Developing GP services and a locality plan for North Oxfordshire

Tuesday 21 November 2017
Programme

6.30pm  Arrival and Introductions

6.35pm  Presentation; Developing GP services and a Locality Plan for North Oxfordshire

6.50pm  Questions and Answer session
  • Dr Paul Park, North Locality Clinical Director
  • Diane Hedges, Chief Operating Officer

7.15pm  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?

7.50pm  Round-up, closing remarks and next steps

8pm    Close
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
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>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>
<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>
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<tr>
<td>Wychwood Surgery</td>
<td>6,046</td>
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</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 and Chipping Norton last week.
- 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
North Oxfordshire Locality

Challenges:

- Slightly older than average & ageing population
- Pockets of deprivation in Banbury
- Significant 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.

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

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
West Bar and Woodlands working towards integration

• Woodlands, West Bar and PML have been looking at how they can work more closely together to create a large practice for Banbury:
  • More than 24,000 patients.
  • More able to cope with staff changes.
  • More attractive as a place to work.
  • Wider range of services for patients.
  • More efficient use of ‘back office’ resources.
  • More sustainable for the future.

• The consultation for BHC will include an option for joining this initiative which would make the new practice 30,000 patients.
Banbury Health Centre

- Banbury Health Centre is run by PML under a contract that expires on 31 March 2018.
- The Health Centre provides services for its 6,186 registered patients and bookable appointments for non-registered patients. It is also providing extended hours 365 days each year 8am – 8pm.
- Since the opening of Banbury Health Centre, the policy direction has changed. The Five Year Forward View, published in 2014 and the General Practice Forward View published in 2016, focus on:
  - delivery at scale (larger practices);
  - extending hours of access to primary care for everyone
  - extending the multi-disciplinary team (groups of clinicians and professionals – doctors, nurses and therapists – working together);
  - developing new models of care in General Practice (looking at different ways of working such as using technology).
- Banbury Health Centre is now at capacity with no space to expand but is still relatively small, leaving it vulnerable in terms of workforce to cover the hours of operation. PML has indicated that they would not bid to continue to provide the services under a similar contract.
- OCCG is planning a consultation with patients in early 2018 to share the options available and to seek views before making a decision on the future of the practice.
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?