

Primary care services in Rutland

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Healthwatch Rutland survey

- We welcome the views of local people and the efforts put into conducting the survey – thank you!
- Survey results have been discussed at:
 - ELRCCG Primary Care Commissioning Committee (PCCC)
 - ELRCCG Governing Body
 - GP locality meetingand shared directly with local practices
- Results are helping to inform the ongoing development of a Locality Plan for Rutland which also supports the wider Sustainability and Transformation Partnership plan for Leicester, Leicestershire and Rutland
- Today's presentation will cover some of the wider changes ad

Geographical planning

- We are working on a draft plan for each of our geographical areas to ensure that services meet the needs of local patients. The plans include:
 - Acute Services
 - Community Beds
 - Community Services
 - Diagnostics
 - Planned Care
 - Estates
 - General Practice
 - Urgent Care

Influencing our plans

- The plans are being shaped by various other sources of data including:
 - health outcomes
 - NICE guidance
 - GP practice formal meetings
 - patient experience and satisfaction scores
 - listening events and local surveys
(including the Healthwatch Rutland survey)
- We will be engaging on the locality plans later in the year, giving local people further opportunity to shape and influence local health care

Current Urgent Care services

- Urgent defined as non-emergency, but requires “on the day” treatment
- Local services in Oakham with daytime minor injuries
- Oakham evening and weekend minor injuries and illness
- Oakham out of hours doctor
- Stamford daytime minor injuries
- Corby 8-8 minor injuries/illness
- Many access points which is confusing

Future Urgent Care services...?

- Future proposed model being worked on for Rutland
- Daytime minor injuries service
- Single/joint GP and nurse provided
- Evening and weekend extended Primary Care Access Services
- Bookable by / through GP practices and through 111
- Need to be mindful of services in Stamford and Corby as we develop plans
- Any changes will need improved communication/
- awareness for patients

General Practice

- Four practices in Rutland areas (nine sites including Kendrew Barracks) delivering services in different ways
- All are:
 - rated good by CQC
 - meeting contractual standards
- BUT as survey shows, patient satisfaction in service varies with big concern being access

Key areas of consideration

- New and different ways of accessing Primary Health Care
- Joint working and delivery of services
- Access
- Premises development / population growth

Access

- Practices have adapted access but it is the greatest concern and single largest complaint nationally
- Differs across Rutland (whole County)
- Demand greater than ever
- Up to 40% in 15 years
- Requires a different approach and potentially new model

Extended access

- Current out of hours GP and urgent care service of Rutland Memorial Hospital
- In 2018 the service will combine and can be bookable via every Rutland GP Practice and 111
- Provides evening and weekend extended access

New ways of access

- Know that patients with complex conditions need to see a GP. This is 2-5% of the population who need longer appointment
- Majority of patients should and could receive health care from:
 - Nurses
 - Online
 - On the phone
- CCG investing additionally in 2018 onwards to support this and we hope to see:
 - more proactive management of complex patients
 - increased access to on the day appointments
 - more effective way of getting through to the surgery
 - clear and simple to understand communication and promotion with patients

Joint working and service delivery

- Four practices working formally together through Primary Care home
- CCG financially supporting this and practices need to present their plan to work together
- Start of the process to enable joint service delivery and resilience for General Practice
- Linked to integrated social care and voluntary services

Estates and premises

- Rutland is growing – Oakham/St Georges Barracks and peripheries)
- Some surgeries not big enough
- Working with Rutland County Council and public sector on a Rutland One Public Estate proposal
- Requires investment and development of new and improved premises

GP premises

- If St Georges developed will need a new Health Centre
- If new Health and Social Care campus built in Oakham – new large fit for purpose Health Centre proposed to meet needs of Oakham and surrounds
- If campus not built – investment in development and expansion of Oakham Medical Practice
- However, population growth and size of Oakham does not warrant an additional GP Surgery contract provider

Conclusions

- The Healthwatch Rutland survey, along with a number of other valuable data sources, is influencing plans for Rutland
- Full Locality Plan to be drafted and will be shared with local people for views
- Seeking best value integrated services with funding available
- We have listened to concerns, are continuing to do so, and we are acting and commissioning to deliver improvements
- Change is inevitable – we must work together to ensure our plans meet needs of local population