

Primary Care in North Yorkshire

North Yorkshire Scrutiny of Health Committee

16th June, 2023

Wendy Balmain - North Yorkshire Place Director

Dr Bruce Willoughby – Clinical Place Director North Yorkshire and York

Andrew Dangerfield – Head of Primary Care Transformation North Yorkshire Place

North Yorkshire Place Primary Care Networks (PCNs)



Name of PCN	Harrogate Locality Practices	Total PCN list size
Knaresborough & Rural	Church Lane Surgery	57,678
	Springbank Surgery	
	Nidderdale Group Practice	
	Eastgate Medical Group	
	Beech House Surgery	
	Stockwell Road Surgery	
Heart of Harrogate	Dr. Moss & Partners	52,278
	The Leeds Rd Practice	
	Church Ave. Med Grp	
	Kingswood Surgery	
Mowbray Square	The Spa Surgery	30,498
	East Parade Surgery	
	Park Parade Surgery	
Ripon & Masham	North House Surgery	30,037
	Dr. Ingram & Partners	
	Ripon Spa Surgery	
	Dr. Akester & Partners	

Name of PCN	Hambleton & Richmondshire Locality Practices	Total PCN list size
Richmondshire	Aldbrough St John	42,967
	Catterick Village Medical Centre	
	Central Dales Surgery	
	Harewood Medical Practice	
	Leyburn Medical Practice	
	Quakers Lane Surgery	
	Scorton Medical Centre	
Friary Surgery		
Hambleton North	Great Ayton Health Centre	45,510
	Stokesley Health Centre	
	Mayford House Surgery	
Hambleton South	Mowbray House Surgery	29,622
	Glebe House Surgery	
	Lambert Medical Centre	
	Thirsk Health Centre	
	Topcliffe Surgery	

Name of PCN	East Coast Locality Practices	Total PCN list size
North Riding Community Network	Sherburn Surgery	38,969
	Ampleforth & Hovingham	
	Ayton & Snainton Medical Practice	
Scarborough Core	Derwent Practice	49,910
	Central Healthcare	
	Eastfield Medical Centre	
	Brook Square Surgery	
Filey and Scarborough Healthier Communities Network	Castle Health Centre	32,478
	Hackness Road Surgery	
	Filey Surgery	
	Scarborough Medical Group	
Whitby Coast and Moors	Hunmanby Surgery	27,018
	Whitby Group Practice	
	Sleights & Sandsend Medical Practice	
	Egton Surgery	
	Danby Surgery	
	Staithe Surgery	

Name of PCN	Vale of York Locality Practices	Total PCN list size
Selby Town	Scott Road Medical Centre	52,169
	Escrick Surgery	
	Beech Tree Surgery	
	Posterngate Surgery	
Tadcaster and Rural Selby	Tadcaster Medical Centre	30,349
	South Milford Surgery	
	Sherburn Group practice	
South Hambleton and Ryedale	Millfield Surgery	33,137
	Pickering Medical Practice	
	Tollerton Surgery	
	Kirbymoorside Surgery	
	Stillington Surgery	

A supported,
sustainable
workforce that
is empowered
to innovate



Access that meets
the changing
needs of our
populations



A focus on
population
health and
inequalities
to level up



Learning from
each other and
scaling-up when
it's right



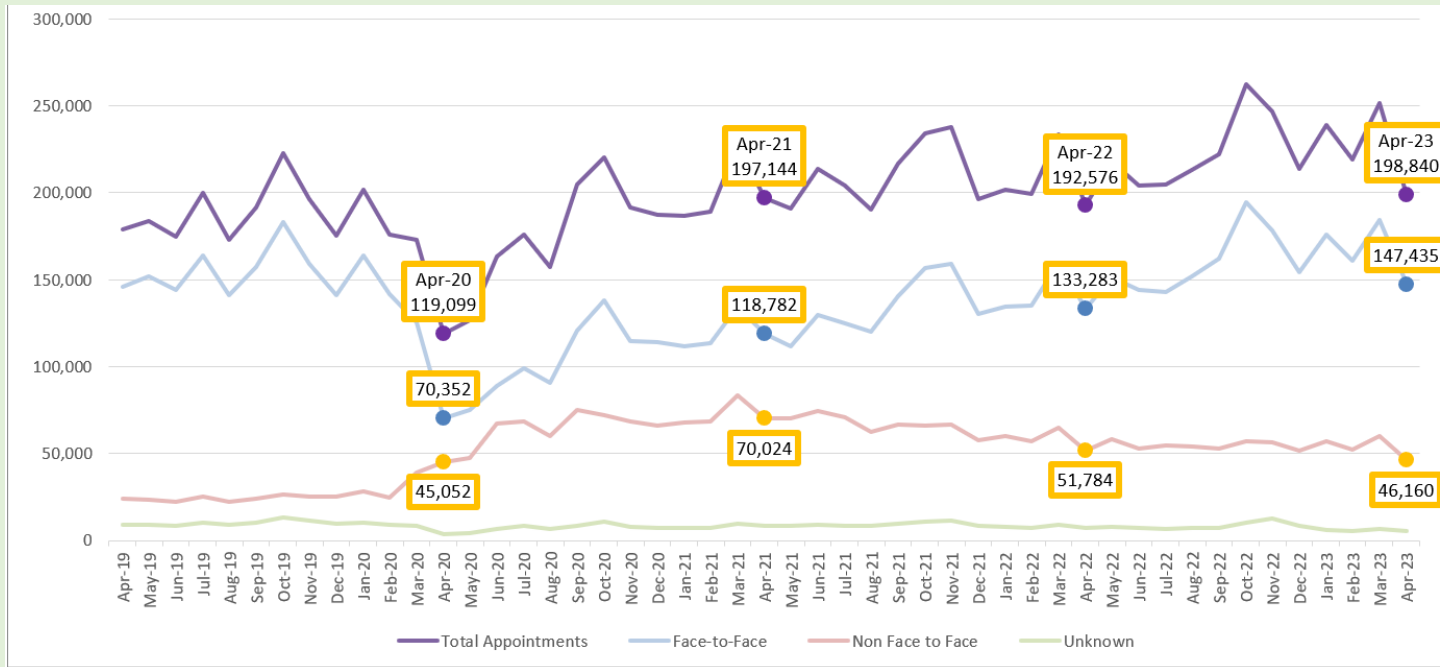
Fuller Review and Neighbourhood Teams

- Ambition to develop more integrated multi-disciplinary teams (MDTs). MDTs to reflect the locality and local partners including community services
- Focus on the frail elderly to prevent admission and maintain patients in their own homes
- Joint working with all health and social care partners including the voluntary sector embedded
- All practices and PCNs actively engaged in taking forward the Fuller recommendations

Primary Care Capacity and Access Planning

- Improve patient experience of contact with the practice
- Improve accuracy of appointment recording and data
- Increase use of online consultation capacity and utilisation of the NHS App
- Make use of available cloud-based telephony
- Increased use of practice websites that are easier to navigate
- Greater use and involvement of community pharmacy services
- Increased number of pathways for self referrals reducing the demand on first contact with Primary Care
- Secondary care making onward referrals and proving discharged patients with what they need include fit note

1		Empower patients	<ul style="list-style-type: none"> • Improving NHS App functionality 	<ul style="list-style-type: none"> • Increasing self-referral pathways 	<ul style="list-style-type: none"> • Expanding community pharmacy
2		Implement new Modern General Practice Access approach	<ul style="list-style-type: none"> • Roll-out of digital telephony 	<ul style="list-style-type: none"> • Easier digital access to help tackle 8am rush 	<ul style="list-style-type: none"> • Care navigation and continuity • Rapid assessment and response
3		Build capacity	<ul style="list-style-type: none"> • Growing multi-disciplinary teams 	<ul style="list-style-type: none"> • Expand GP specialty training 	<ul style="list-style-type: none"> • Retention and return of experienced GPs • Priority of primary care in new housing developments
4		Cut bureaucracy	<ul style="list-style-type: none"> • Improving the primary-secondary care interface 	<ul style="list-style-type: none"> • Building on the 'Bureaucracy Busting Concordat' 	<ul style="list-style-type: none"> • Streamlining IIF indicators and freeing up resources



NB – Doesn't include Vale practices

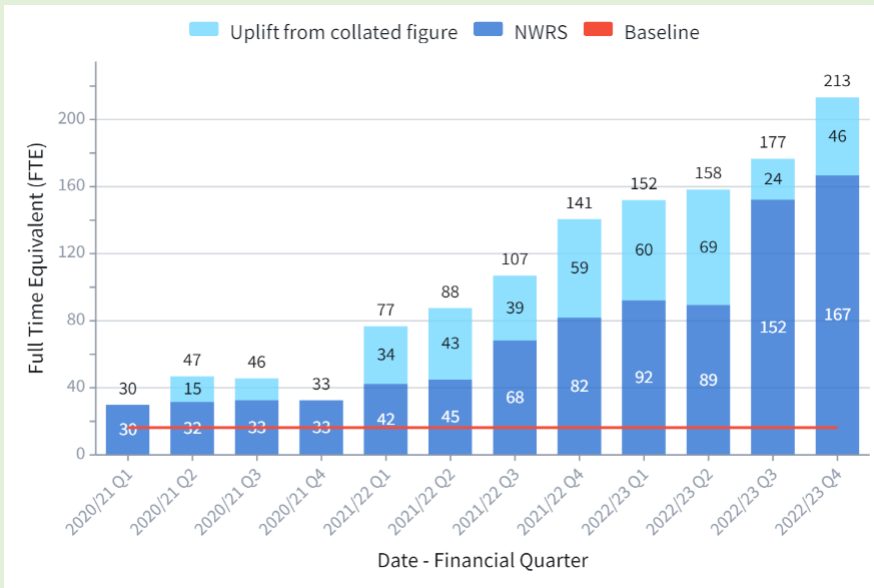
- Increasing number of appointments per day since Covid
- 2.8m appointments delivered in 2022/23
- Plans for over 3m appointments in 2023/24

- 54% of registered population have downloaded the NHS App (on track to deliver national target of 60%)
- Increasing use of the App to book and cancel appointments, freeing up time in practice.



Primary Care Workforce

Additional Roles Recruitment (ARRS)



- Growth in recent years in ARRS (additional roles reimbursement scheme) funded roles
- Budget available to recruit more roles during 2023/24
- Major recruitment of the Care Navigators and Digital Transformation Leads and support for development of roles and new training tools
- ICB team to work with PCNs to recruit/develop the Social Prescribing Link Worker roles to support patients with self help

ARRS Roles

- Types of roles include:
 - Mental Health Support Workers
 - Social Prescribers
 - Physiotherapists
 - Pharmacists
 - Advanced Practitioners
 - Digital Transformation Support
- 22/23 Total of 205 whole time equivalents
- 23/24 Total forecast 450 whole time equivalents

Pharmacy

- Working with and utilising the support of pharmacy services, building those relationships.
- 64 pharmacists signed up to provide Community Pharmacy Consultation Service
- 57 signed for hyper-tension case finding

Current Progress

- Increasing take up of the NHS App
- Patient Access to Records (future information) in the NHS App scheduled for Autumn
- Use of novel communication tools supporting patient communications:
 - Health monitoring questionnaires
 - Test results sharing
 - Prescription collection reminders
 - Health campaigns.
- All NY Practices actively using Patient Triage/Online Consultation to support timely patient access
- Greater use of Yorkshire and Humber Care Record (YHCR) between professionals, e.g. adult social care saving time by reducing calls to practices and speeding up decision making

Plans for this year

- General Practice website reviews to ensure accessibility and easily readable
- Move practices to cloud based telephony to provide better experience for patients booking appointments
- All GP Practice sites either have or have commissioned high speed broadband, supporting technology enabled ways of care delivery – all sites will be completed in 2023/24
- Maximisation of NHS App (currently highest take-up in the ICB) to improve access and free up clinical time
- Digital Inclusion initiatives across patient groups and NY communities to ensure equity of access

Taking a Population Health Management (PHM) Approach

- PHM uses data to understand the needs of the population – shifting from reactive care to proactive care
- Working with partner organisations, PCNs identify cohorts of patients who share a similar risk, and design interventions to reduce that risk using continuous quality improvement methodology
- Programme of support commissioned across the Integrated Care System to help PCNs adopt this way of working

Practices in Hambleton and Richmondshire identify patients who are at risk of frailty using the electronic Frailty Index tool. They verify the actual level of frailty and depending on scores, develop care plans and referrals for support

The four Harrogate and Rural PCNs working together to develop the Proactive Care Team (PACT) – using data to identify who's at risk of falls and admission leading to an Occupational Therapy team proactively working with them to reduce that risk



North Riding PCN and Filey Scarborough PCN are working with partners to identify a cohort to focus on by analysing data on where gaps are. Cohorts under consideration are: People with Mental Health Conditions; People aged 75+ with no Long Term Conditions; males (not in care homes) with cancer

Selby Town PCN identified 77 families with under 5's in the most deprived areas. They are proactively engaging with the families using a Community Health Worker Model looking at eg vaccination, benefits, respiratory issues of whole family.

Migrant Health

- Clifton Hotel Scarborough 170 beds (closes Aug)
- Green Gables Scarborough 162 beds (closed)
- Allerton Court Northallerton 84 beds
- Yorkshire Gateway Selby 114 beds
- Best Western Selby 43 beds

- Total >900 asylum seekers and Afghan Resettlement Scheme with complex needs migrants supported.

- GP Practices and Bevan Health Care (Selby) providing:
 - General Practice
 - Vaccinations
 - TB Screening
 - Mental Health support
 - Sexual Health
 - Onward referral

Covid Vaccinations

- Since December 2020 almost 2m vaccinations given
- c80% uptake in eligible cohorts
- Delivered by large scale centres, GP sites and community pharmacies
- Significant logistical and staffing challenge
- Specific services for patients with allergies
- Care Homes and Housebound
- Different eligibility dependent JCVI (Joint Committee on Vaccination and Immunisation) guidance
- Spring 2023 programme end 30th June
- Winter 2023 programme TBC

- Number of appointments is higher than pre-covid
- Face-to-face appointments above pre-covid levels
- Good performance for on-the-day access and appointments within two weeks
- New digital services to help improve access for all patient groups
- Increasing take-up of NHS App, highest in the HNY ICS
- New staff roles in primary care increasing capacity to support a wide range of patient needs
- Strong partnership working with growing focus on population health to close the gap on unwarranted variation in health inequalities
- Detailed programme of work underway to support ongoing improvements in primary care access and experience across North Yorkshire