus Campbell, Locality Coordinator
Questions to discuss

1. Do you agree with the suggestions and ideas presented?
2. What do you like and what works well at your GP practice?
3. What could be improved at your GP practice?
4. Do you have any suggestions for how services could be improved?