

Gloucestershire ICS Primary Care Strategy

Summary

2019-24





Introduction

NHS Gloucestershire Clinical Commissioning Group (CCG) is a clinically-led organisation with 74 GP member practices. We are responsible for planning and buying (commissioning) healthcare services, including GP medical services, across the county to meet the needs of local people.

We want to ensure that you can continue to access excellent healthcare and that your experiences of local GP services are the best they can be.

You may be aware that GP practices and their staff are facing a number of challenges, including:

- An ageing workforce (which means that a number of GPs and nurses are likely to retire over the next few years);
- A growing population, increasing demand for appointments;
- Caring for patients with complex health needs;
- Difficulties with both GP and nurse recruitment;
- Financial pressures.

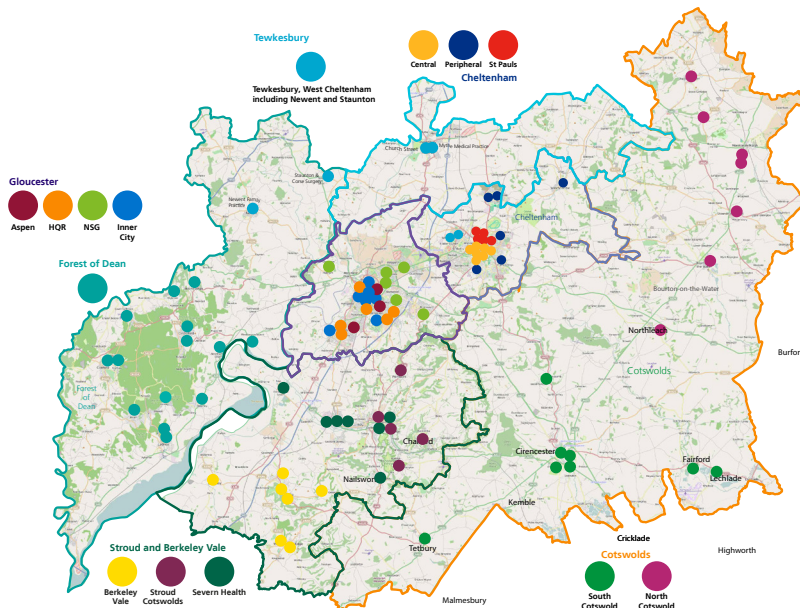
Despite these challenges, GP services in Gloucestershire continue to provide high quality patient care and receive high levels of patient satisfaction (GP Survey, 2019). However, we know that we need to continue to develop and support GP services to meet the needs of future generations and ensure that the care provided in Gloucestershire is comparable to the best in England.

Our six key initiatives are as follows...

1 Primary Care at Scale: Developing Health and Social Care Communities

Our GP surgeries have been working collaboratively with other nearby surgeries and healthcare providers for some time in order to better manage care for people with long term conditions and prevent avoidable hospital attendances. This has helped us to implement the changes required by the new GP Contract and Long Term Plan, to establish Primary Care Networks (PCNs).

There are 14 PCNs in the county within our 6 localities; the PCNs use local resources in a more integrated way to enable patients to access a number of different available services close to home, at a convenient time. As a patient, you remain registered with your GP surgery and receive the care you need from your local GP surgery team.



At the heart of this ambition is an aim to work more closely with other health and social care colleagues, including Gloucestershire Health and Care NHS Foundation Trust (which provides community hospital and mental health services), Gloucestershire Hospitals NHS Foundation Trust (which provides hospital services at Gloucestershire Royal and Cheltenham General Hospitals) and Gloucestershire County Council.

By working together we want to achieve a joined up healthcare system that is easily accessible and provides high quality services for our patients. We are also going to be working closely with other public services, such as fire, housing, police, education and leisure.

2 Improving Access and our Vision for Urgent and Responsive Care

There is a national requirement to improve access to out of hours, urgent care and GP healthcare services, including access to sufficient GP appointments at evenings and weekends. In the county, there are now an additional 100,000 GP surgery appointments available, from 8am – 8pm Monday to Friday, throughout the weekend and on bank holidays. These appointments are available to any patient registered with a GP surgery in Gloucestershire.

We will continue to improve how Gloucestershire GP practices offer better access to out-of-hospital care, regardless of whether our patients access our services by telephone, online or face-to-face.



3 Population Health, Improving Quality and Tackling Inequalities

In order to develop services that meet the needs of our residents, we are using local data to inform our understanding of what is needed. This includes understanding what patients need now and what they are likely to need in the future and responding accordingly by providing the right resources in the right places.

We will tackle inequalities and improve quality through a range of measures including developing our workforce and how health and care services are provided across Gloucestershire. Find out more about your local population and services in Appendix 3 of our full Primary Care Strategy.



4 Developing the Workforce

In Gloucestershire, we have been working hard to recruit and retain GP surgery staff. We continue to support recruitment initiatives to traditional practice roles, such as GPs and practice nurses, which is essential for primary care services in the county. We are also looking at new ways of working and additional health professionals are now working within GP surgeries. This includes:

- Physiotherapists;
- Mental health practitioners;
- Specialist paramedics;
- Frailty matrons;
- Social Prescribers;
- Clinical pharmacists.

In the coming years we anticipate many more new roles joining general practice teams who can offer first-rate medical care; this means that as a patient, you can access the right professional who will offer you the right care, in the right place, at the right time.



5 Digitally Enabled

We recognise that an increasing number of people like to access healthcare services online. As such, Gloucestershire CCG is supporting GP surgery services to increase their digital services to patients. This will mean:

- Making patient records available online;
- Making GP surgery appointments available for registered patients to access;
- The introduction of video consultations;
- Implementation of new websites for our GP surgeries;
- Improving digital communication between hospital and GP surgery colleagues.

6 GP Premises

We have invested significantly in GP premises, and there are a number of new or recently extended GP surgery buildings with plans to progress this even further.

The Infrastructure Plan outlines how we will continue to invest in GP surgery buildings across Gloucestershire. These will be planned and designed to meet the ever-increasing health and care needs of our patients and offer a broader range of services to patients whilst bringing together other community, care and/or leisure services.



Kingsway Health Centre, Gloucester



The Devereux Centre, Tewkesbury

The full Infrastructure Plan is available from:
www.gloucestershireccg.nhs.uk/wp-content/uploads/2019/10/Appendix-4-PCIP.pdf

Get involved / further information

There are a number of ways you can get involved, including becoming a member of a local GP Practice Participation Group. Please email: glccg.participation@nhs.net or call: **0300 421 1794** or text/WhatsApp: **07342 093777**.

Our full NHS Gloucestershire CCG Primary Care Strategy is available from:
www.gloucestershireccg.nhs.uk/about-us/publications/

To discuss receiving this information in large print or Braille please ring: **0800 0151 548**

To discuss receiving this information in other formats please contact:

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