

Improving Access to General Practice

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We said:

We would bid to improve telephony systems across Rotherham

We have:

- Bid unsuccessful to date so Primary Care Committee has approved utilising primary care funding to enable the upgrades and also to enable call recording to support telephone consultation
- [Appendix A](#) – details completed practice upgrades and those which will be completed before 31 March 2017

We said:

We would
introduce
telehealth across
Rotherham

We have:

- Piloted and now rolled out telehealth to 19 practices (as at the end of January) and will complete full rollout before 31 March 2017
- [Appendix B](#) - details the benefits already being seen from implementing the telehealth system

We said:

Access would be a significant element of our Quality Contract

We have:

- Access improvement will be a requirement of all 31 practices from 1 April 2017. Practices have all confirmed that they will meet the requirements of the quality contract by this date
- [Appendix C](#) - confirms the requirements of practices by 1 April 2017

We have:

- All practices undertaking a resilience programme 'Productive General Practice' to support their ongoing sustainability, by end of March 2017.
- It provides essential tools for practices to support for example skill mix, front and back office functions, planning and scheduling.
- Examples
 - The Village – care navigators
 - Woodstock Bower – telephone consultation for Advanced Nurse Practitioners
 - Rationalisation of back office functions such as clinical documentation

We said:

We would work with practices to provide more flexibility in appointments

We have:

- We have audited the number of appointments in practices to understand if more or less capacity is being provided.
- **Appendix D** - report and papers associated with the access audit

We have:

- Commenced a pilot of Saturday routine appointment availability to complement our urgent appointment offer in January.
 - publicising appointments in practices
 - text messages regarding Saturday appointments to all patients with mobile phones
 - article in Rotherham Advertiser ([Appendix F](#))
- [Appendix E](#) - initial report of the uptake and patient feedback regarding the Saturday service

We have:

- Patient online numbers have significantly improved over the last year. The CCG and NHS England are working with practices who are struggling with their uptake of patient online.
- [Appendix G](#) - current information regarding uptake of patient online.
- We continue to look at ways of raising the profile of the availability.

We said:

We would
implement our
interim strategy
for general
practice

We have:

- The strategy has now been superseded by ‘the Rotherham response to the GP Forward View’
- [Appendix H](#) - our response to the GP Forward View
- [Appendix I](#) - NHS England’s February assessment of our progress in relation to implementation

We said:

We would consider health implications of building schemes impacting on Rotherham

We have:

Waverley development

- We are now at the design stage with the developers and are advised that subject to planning, the build of the new health centre will commence in September 2017.
- In the interim, an improvement project for Treeton medical centre has commenced to improve capacity.

We have:

- Reviewed medical capacity for the proposed increased housing to other sites and there is capacity in the practices surrounding the area:
- Bassingthorpe Farm development – Rawmarsh, High Street, Bellows Road and Parkgate
- York Road development - York Road, Shakespeare Road and The Gate
- Forge Island development
- We are reviewing the medical capacity as urban capacity is more limited.

Any questions?