



# Sefton Place Update

## Primary Medical Care Update

Jan Leonard  
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# Presentation Overview

## Update on the Delivery Plan for Recovering Access to Primary Care

- Access data
- Friends & Family data





## Primary Care Networks

# Delivery Plan for Recovering Access to Primary Care



## The plan headlines

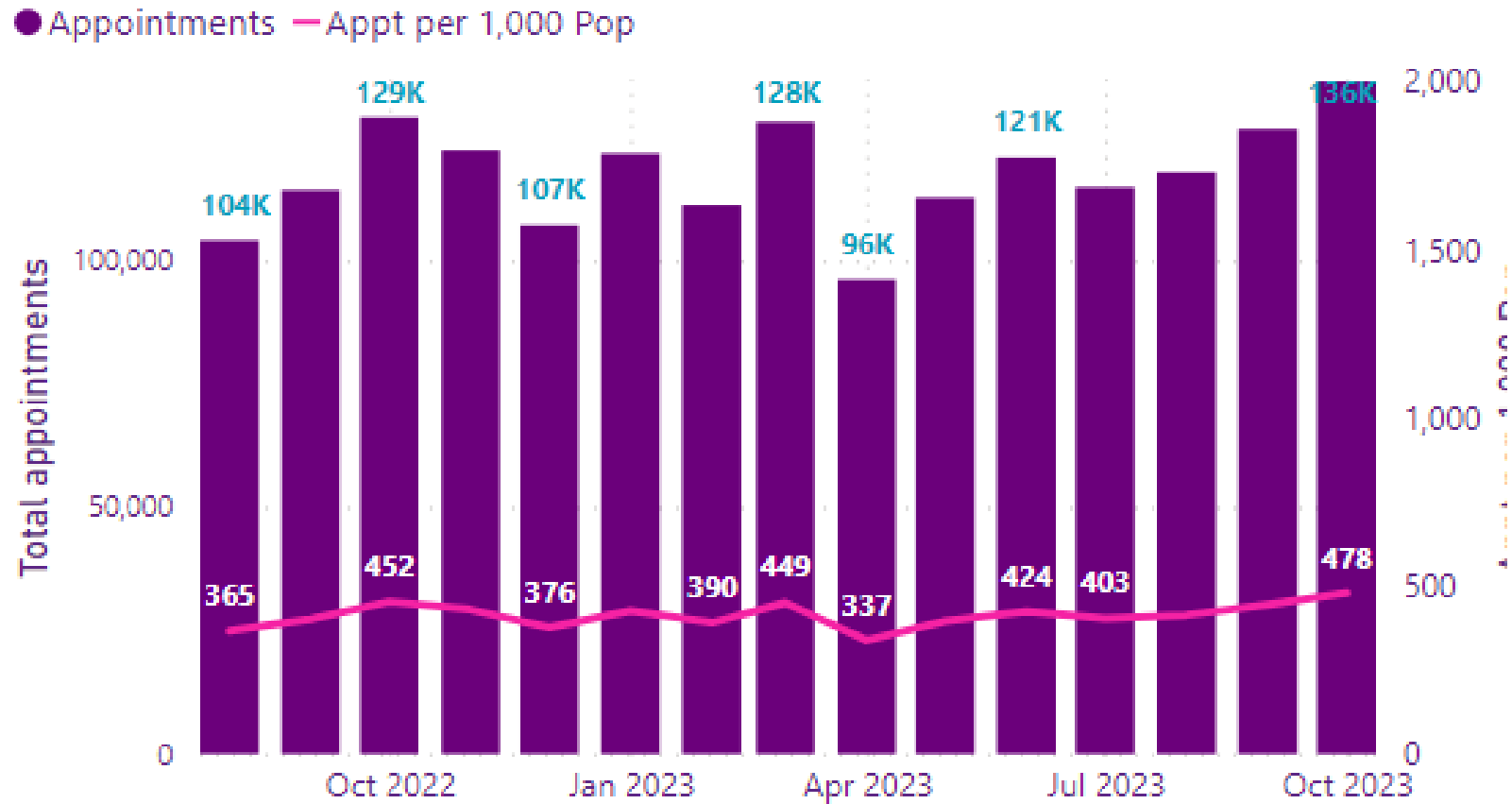
The plan focuses on four areas to improve and recover access to primary care:

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



# Appointment Data – October 23

Appointment and Rate per 1,000 population trends



## Appointment data

70% of appointments captured are face to face

24% are via the telephone

The acute visiting service operates Monday to Friday and delivers home visits for practices – this data is not included in the figures

Time to appointments

45% of appointments are same day

Enhanced Access – evening and weekend appointments 2000+ appointments in each PCN area per month.

## Winter Plans

### **South Sefton PCN - Access Hub**

Clinics in four localities, Bootle: May Logan, Crosby: 42 Kingsway Surgery, Maghull Westway Practice, Seaforth & Litherland Ford Surgery.

10,000 patients seen since go live. Average 2000 appointments a month.

### **Southport and Formby Winter Hubs**

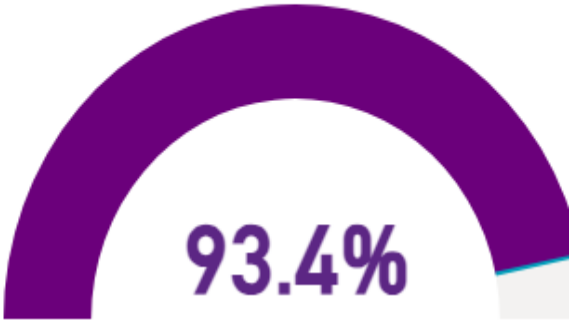
Southport Centre for Health & Wellbeing – same day urgent appointments

Formby Practices - weekend appointments

Family Surgery Enhanced Access service – increased weekend appointments

# Friends and Family Test - Sefton

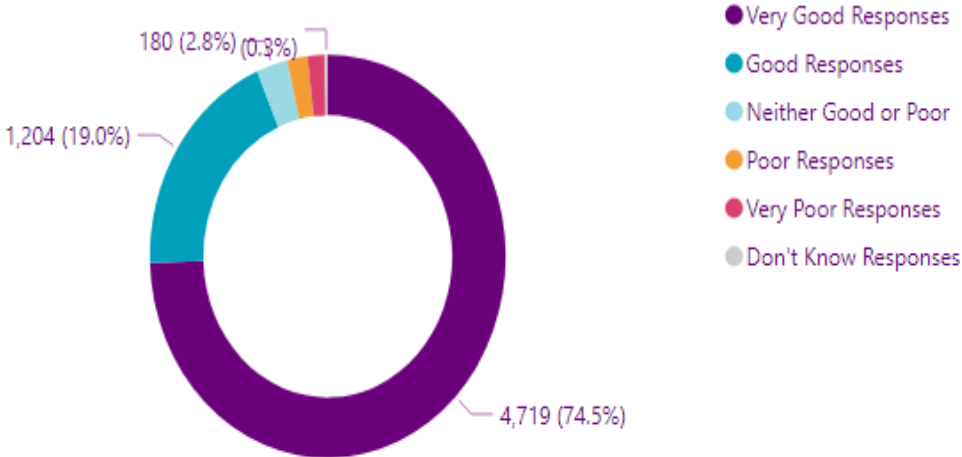
% of Good Responses



% of Poor Responses



Breakdown of Responses



% of Good Responses  
England Average

91.4%

% of Poor Responses  
England Average

4.3%

## Primary Care Network Services

### South Sefton

Enhanced Health at Home

Enhanced Health in Care Homes

Learning Disability Health Checks

Mental Health Primary Care Team:

- ACEs recovery programme
- Associate Psychological Practitioners offering talking therapy and brief interventions
- Mental Health Practitioners for assessment complex mental health needs eg bipolar disorder,
- Social Prescribing Link Workers
- Children & Young People Mental Health Practitioners



## Primary Care Network Services

### **Southport and Formby**

Enhanced Health in Care Homes

Social Prescribing Link Workers and Health & Wellbeing Coach

Mental Health Practitioners

Cancer coordinators

Complex Lives Complete Care Community