



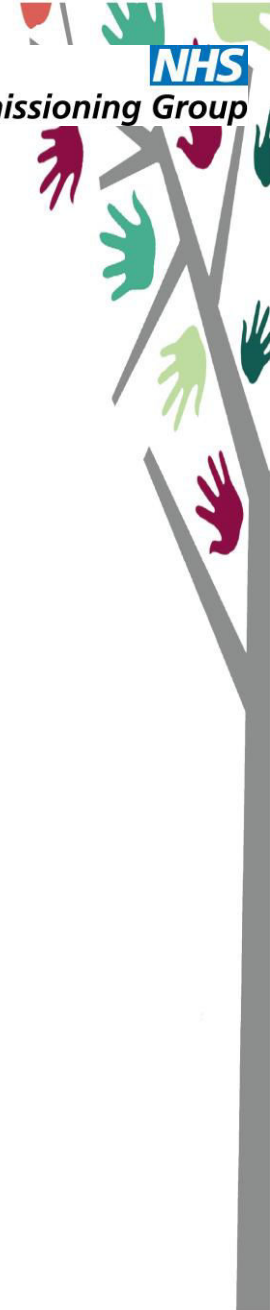
Primary Care Strategy Update

Slough CCG Governing Body in Public
6th October 2015

Sangeeta Saran. Head of Operations

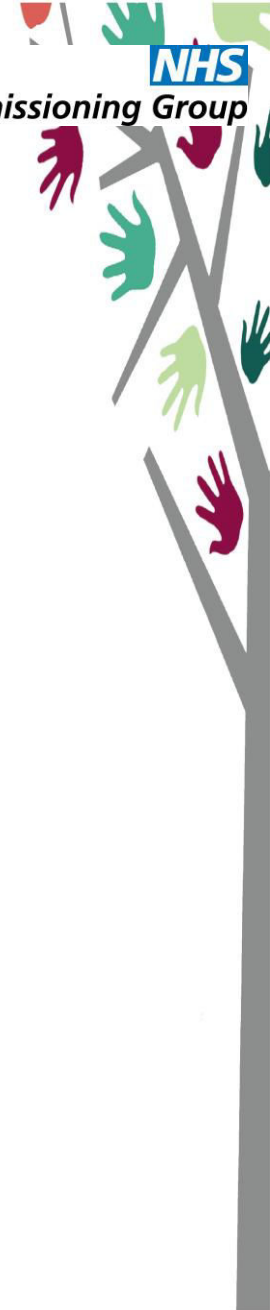
Slough CCG Profile

- Slough is part of the East Berkshire Federation that includes Bracknell and Ascot CCG and Windsor, Ascot & Maidenhead CCG
- Slough has a registered population of 150,507 and shares the same boundaries as Slough Borough Council
- There are 16 GP practices that serve the patients within Slough
- There are 3 acute hospitals with the main one being Wexham Park Mental health and community services are delivered by Berkshire Healthcare NHS Foundation Trust
- Slough was a Wave 1 Prime Ministers Challenge Fund site for delivering extended access and was awarded £2.95m in June 2014
- It is an under doctored area with 0.48 FTE GP's per 1,000 patients compared to 0.58 England average.



Slough CCG Profile (2)

- In 15% of households English is not the first language
- 54.3% of the resident population of Slough is from a Black and Minority Ethnic (BME) group. An additional 11.2% are from a White non-British background.
- High needs, significant deprivation & health inequality. 13% of neighbourhoods are in the 20% most deprived in the country.
- A quarter of children living in poverty
- Slough has the fifth highest birth rate in England
- Life expectancy in Slough is increasing in line with the national rate. However, there are variations between wards in Slough and between different socio-economic groups within the town



Slough CCG – The Money

- The total funding allocation for Slough CCG in 2015/16 is £168.8m
- GP Primary care budget for Slough CCG - £18.35m
- The CCG is meeting the key NHS England financial business rules with delivery of a surplus of £1.7m
- CCG funding is below target funding by 5.1%
- There is a QIPP and Savings Plan of £4.5m
- Slough has received £700k of Prime Minister's Challenge Funding to contribute to sustaining 7 day access in 2015-1

Health and Wellbeing priorities

- **Diabetes:** Increase early diagnosis of all types of diabetes
- **Tuberculosis:** Increase access to TB screening for earlier diagnosis
- **Obesity:** Increase the level of physical activity undertaken by residents of all ages and encourage healthier eating
- **Children:** Improve emotional and physical health of children of all ages from 0 to 19 years
- **HIV:** Improve the sexual health of adults and young people
- **CVD:** Improve access to CVD screening programmes and develop care pathways that support prevention of CVDs
- **Drug and alcohol misuse:** Reduce drug and alcohol misuse and their impact on domestic abuse and violent crime
- **Self-care/mental health:** Increasing access to self-care programmes and to effective services for people with long-term conditions and mental health problems

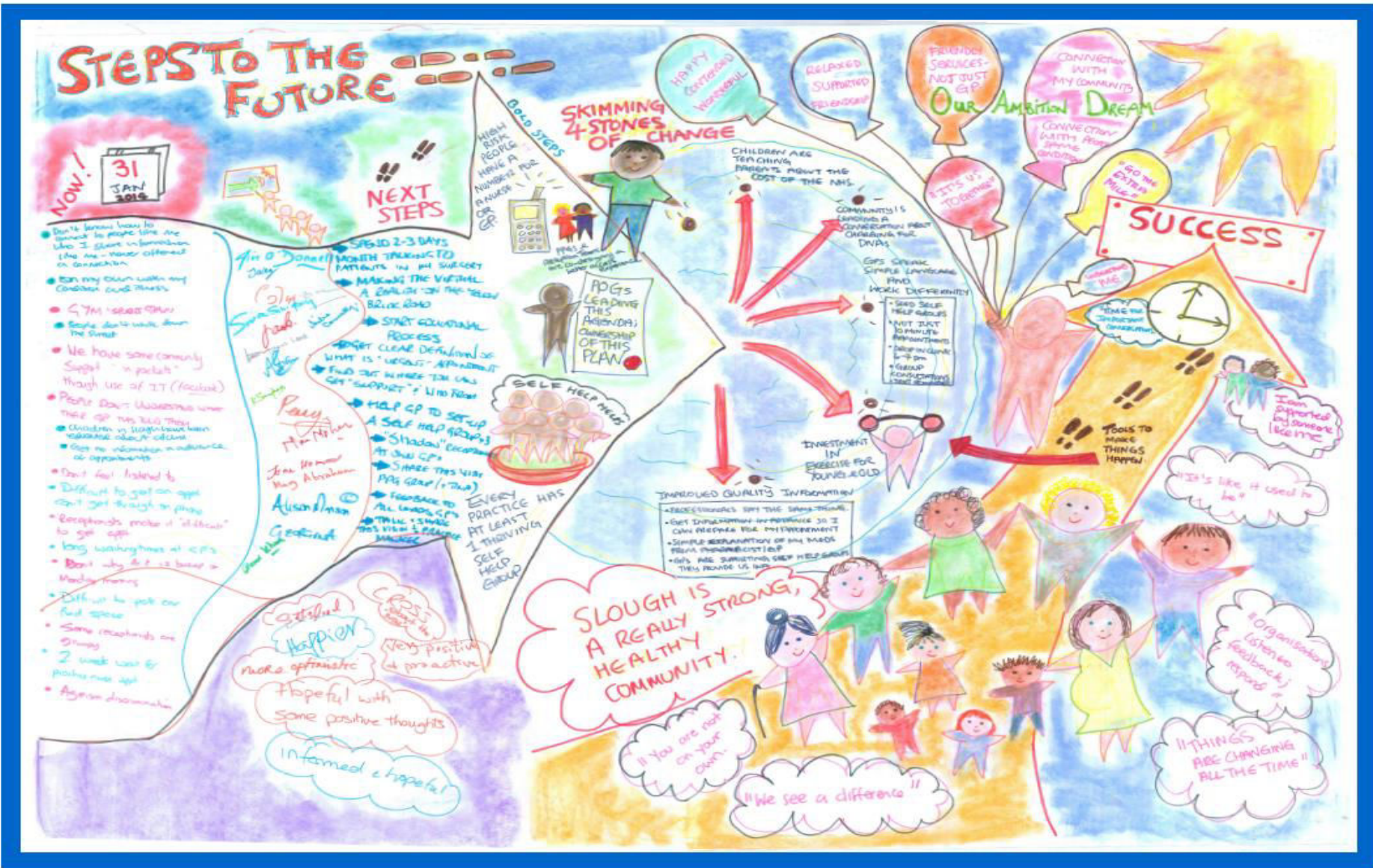
SLOUGH's PRIMARY CARE STRATEGY

THE PATIENTS VISION

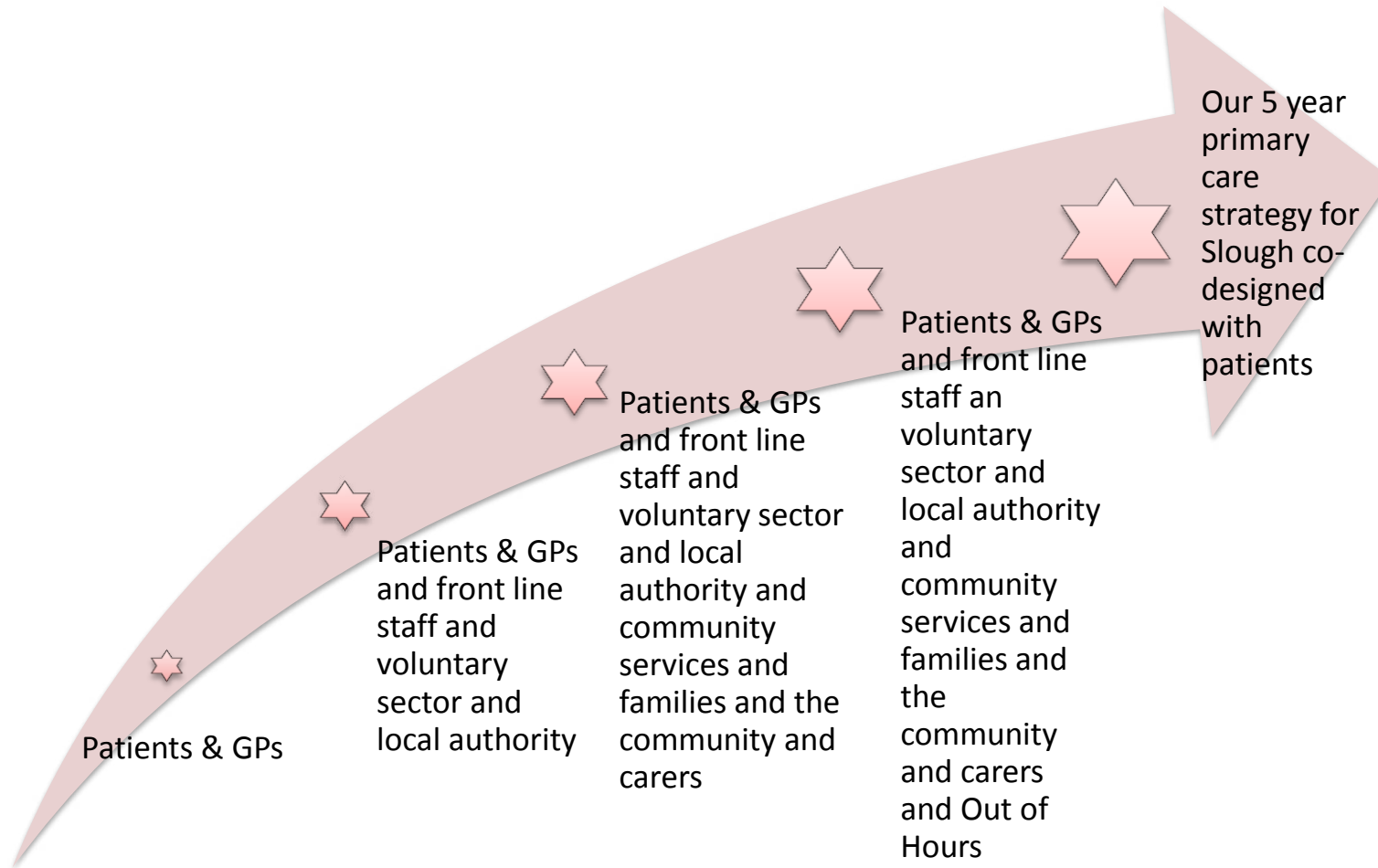
Slough is transforming the way in which general practice is delivered for its diverse population by taking bold steps with our community so that primary care is a positive experience that leaves people happy, listened to, empowered and supported.

This is the vision seen through the eyes of 55 year old woman called Anita. It draws directly on the ideas of the collective GP and PPG Co Design team

“My General practice is accessible 7 days. It offers appointments of 5, 10 15 minutes - or longer. I always feel relaxed and there is time for important conversations. Seeing my GP feels wonderful. My dad attends group consultations for diabetes with 8 other patients. He no longer feels alone and sees his GP less. He is less anxious and calls his new friends instead. Telephone consultations are available when you are unsure or just need advice or feedback on investigations. It saves time off work and really suits my son who works in London. Before, he wouldn't go if he had to attend a GP appointment. My uncle is very ill. His own GP gave him his personal mobile number and said to call any time. Last week we nearly went to A&E. We called his GP. He reassured us and saw him first thing the next day.”



WHO IS DEVELOPING THE VISION WITH SLOUGH PATIENTS



What will we change?



- Improve access to primary care services e.g. evening and weekend appts
- Improve the patient experience of general practice
- Develop our PRG groups to lead change at practice level
- Develop general practice teams to embrace change.
- Create a supportive , community feel around a practice population
- Enable General Practice to work at scale
- Work with our local schools to educate children about health and health services. To spread the word through families.
- Promote Health and prevent ill health. Focus on our children who attend A&E more than they should do.
- Enable early diagnosis of cancer, diabetes and other long term conditions
- Develop pathways for patients to enable them to receive the right care at the right time in the right place. Use the benefit of the Better Care Fund to operate our health system as one.
- Increase the number of people who are able to self-manage their health in relation to long term conditions and minor illnesses.
- Make Slough an attractive place for clinicians to work

How will we change?

- Co-design services.
- Communicate, use media, use technology, talk to people, meet people, address inequity.
- Practices will work in a 3 Cluster model of c.50,000 patients to optimise access experience whilst retaining vfm and quality.
- Review primary care infrastructure to support delivery of primary care at scale
- Respond to our Health needs through actions such as healthy diet advice and practical educational engagement.
- Look after the community's mental health by integrating services such as Talking Therapies into LTC management and using behavioural motivational techniques through group consultations.
- Clinicians will help patients to develop disease specific user groups that build support and education to benefit the whole well being.
- Optimise engagement with voluntary services and patient groups to develop 'Neighbourhood Healthwatch' in the community and information hubs.
- Change will see integration across the whole system. Primary - community- secondary- voluntary – population.
- Harness the skills and knowledge in our community Pharmacies.
- Change will demonstrate alignment between strategies BCF – JSNA – Children – LTC – Urgent Care



What patients want to experience in 2017

We will know we are successful when people in Slough tell us they feel:

- There is less pressure on their time with the GP when they need to have an important conversation
- It is easier to get to see a GP/practice nurse when you need to – late evenings and 7 days a week
- Supported by and connected with their peers
- Aware of the cost of NHS services
- Reassured because patients with serious illness will have easier phone contact with their own GP
- GPs talk in simple terms they can understand
- Their Slough Patient Navigator provides valuable health information and support
- Practices use technology to make access simpler, and services more responsive and useful

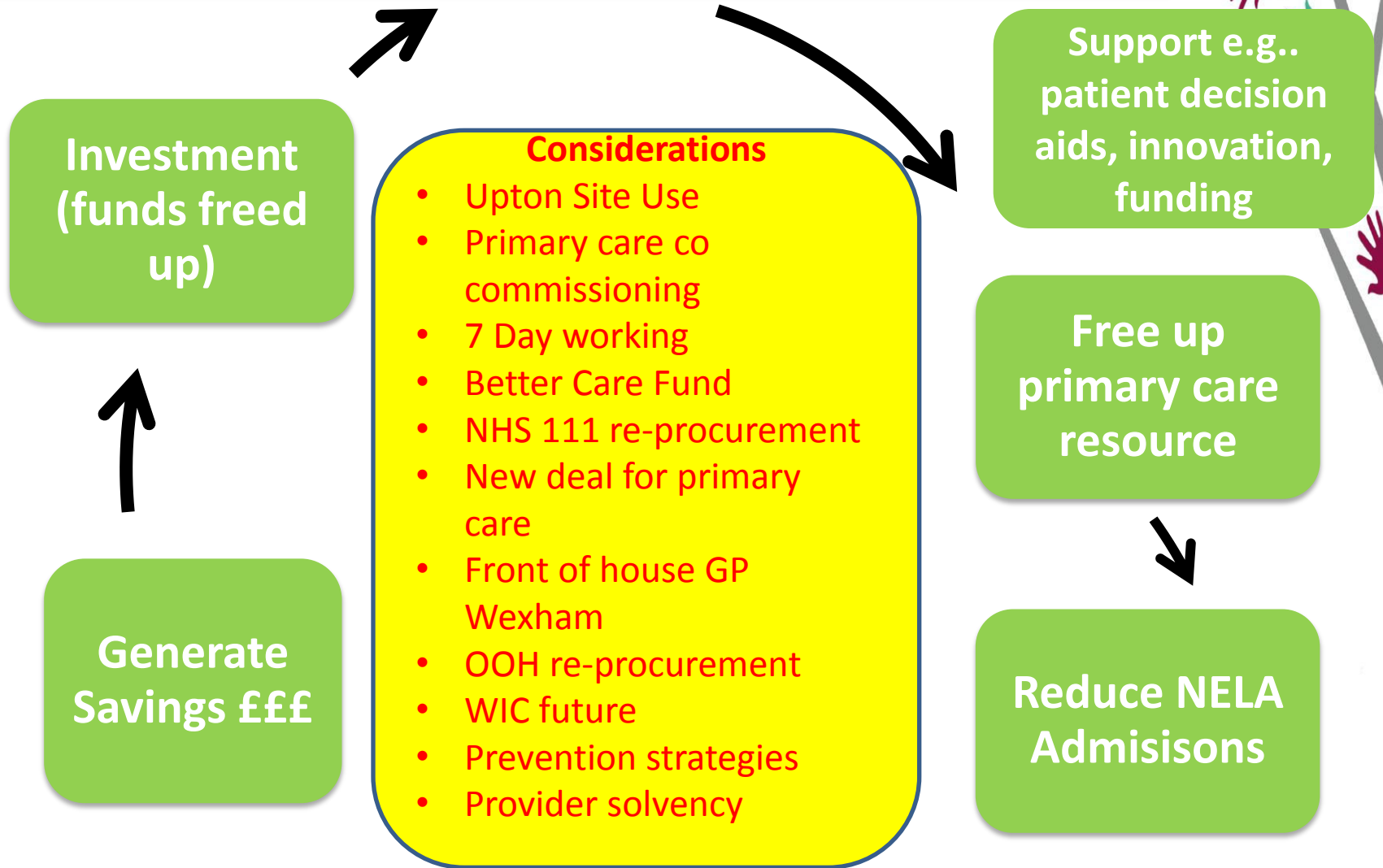
How will we measure improvement?

- Reduced A&E admissions and a reduction in avoidable non elective admissions
- Sustained delivery of primary care access over 7days
- Early diagnosis and access to treatment in primary care as measure by NHS outcomes framework
- Improvement in overall satisfaction measure via national and local surveys
- Good/ outstanding quality of services being provided across all our GP practices as rated by CQC.
- Increase & retention of workforce i.e. GPs and also improved skill mix e.g. inc in use of pharmacists, HCA and Nurses - national measures/ local measures
- Delivery of a sustained infrastructure model that delivers our strategy.
- Primary care access and support is made available via a digital platform

Principles to support priorities over next 12 months

- All patients in Slough to have equitable access to primary care services over seven days
- Continue to listen to patients and staff. Engage and check back.
- Services to be truly primary care led - not just GPs
- Infrastructure for primary care fit for future
- Affordable and timely stepped changes
- Integration with other services across Slough

Slough Whole System Sustainability



Next steps -

- Review progress of innovation e.g. 7 day access – Slough is recognised nationally as a leader in this field of change in primary care.
- Evaluate innovation programmes e.g.. group consultations
- Progress co-commissioning and review of PMS contracts to inform commissioning intentions in primary care
- Update current strategy to include
 - Workforce – linking to HEE plans to plan sustainable workforce.
 - Quality – Link to CCG quality strategy
 - Estates strategy – plans to meet a joint Slough BC and Slough CCG priorities enable regeneration of town as well as improve access to health facilities
 - Digitalisation and link in with IMT strategy thus improving access
 - Review model of delivery to align with Urgent Care strategy and WIC review
 - Link closer to BCF plans as well as Frimley transformation plans to enable integration of services.