

Developing GP services and a locality plan for West Oxfordshire

Thursday 23 November 2017

GP practices face challenges

- 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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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 West Oxfordshire Locality

There are currently eight GP practices in the West locality with a total population of 81,000 patients.

Practice	Number of patients registered
1. Bampton Surgery	8,428
2. Broadshires Health Centre	10,346
3. Burford Surgery	6,525
4. The Charlbury Surgery	5,322
5. Cogges Surgery	7,617
6. The Eynsham Medical Group	13,924
7. The Nuffield Health Centre	12,097
8. Windrush Medical Practice	16,982

- Deer Park Medical Centre closed on 31 March 2017 following an unsuccessful procurement process
 - The contract for the Deer Park Medical Practice was an APMS contract – which is time limited and not like other GP practices in the area
 - Due to the short term nature of this contract, the contract value offered as part of the procurement was 15% more than for other practices
 - 4,399 patients asked to register with another GP practice locally; on 30 October 2017 there were 317 Deer Park Medical Centre patients who had not yet registered elsewhere.
 - Deer Park patients were able to register at any practice in whose practice boundary they lived. All practices maintained an open list.
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Context

- ❑ The Oxfordshire Joint Health Overview and Scrutiny Committee (JHOSC) referred OCCG's decision to disperse the patient list to the Secretary of State for Health
- ❑ The Secretary of State referred the matter to the Independent Reconfiguration Panel (IRP) who did not believe it warranted a full IRP Review
- ❑ The following advice was given to OCCG and to JHOSC:

The CCG should immediately commission a time limited project to develop a comprehensive plan for primary care and related services in Witney and its surrounds. At the heart of this must be the engagement of the public and patients in assessing current and future health needs, understanding what the options are for meeting their needs and co-producing the solutions. This work should seek to produce a strategic vision for future primary care provision in line with national and regional aims and should not preclude the possibility of providing services from the Deer Park Medical Centre in the future.

NHS England added that this needs to be linked to, and integrated with, the wider OCCG and STP plans for the whole of Oxfordshire.

We have been engaging people as we develop the plan for West 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 West Oxfordshire
 - Patient survey data has helped us understand the experience patients have of using local services.
 - West Oxfordshire District 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 West Oxfordshire and whether these are different from elsewhere.
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Housing growth

	Total Population			% increase	
	Apr-17	5 year growth	10 year growth	5 year growth	10 year growth
West	81,585	90,266	101,363	11%	24%
Rural West	30,413	33,490	35,563	10%	17%
Witney and East	51,172	56,776	65,800	11%	29%

Based on Oxfordshire County Council data from December 2016 there are 3,600 new dwellings expected in the locality over the next 5 years and almost 8,000 in the next 10 years.

Population estimates based on average occupancy of 2.4 per dwelling

- 2.7% of the population is aged 85 and over, just above the rate for Oxfordshire overall (2.4%).
 - The ward of Burford had a significantly higher proportion of the population aged 85 and over.
 - For west Oxfordshire, areas of Witney had the highest rates of child and older people poverty.
 - Health outcomes were generally better than average for Oxfordshire and the country.
 - Two wards are above average on one health indicator each:
 - Freeland & Hanborough – ‘death from stroke (all ages)’
 - Witney South - ‘hospital admissions for self harm’
 - The ranking of Freeland & Hanborough ward on ‘stroke deaths (all ages)’ may have been influenced by the number of care home beds in this area
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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 specialist medical input
 - include residents in assisted living developments
 - extend Primary Care Visiting service
 - Community clinics for diabetes and respiratory services - fewer visits to Oxford hospitals.
 - Clearer and more integrated same-day services building on services such as the Minor Injuries Unit, the Neighbourhood Access Hub and GP Out of Hours.
 - Ensure a high standard of end of life care.
 - Increase in self-care and social prescriptions.
 - Develop services, staff and buildings to meet the needs of an ageing population and future population growth.
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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.
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Engagement

Meetings that have taken place:

- Meeting with Stakeholders organised by Healthwatch
- Public event in Witney (1 Nov)
- Public event in Carterton (8 Nov)
- Meeting with Robert Courts MP
- Meeting with Witney Town councillors
- Meeting with West Oxfordshire Economic and Social Overview and Scrutiny Committee

Survey on Talking Health (OCCG website)

Meetings planned:

- Public event in Witney (7 Dec)
 - Meeting with former patients of Deer Park (tbc)
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What we have heard so far

Feedback at public meetings

- Train patients to self care
- CCG should link with communities, especially around housing/Section 106
- Reduce waiting times to see a named GP
- Reception staff triage – need to explain why, improve customer service
- Upskill the workforce – not everything needs a GP
- Don't rely on IT – not everyone has access to internet
- Think about prevention more

Feedback from survey

- Improve waiting times
 - Improve signposting to nurses
 - Without cost and resource are the plans achievable
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Next steps

- Complete the engagement meetings and survey
 - Review the feedback and include in draft Locality Plan
 - Publish draft Locality Plan (early December)
 - Further opportunity for feedback from patients, public and stakeholders
 - Final plan to be agreed in January 2018
 - Ongoing engagement and refinement
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