

# Primary care Services-



South West London  
Clinical Commissioning Group

## What's been learned, what GP practices will keep

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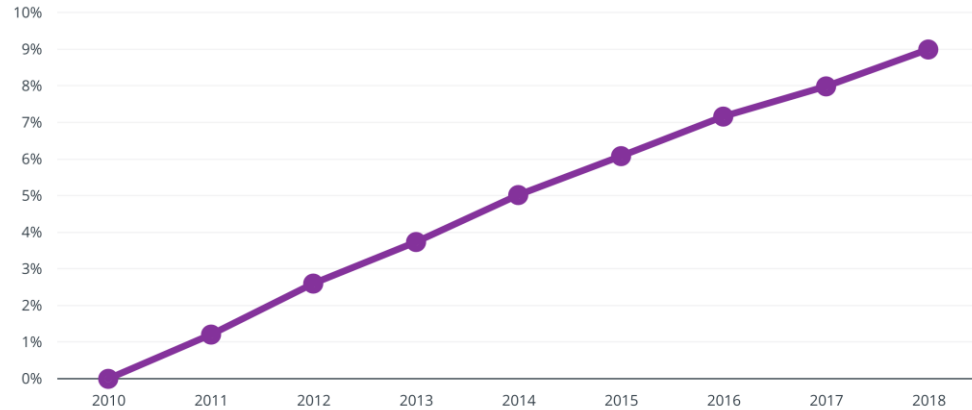


Bringing together Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth

# How we were... how we are...

Change in estimated demand for general practice consultations since 2010

IfG



Source: Institute for Government analysis of Office for National Statistics 'Mid-year Population Estimates'; Department of Health, 'Resource Allocation: Weighted Capitation Formula', 2011.

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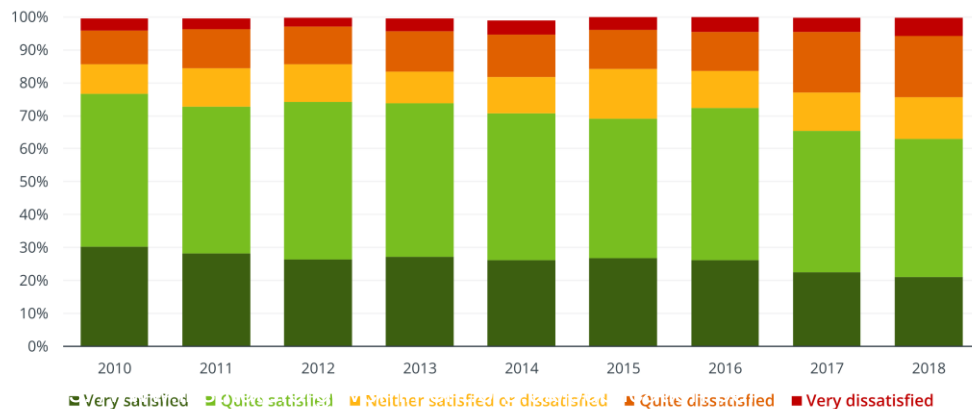
November 2019:

13% appointments were by telephone

81% appointments were face-to-face

Public attitudes to general practice

IfG



Source: Institute for Government analysis of The King's Fund, 'Public satisfaction with the NHS and social care in 2018: Results from the British Social Attitudes survey.'

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August 2020:

43% appointments were by telephone

48% appointments were face-to-face

# What do we want to keep?

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1. Easier to register with a GP
2. More, and different, channels of Access to Primary Care
3. Services built around needs of patients



# Easier to Register with a GP

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- ‘Everyone In’ policy, GLA hotels and Wandsworth Council initiatives
- Homeless Health and GP registration
- 92% registered



# More, and different, channels of access

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- Phone consultations +/- attachments
- Video consultations
- E-Consultations- national GP contract
- Group consultations
- Care Home telehealth- monitoring
- 111 navigation directly to GP



# Services built around the needs of patients

- Let people consult the way they prefer
- Move to Integrated Care Systems 'ICS'
- Vertical Integration eg Diabetes service
  - Covid example: Home Oxygen
- Move more care into the community



## Example- Maternity

- By mid-April majority of antenatal care moved into community hubs or on-line



# Risks and mitigations...

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- Health Inequalities
- Digital Inclusivity
- Training for remote consulting
- Care Navigation





# How we want to be...

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*The GP Contract was changed in 2019 to introduce 12 new roles in Primary Care:*

**Dietician**

**Clinical Pharmacist**

**Social Prescribing Link Worker**

**Podiatrist**

**Care Co-Ordinator**

**Health and Wellbeing Coach**

**Paramedic**

**Physician Associate**

**First Contact Physiotherapist**

**Nurse Associate**

**Occupational therapist**

**Mental Health Practitioner**



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**Not all decisions are good ones- expect some mistakes...**

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Thanks  
**Questions?**

