

Developing GP services and a locality plan for Oxford City

Thursday 23 November 2017

6.30pm Arrival and Introductions

6.35pm Presentation; Developing GP services and a Locality Plan for Oxford City

6.50pm Panel Questions and Answer session

- Dr David Chapman, Locality Clinical Director
- Sula Wiltshire, Director of Quality

7.15pm Workshop around tables to discuss what more we could do to:

- Support frail and vulnerable patients?
- Address the issues of deprivation and health inequalities?
- Support and develop Neighbourhood Practices?
- Sustain primary care for the future?

7.50pm Wrap up, closing remarks and next steps

8.00pm Close

- Shortage in workforce and difficulty recruiting staff
 - Lack of investment to allow general practice to thrive
 - Increasing and ageing population
 - 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
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What do Oxford City GP surgeries deliver now in 1 year

300,000	Routine GP appointments
120,000	Same day GP F2F appointments
24,000	GP home visits
300,000	Phone calls by clinicians
230,000	Nurse/HCA F2F appointments
91,000	Phlebotomy/blood appointments
23,000	Flu vaccinations

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
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GP practices in Oxford City Locality

There are currently **20** GP practices in the Oxford City locality with a total population of **210,048** patients.

Practices formed into 6 neighbourhood areas

Number of patients registered

1. North Oxford = (Summertown, Banbury Rd, Jericho – Leaver, Observatory)	44,100
2. Central Oxford = (19, 27, 28 Beaumont Street, King Edward Street)	33,215
3. South and West Oxford = Botley (including Kennington), South Oxford	20,161
4. South East Oxford = (Donnington, Hollow Way, Temple Cowley, Leys)	40,713
5. East Oxford = (Bartlemas, Cowley Rd, St Bartholomew's, St Clements)	42,138
6. Headington = (Hedena (Bury Knowle, Marston, Wood Farm), Manor)	40,241

We have been engaging people as we develop the plan for Oxford City:

- 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 Oxford City
 - Patient survey data has helped us understand the experience patients have of using local services.
 - Oxford City Council 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 Oxford City and whether these are different from elsewhere.
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Housing & Population growth estimates–5-10yrs

Locality Cluster	2017/18	2018/19	2019/20	2020/21	2021/22	5 Year							10 Year		
	Housing Growth	Housing Growth	Housing Growth	Housing Growth	Housing Growth	Housing Growth Total	*Population Growth 5yr Total	2022/23 Housing Growth	2023/24 Housing Growth	2024/25 Housing Growth	2025/26 Housing Growth	2026/27 Housing Growth	Housing Growth Total	*Population Growth 10yr Total	
City															
Central Oxford Cluster	99	99	99	99	46	442	1,061	46	46	46	46	52	678	1,627	
East Oxford Cluster	12	12	12	12	39	87	209	39	39	39	39	2	245	588	
Headington Cluster	99	99	125	125	186	634	1,522	186	186	186	186	17	1,395	3,348	
North Oxford Cluster	151	151	151	151	90	694	1,666	90	90	90	90	75	1,129	2,710	
South and West Oxford Cluster	232	115	137	137	50	671	1,610	50	50	-	-	25	796	1,910	
South East Cluster	89	89	89	89	120	476	1,142	120	120	120	120	10	966	2,318	
City Total	682	565	613	613	531	3,004	7,210	531	531	481	481	181	5,209	12,502	
Grand Total	682	565	613	613	531	3,004	7,210	531	531	481	481	181	5,209	12,502	

Data sourced from Oxis Oxfordshire County Council 2017-2035

- The highest rates of income deprivation in the Oxford City locality are in the areas of Barton, Rose Hill, Littlemore and in Blackbird Leys and Northfield Brook wards
- These wards are also ranked as poorer than average on many of the selected health indicators
- The wards highlighted as worse than average on the selected small area health indicators are:
 - Barton and Sandhills
 - Blackbird Leys
 - Carfax
 - Churchill
 - Cowley
 - Cowley Marsh

The developing plan

- To understand how patients use health services in different areas, we have assessed evidence and data for each locality, and how the population is likely to change in the future.
 - Throughout the summer your GP practice has joined the others in Oxford City Locality in talking about how they currently work, what problems they regularly face and how they could work better.
 - We have also been talking to Patient Participation Group representatives to find out more about the patient experience, listening to what patients feel is important and their ideas for change.
 - From this ongoing engagement work with patients, GPs and clinicians in your local area, we have identified the challenges each locality faces, their priorities and how those priorities could be met.
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Challenges:

- High deprivation areas with inadequate funding
- Lack of ambulatory care for patients with high needs that could keep them out of secondary care
- Increase in number of patients seeing a GP means it is increasingly difficult to manage emergencies among housebound patients
- High use of A&E from patients that could be directed elsewhere more appropriately
- High cost of housing which makes recruitment difficult



What are our priorities?

1. Improve care for the frail and vulnerable
2. Address deprivation and health inequalities
3. Ensure sustainable primary care
4. Create neighbourhood teams

- Urgent visiting service for more vulnerable patients
 - Frailty hubs to support older people who have multiple and complex conditions, and which aim to reduce emergency hospital admissions, readmissions, and lengths of stay in hospitals
 - Neighbourhood teams clustered around GP practices
 - Build on success of minor ailments pharmacy scheme
 - Increased access to primary care at weekends for tourists and students
 - Health and wellbeing hub
 - Expanded social prescribing such as exercise or weight loss classes and use of care navigators to signpost to these services
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What we have heard could work better

- ❑ Accident & emergency
 - Redirect patients away from A&E to pharmacies, or GP led in-hours or out of hours services.
 - ❑ Emergencies in housebound frail patients
 - Better proactive care would avoid ambulances being called, which often leads to unnecessary hospital admissions
 - ❑ Out of hours
 - Out of hours care is reactive and many frail patients require proactive care outside core hours to keep them out of hospital
 - ❑ Access to records
 - It is not always easy for different providers to access each others' notes – important for prescriptions out of hours
 - ❑ Support in care homes
 - Care could be more proactive
 - ❑ Prevention and public health initiatives are required in areas of greatest health need.
 - ❑ Across Oxford city there is an 9.2 year difference in mortality for men between the wards with the highest and lowest areas of deprivation
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From priorities into action

- ❑ 4 priority areas have been identified
 - Frailty & Vulnerability
 - Deprivation and health inequalities
 - Neighbourhood community practice
 - Sustaining primary care

 - ❑ Each area has a number of potential projects – identified in the table
 - ❑ Projects will be prioritised (across Oxfordshire)
 - ❑ Projects will be developed at varying timescales
 - ❑ Patient input will vary depending on the nature of the project
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4 Priority areas:

Frailty & Vulnerability	Deprivation & Health Inequalities
City urgent visiting service (in hours)	Extension of Minor Ailments Pharmacy scheme
Care Home service	Homeless service
Community services & development of practice focused Teams	Rose Hill Community Centre use
Frailty Hubs	Funding services for deprived
Weekend GP Service	Vulnerable children & adults
Long Term conditions - diabetes, CODP / Asthma, heart	Health & Wellbeing
	Mental Health services
	Social Prescribing
Neighbourhood Community Practice	Sustaining Primary Care
looking at all the projects in Frailty & Vulnerability, and considering how to provide the best support within GP practices and wider community teams	Will include looking at a mix of projects above, namely:
	Urgent visiting, Care Homes, Pharmacy use, Funding, Social Prescribing, Long Term Conditions + Student and Tourist health
Enabling work will also be undertaken on estates, digital technology, funding generally and workforce issues	

- Do you know what practices offer now?
 - What will make the 4 priority areas more effective?
 - Within the project areas, what opportunities can you see for change?
 - OCCG is seeking patient involvement in the formation and delivery of the projects; some are already gathering pace, some not yet started
 - We would like patient involvement through your practice PPG groups
 - Please do let your PPG Chair know if you are interested in being part of this work, or would like to share any comments.
 - Comments are also welcomed via <https://consult.oxfordshireccg.nhs.uk>
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Any Questions?

Questions to discuss

What more could we do to:

1. Support frail and vulnerable patients?
2. Address the issues of deprivation and health inequalities
3. Support and develop neighbourhood practices
4. Sustain primary care for the future

Please indicate if you would be prepared to join us to develop these plans further by joining a working group with the CCG.