

# Community Engagement Forum

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South Lynn Community Centre



# GP Forward View

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# Introduction

GP Forward View – National Strategy for General Practice Services in the Future including;

- **Increased levels of Investment** - Including a transformation fund
- **Workforce** – Expand and support GP and wider primary care staffing
- **Workload** – Reduce administrative burden and help to release clinical time
- **Practice Infrastructure** – Investment in Estate & Technology
- **Care Redesign** – Improvement Programme to support Practices

# Care Redesign

Support to strengthen and redesign General Practice including delivering extended access in primary care;





- Enabling Self care and direct access to other services
- Better use of the wider workforce
- Increased use of digital technology
- Practices working collectively to provide extended access

# West Norfolk – Priorities for 2018/19

- Extending General Practice Access
- Improving the use of technology
  - Patient On Line Services
  - On Line Consultations
  - Interoperability between services
- Access to support through Time for Care Programme
- Application to funding Clinical Pharmacists

# Ten High Impact Changes

10 High Impact Actions to release time for care 

- 1: **ACTIVE SIGNPOSTING** 
- 2: **NEW CONSULTATION TYPES** 
- 3: **REDUCE DNAs** 
- 4: **DEVELOP THE TEAM** 
- 5: **PRODUCTIVE WORK FLOWS** 
- 6: **PERSONAL PRODUCTIVITY** 
- 7: **PARTNERSHIP WORKING** 
- 8: **SOCIAL PRESCRIBING** 
- 9: **SUPPORT SELF CARE** 
- 10: **DEVELOP QI EXPERTISE** 



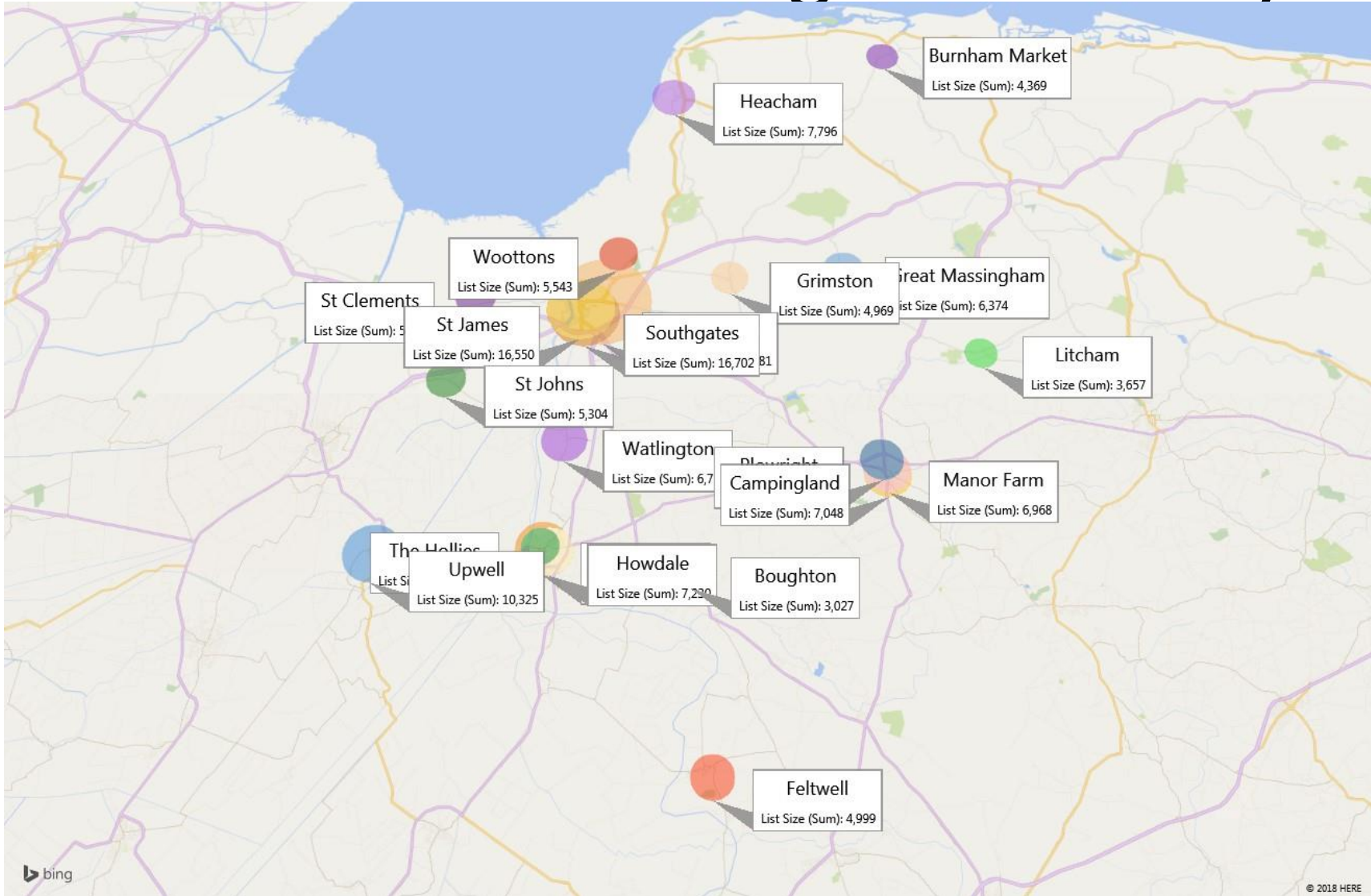
[bit.ly/gpcapacityforum](https://bit.ly/gpcapacityforum)

# Extended Access

## Core requirements for improving access

- **Timing of appointments** - Monday to Friday 6:30pm – 8pm and on Saturdays and Sundays to meet local population needs
- **Capacity** - A minimum additional 30 minutes consultation capacity per 1000 population, rising to 45 minutes per 1000 population.
- **Measurement** – Use a new tool which automatically measures appointment activity both in-hours and in extended hours.
- **Advertising and ease of access** - Advertised to patients, including notification on practice websites, notices in local urgent care services and publicity into the community. All practice receptionists able to direct patients to the service and offering choice of evening and weekend appointments on an equal footing to core hours appointments.
- **Digital** - Use of digital approaches to support new models of care in general practice.
- **Inequalities** – Any local inequalities identified and actions taken
- **Effective access to wider system** - Effective connection to other services including 111 and urgent care services.

# Practices Working Collectively





# Workshop Questions

- What Can the Community Forum Do to Help?
- Do You have any views on how primary care services can be improved?
- What about Vulnerable Groups?

# Vulnerable Groups

West Norfolk Clinical Commissioning Group

## Protected characteristics

