What's going on in general practice?

Beccy Baird
Senior Fellow in Health Policy
The Kings Fund
Is there a crisis?

GPs quit NHS in England at rate of 400 a month

Rising workload and falling income blamed for early retirements and reluctance to join family practice

Satisfaction with GP services at record low

NHS to spend £100m bringing in up to 3,000 GPs from abroad

General practice lost more than 700 GP partners in 2017

Soaring complaints against GPs as it becomes harder to get appointment
Yes there is
A day in the life of a GP

12 minute appointments

- Clinic
- Lunch
- Meeting
- Clinic

Toilet

Staff questions

Other staff:
- Nurse: cervical smears, diabetes/asthma/COPD reviews
- HCA: blood tests, new registrations, stock/process
A day in the life of a GP

- Clinic
- Meeting
- Clinic

- Discharge letters
- Out of hours letters
- Test results
- Consultant letters
A day in the life of a GP

1. Write referral letter
2. Lookup guideline
3. Safeguarding/audit
A day in the life of a GP

Repeat prescription requests

Urgent prescriptions
A day in the life of a GP

Housebound

Clinic

Meeting

Clinic

Letters / Results

Scripts

Admin / referrals

Palliative
A day in the life of a GP

Trainees

Medical students

Letters / Results
Clinic
Meeting
Home visits
Clinic
Scripts
Admin / referrals

Dangerous/urgent lab results
A day in the life of a GP

Telephone contacts?

7 8 9 10 11 12 13 14 15 16 17 18 19 20

Letters / Results  Clinic  Supervision  Meeting  Home visits  Clinic  Supervision  Scripts  Urgent results  Admin / referrals

Computer/printer problems?  Acutely unwell patients?
So where now?

More of the same?

Something else?
What’s general practice supposed to do?

Figure 1 The core attributes of general practice

- Accessible care
- Continuity
- Person centred, holistic care
- Co-ordination
- Community focus
The models we studied

- Team based working
- Digital innovation
- Community-centred approaches
- Segmented models
- New roles
- Whole system redesign
### So what might general practice look like in future?

- Empowering patients to manage their own health
- A shift from reactive to proactive care
- An emphasis on continuity
- Working in a team within the practice
- Working at scale in a network
- Working more closely with the wider system
- Using new technologies
- Improved engagement with community resources
- A focus on the health of the wider community
An alternative day for a GP...

- **8 x 15-20min appointments** for complex patients
- 7 emails
- 5 phone reviews
- Supervise GP registrar

### Mixed Clinic
- Coffee
- Urgent issues
- Plan for the day

### Complex Clinic
- 6 x 20min appointments

### Timeline:
- 8:00-9:00: Huddle
- 9:00-10:00: Mixed Clinic
- 10:00-11:00: Team Lunch
- 11:00-12:00: Huddle
- 12:00-13:00: Supervision
- 13:00-14:00: Meeting
- 14:00-15:00: Admin / Referrals
- 15:00-16:00: Complex Clinic
- 16:00-17:00: Urgent Results
But what about?

Admin, letters, results:
- HCA
- Nurse
- Case manager
- Pharmacist

Prescriptions:
- Pharmacist

22x 10min appts:
- Pharmacist

2 home visits:
- Paramedic
- Community teams

Phone or email:
- Pharmacist
- Physiotherapist

Self management/ community pharmacist:
- Paramedic
The policy response: primary care networks

Also:
- General practice premises policy review
- GP IT futures framework
- Digital first primary care consultation
- NHS People Plan
What are primary care networks?

- About 1300 in total
- Mostly between 30k and 50k patients
- Mostly geographically coherent

Network clinical director

Network agreement with single bank account

New money
- Additional roles
- Participation payment
- Core PCN funding
- CD funding
- ‘Shared savings scheme’
Where do they fit (3 letter systems...)

- Sustainability and transformation partnership (STP)
- Integrated care system (ICS)
- Primary care network (PCN)
- GP practice
Thank you

Beccy Baird
@beccya
b.baird@kingsfund.org.uk

www.kingsfund.org.uk