

PPG June 2023

Croft Medical Centre

Improving access to services –
primary care

NHS England has published Delivery Plan for Recovering Access to Primary Care.

To tackle the increasing demands on Primary Care, the plan focuses on four areas to alleviate pressure:

- EMPOWERING PATIENTS
- IMPLEMENTING MODERN GENERAL PRACTICE ACCESS
- BUILDING CAPACITY
- CUTTING BUREAUCRACY

Empower patients:

- Improving information and NHS App functionality
- Increasing self directed care
- Expanding community pharmacy

Implementing Modern General Practice Access:

- Better digital telephony
- Simpler online requests
- Faster navigation, assessment and response

Building capacity:

- Larger multidisciplinary teams
- Increase in new doctors
- Retention and return of experienced GPs
- Primary Care estates

Cutting bureaucracy:

- Improving the primary - secondary care interface
- Building on the Bureaucracy Busting Concordant

What does this mean for patients?

- Everyone who needs an appointment with their GP practice gets one within the appropriate period of time depending on urgency, and patients are offered an assessment of need, or signposted to an appropriate service, at first contact with their GP practice.
- Improving patient experience and satisfaction.

Actions:

- Greater signposting at reception.
- Encouraging online access.
- Communication.
- Patient survey results.
- Managing demand better.
- Use of ARRS and working more efficiently

LEAMINGTON PCN - ADDITIONAL ROLES



Paramedic

Paramedics work within practices to treat infections, acute illnesses and minor injuries. They also carry out home visits for housebound patients. Clinically, they are generalists and are used to dealing with a variety of different presentations which enables them to see a broad range of patients. Paramedics are also able to complete a prescribing qualification to be able to prescribe a wide range of medications.

FCP - MSK

First Contact Practitioners (FCPs) are qualified independent clinical practitioners who can assess, diagnose, treat, and manage musculoskeletal (MSK) problems and undifferentiated conditions. Where appropriate they can discharge a person without a medical referral. If a patient is suffering from a sprain, arthritis, muscle/ligament/tendon problems or neck/back pain they can speak to an FCP.

Trainee Nursing Associate (tNA)

TNAs undertake a two-year blended learning apprenticeship, combining university attendance with clinical practice. Working alongside nurses and HCAs, TNAs learn how to perform such HCA duties as venepuncture, ECGs, wound care, personal care, diabetic foot checks, urine analysis, clinical observations e.g. blood pressure, temperature checks, height & weight measurements.

Frailty Nurse

Frailty Nurses work closely within our local Care Homes, to prevent hospital admissions and best manage complex side effects of frailty. Carrying out weekly ward rounds they work alongside patients, relatives and GP's to ensure a high level of care is delivered within these care settings.





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Personalised Care Hub

LEAMINGTON PCN - ADDITIONAL ROLES



Dietician

Dieticians are healthcare professionals that diagnose and treat diet and nutritional problems. The aim of a dietitian is to improve their patient's lifestyle and overall health, through nutrition. Dieticians support changes to food intake to address diabetes, cardiovascular disease, weight management and metabolic diseases.

Health & Wellbeing Coach (HWBC)

A HWBC will use their coaching skills to support people to develop the knowledge, skills & confidence to become an active participant in their care and wellbeing journey. In Leamington, the HWBC supports the PCN Lifestyle Clinic - a group session developed to explore how lifestyles have an impact on quality of life.

Social Prescriber

A Social Prescriber can support and sign post Adult patients with: financial concerns, housing concerns/issues, loneliness and volunteering, being active and healthier, living well independently & low level mental health issues relating to social circumstances.

Child & Young Person Social Prescriber (CYPSP)

This role is similar to a Social Prescriber, however, they specialise in working with school aged children (under 18s).

Active Monitoring Practitioner

Active Monitoring is an early intervention service which uses guided self-help tools for people aged 11-18y or 18y+. Support covers areas such as anxiety, depression, self-esteem, stress, feeling alone, managing anger and grief & loss.





LEAMINGTON PCN - ADDITIONAL ROLES



Clinical Pharmacist

CPs provide specialist expertise in the use of medicines. They work with and alongside the general practice team, taking responsibility for patients with chronic diseases and undertaking clinical medication reviews to proactively manage people with complex medication use, especially for the elderly, people in care homes and those with multiple complex conditions.

Pharmacy Technician

PTs provide support to Clinical Pharmacists in medication optimisation, assisting with obtaining IIF and DES targets, coding and running audits, helping both local community pharmacies and surgeries with medication queries and supporting care homes to improve their medication management via online ordering systems.

Medicines Management Care Coordinator

Our Medicines Management CCs provide administration support to Medicines Management Hub, answering the day to day queries from pharmacies, surgeries & care homes via a Hub Phonenumber and Email Inbox. Handling and processing urgent documentation from Hospitals and patients. Supporting with project work undertaken in the Team.

Care Coordinator

Unlike other roles, this is predominantly non-patient facing, and instead act as a central point of contact for other health professionals and care homes. Care Coordinators skills and knowledge are well rounded as they work with the Frailty Service, coding, Learning Disability Health Check support; PCN Coil Clinics; Cancer Care/Screening and the Outreach Project.



PPG Help

- We need your support:
- - communication
- - representation
- - feedback