

Mid and South Essex Integrated Care System

**NHS**  
Mid and South Essex

**What is happening in Primary Care:**

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**October 2023**

[www.midandsouthessex.ics.nhs.uk](http://www.midandsouthessex.ics.nhs.uk)

1

Mid and South Essex Integrated Care System

**NHS**  
Mid and South Essex

- GP Partner (Hertfordshire)
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- Educator
- Radio / Podcast

[www.midandsouthessex.ics.nhs.uk](http://www.midandsouthessex.ics.nhs.uk)

2

## Today

- Primary Care Access
- Integrated Neighbourhood Teams
- Tom, Dick and Harry

3

Why all the fuss about access?

4

News

Election Watch

Tories promise 6000 extra GPs by 2024

BMJ 2019 ; 367 doi: <https://doi.org/10.1136/bmj.l6463>

(Published 12 November 2019)

Cite this as: *BMJ* 2019;367:l6463

Article Related Metrics Responses

Gareth Iacobucci

Author affiliations

### Tories abandon 2019 manifesto pledge to recruit 6,000 more GPs in England

Rishi Sunak notably refused to repeat the vow to recruit 6,000 more GPs by the end of next year on a visit to Southampton to promote his new pharmacies blueprint

By **Lizzy Buchan**  
13:29, 9 May 2023 | **UPDATED** 14:19, 9 May 2023

The Tories have abandoned their election pledge to recruit 6,000 more GPs in England, a health minister admitted.

Top Tory Neil O'Brien said the promise from the 2019 Tory manifesto was unlikely to be hit amid mounting struggles to recruit and retain family

5

NEWS

## Rishi Sunak plans £10 fines for people who miss NHS GP appointments

There are 15 million missed GP appointments in England every year

sky news Home > Politics

### Rishi Sunak drops plan to fine patients £10 for missing GP appointments

The prime minister's spokesperson said "now is not the time to take this policy forward".

© Friday 28 October 2022 16:06, UK

Image:

PULSE Sign in | Register

Home > News > Breaking news > Fines for missed GP appointments 'potentially' back on table, says minister

### Fines for missed GP appointments 'potentially' back on table, says minister

6




The screenshot shows the top section of a Sky News article. At the top left is the 'sky news' logo in white and red. To its right is the breadcrumb 'Home > Politics' and a hamburger menu icon. The main headline is 'Health secretary pledges end to '8am scramble for GP appointments' with £240m funding'. Below the headline is a short introductory paragraph: 'Steve Barclay says the funding will help surgeries replace old phone systems with modern technology and ensure patients are seen faster. But Labour says the struggle stems from government cuts.'

7





The screenshot shows the top section of a Pulse article. At the top left is the 'PULSE' logo in blue. To its right are links for 'Sign in | Register'. Below the logo is a blue navigation bar containing a hamburger menu icon and a search icon. The breadcrumb trail reads 'Home > News > Politics > Labour promises 'thousands more GPs' and F2F appointments 'to all who want them''. The main headline is 'Labour promises 'thousands more GPs' and F2F appointments 'to all who want them''.


8

The Telegraph Log in 

News Sport Money Business Opinion Ukraine

See all News 

sky news Home > Politics 




**GP surgeries to face penalties for poor service under Labour, says Wes Streeting**


Mr Streeting, the shadow health secretary, has previously been criticised by a doctors' union for his desire to reform how general practitioners work. He has outlined plans to improve the service provided by the NHS.

**Labour will pay GPs more if patients can see doctor of choice, Wes Streeting says**

9



PEOPLE  
*not*  
POLITICS



**GP Practices**


It is agreed that GPs should be properly paid but they must do the job. At the height of the pandemic GPs refused to see patients and they closed their surgeries; some had not reopened more than 18 months later. Many still only offer telephone consultations or skype calls.

10



The image is a screenshot of a BBC News article. At the top, there is a red banner with the 'BBC NEWS' logo in white. Below the banner is a navigation menu with the following items: a hamburger menu icon, 'Home', 'UK', 'World', 'Business', and 'Politics'. The main headline of the article is 'NHS in Wales and GPs face collapse, BMA union says' in a large, bold, black font. Below the headline, the author's name 'By Brendon Williams' and 'BBC News' are listed. The date '27 June 2023' and the update date 'Updated 28 June 2023' are also present.

11

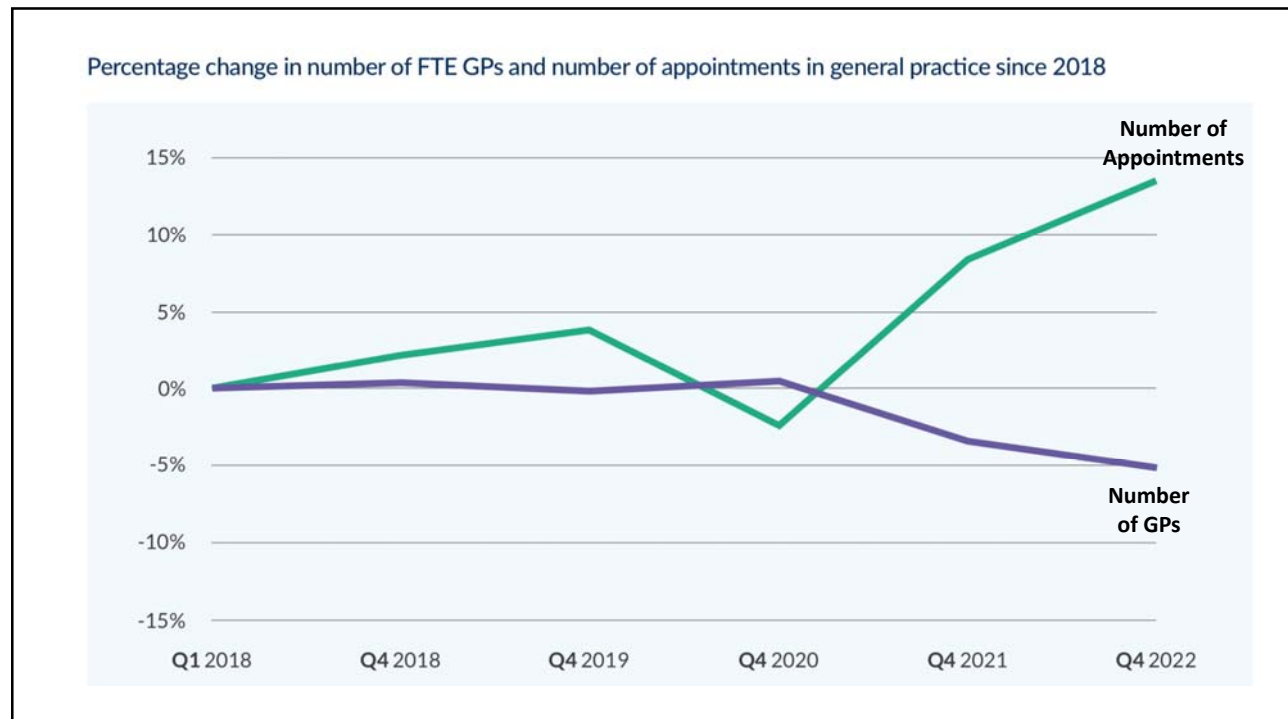


The image shows a large, empty rectangular box with a thin black border. In the center of the box, the text 'Access is a vote winner' is written in a simple, black, sans-serif font.

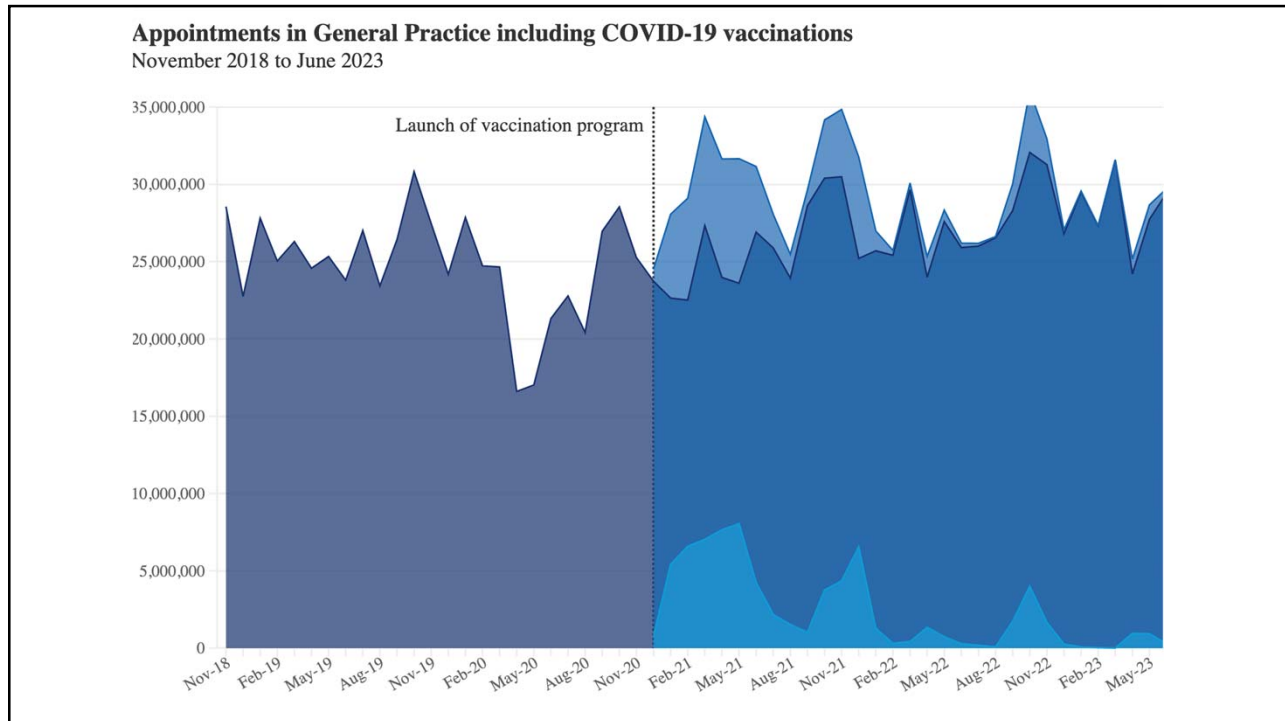
12

“Why can’t I see my GP?”

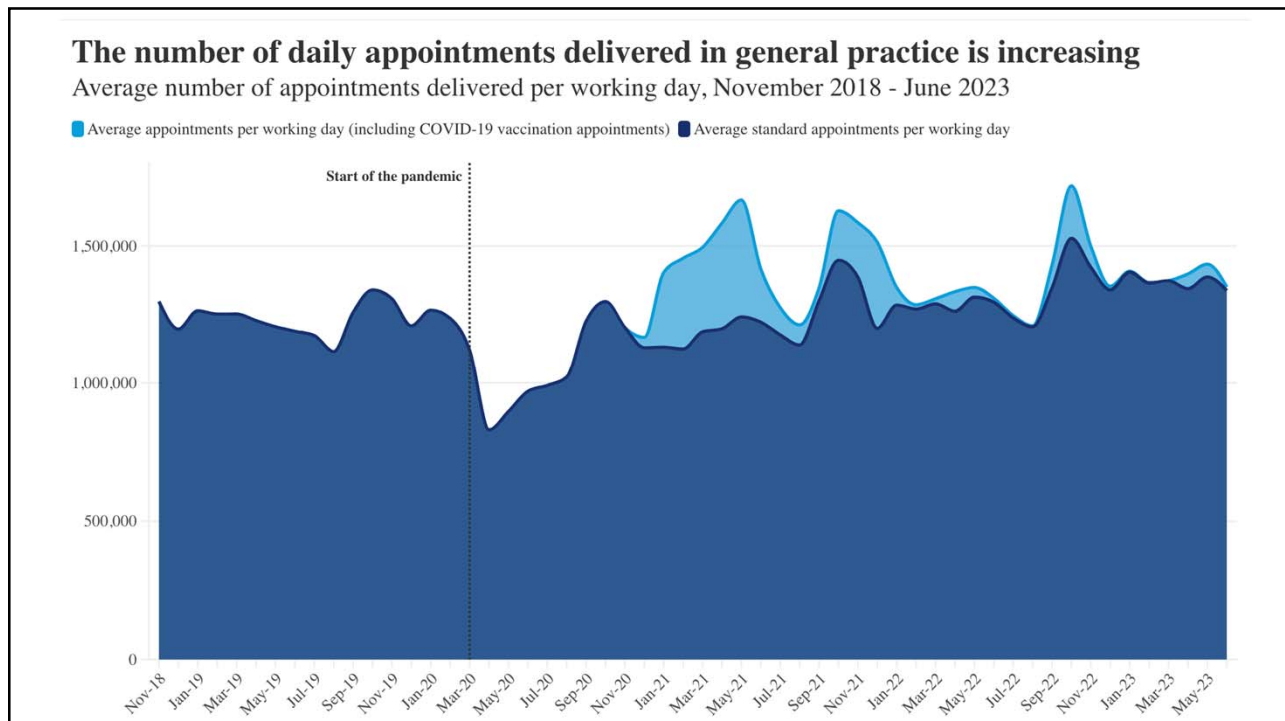
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14



15



16



## The access vs continuity paradox

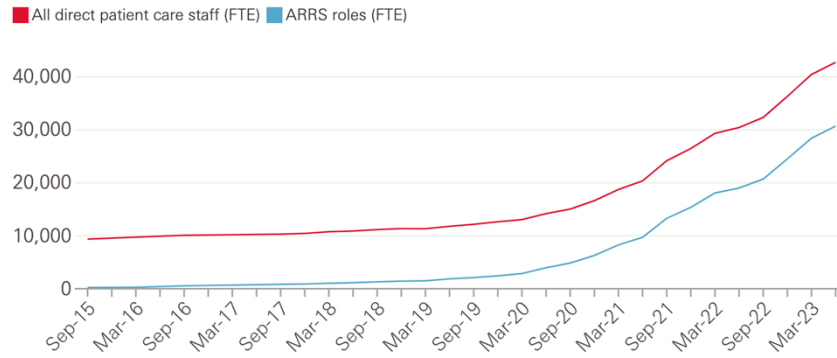
17

## Continuity of Care

- Need versus want
- Continuity 'important' for 4-9% of patients in England (Kings Fund 2019)
- 2/3 of GPs work 'Part Time' in the UK (Nuffield Trust Sep 2023)
- Diversity of staff = continuity of care record

18

The number of full-time equivalent (FTE) direct patient care staff working in general practice increased by more than 31,000 between March 2019 and June 2023



 The Health Foundation  
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Source: [NHS Digital, General Practice Workforce](#), [NHS Digital, Primary Care Workforce](#), [NHS Digital, Primary Care Workforce Quarterly Update](#) • From September 2015 to December 2019, data is based on general practice workforce. From March 2020 to June 2021, data points include PCN workforce added to GP workforce data. From September 2021 onwards (and March 2019) the collated quarterly update dataset was used. Additional Roles Reimbursement Scheme (ARRS) roles are centrally funded direct patient care roles being recruited to Primary Care Networks. Not all staff working in ARRS roles are funded via the ARRS scheme.

19

So what are people doing about it

20

## My practice in Hertfordshire

### 2019

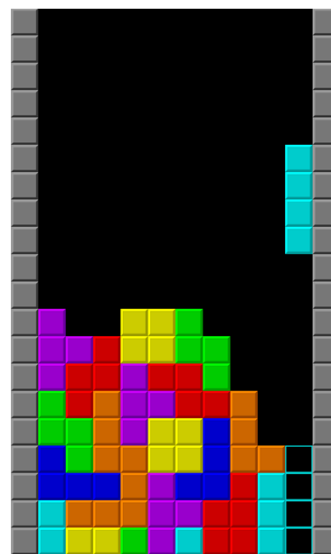
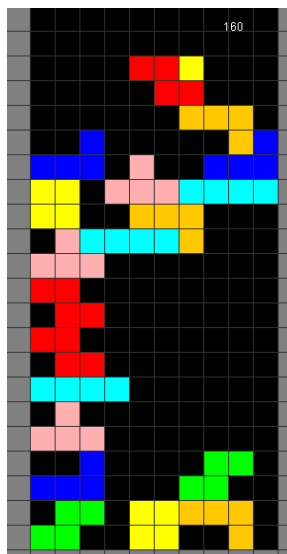
- GPs
- Nurses
- Nurse Practitioners

### 2023

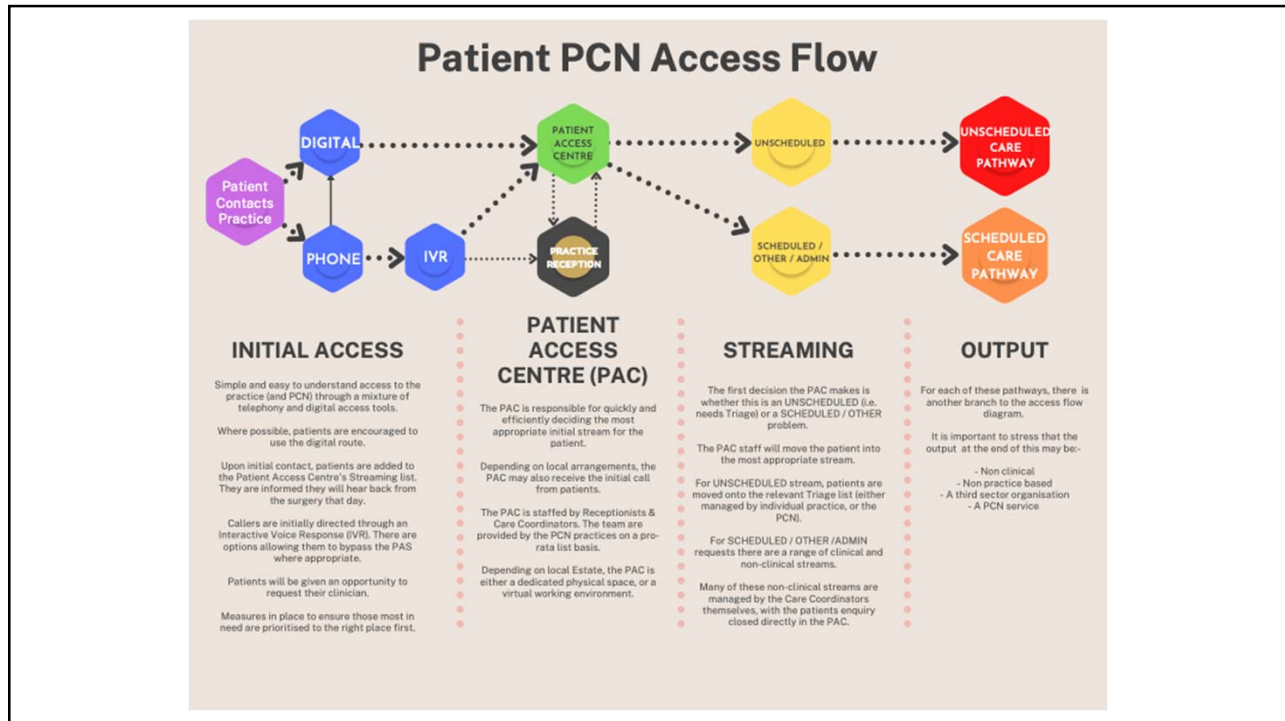
- GPs
- Specialist Nurses
- Paramedic Practitioners
- Nurse Practitioners
- Clinical Pharmacists
- Physiotherapy Practitioners
- Mental Health Workers
- Social Prescribers
- Care Co-ordinators
- Others (sorry!)

21

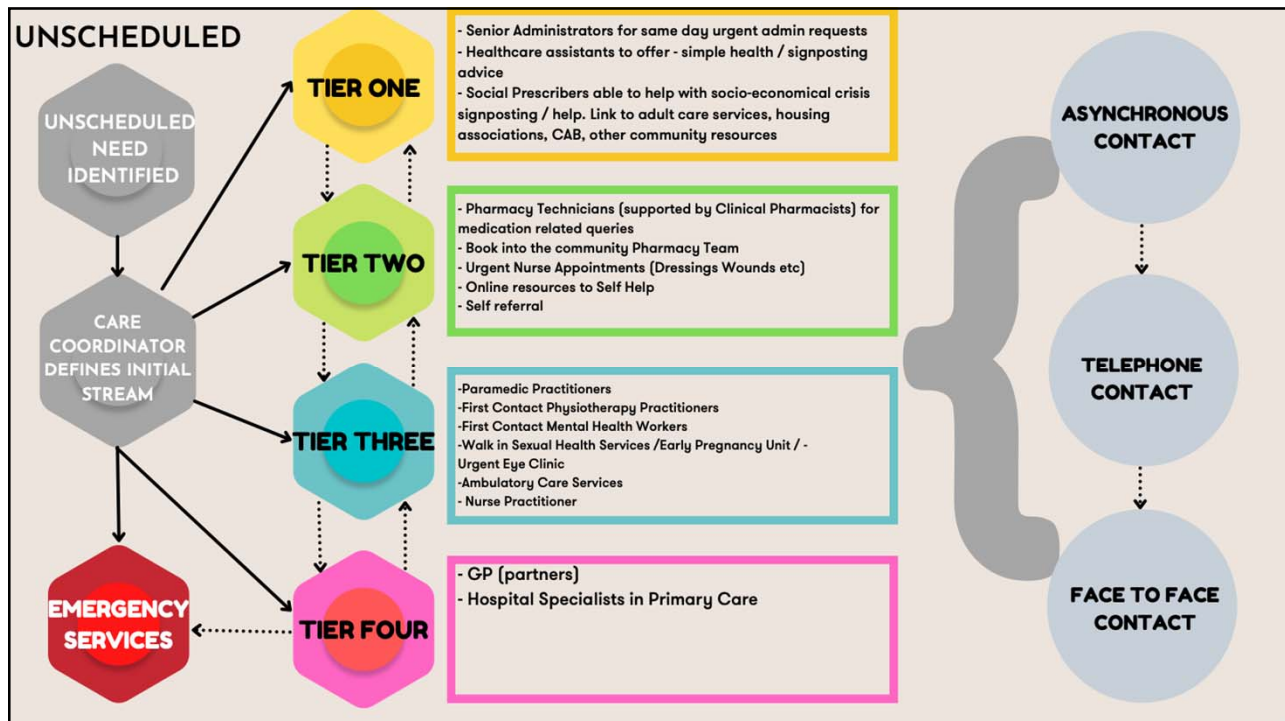
## Appointments are like Tetris



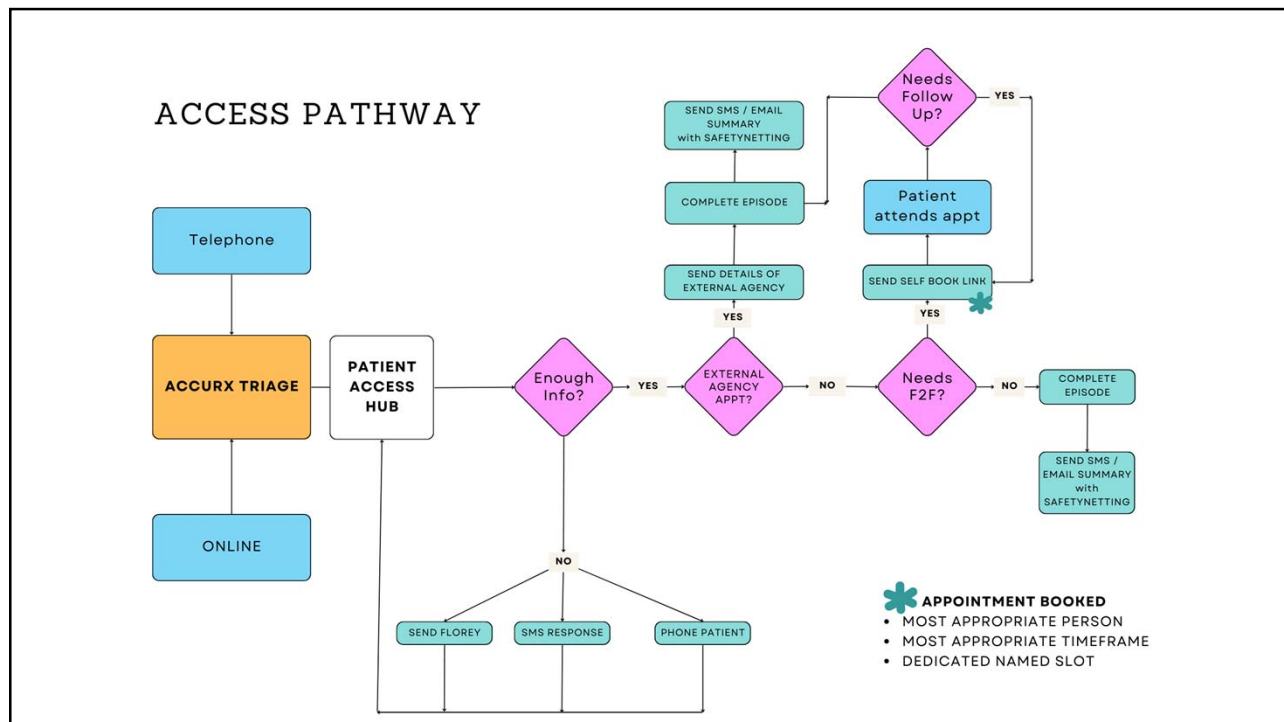
22



23



24



25

## Early Findings (\*)

- Telephone line usage has fallen (20-60%)
- Fewer GP appointments needed in some places (15% in some places)
  - Larger footprints (e.g. PCN, Cluster based)
  - The right GPs supervising the 'Total Triage'
  - Enough 'other' disposals
  - Patient engagement
- Its not about the software, its about the process and people
- Where is works, staff satisfaction is up

26

## Learning and concerns

- Is it winter proof?.....(Strep outbreak)
- Will they 'figure it out'?
- EVERYONE has to do the same thing (no backdoors)
- GPs are in a more clinical supervisory role
- Not too big, not too small.
- Need to think **OUTSIDE** the GP practice
- Burn out....

27

Whoever gets in this will be policy



28

# Integrated Neighbourhood Teams

29

## What are Integrated Neighbourhood Teams

### Definition and Role

- Integrated Neighbourhood Teams (INTs) are the Pillars of Community Care
- Multidisciplinary groups of healthcare professionals that provide community-based healthcare services.
- Their purpose is to deliver coordinated, patient-centred care, aiming to reduce hospital readmissions by enhancing healthcare access and continuity in local communities

### Key Functions

- **Multidisciplinary Approach:** Comprised of various healthcare professionals, ensuring comprehensive care.
- **Coordinated Care:** Provide a holistic healthcare service tailored to individual patient needs.
- **Community-Based:** Operate primarily in local neighbourhoods, enhancing accessibility and understanding of local health challenges.



30

## Translation

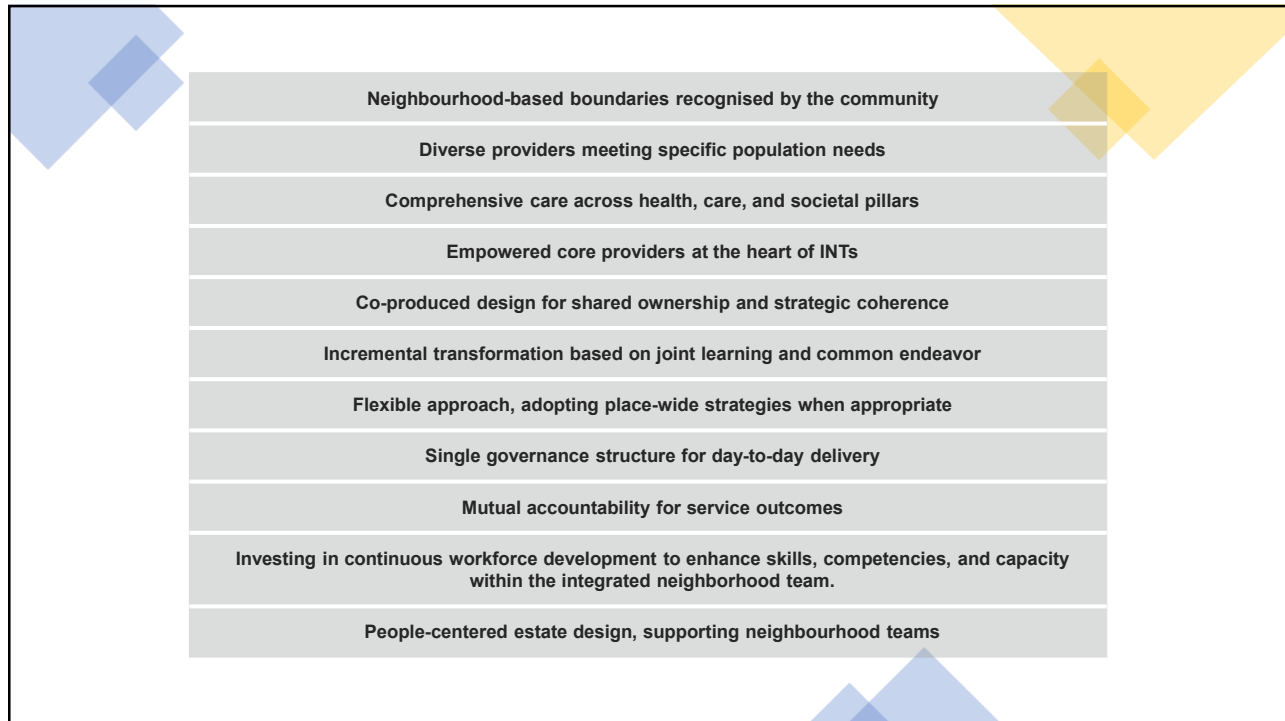
31

### Why is this important

- Community services are evolving
- Nobody knows how to get people out of hospital efficiently
- Nobody knows how to get people to stay out of hospital efficiently
- PCNs / Clusters have other priorities
- Contracting will start within this space (and is starting in some areas)

32





33

Mid and South Essex Integrated Care System		NHS Mid and South Essex		Assessment Framework Scoring Sheet		Level 1 - Initiation	
Category	Criteria	Assessment Score	Evidence/Examples	Comments/Recommendations	Guidance for Assessor	Months till Full Maturity:	48
Design	Neighbourhood based boundaries recognised by the community	1			Assess the level of community involvement in defining neighbourhood boundaries. Consider both the range of community demographics involved and the frequency of consultation.	Marking Guidance:	
Design	Diverse providers meeting specific population needs	4			Examine the diversity of providers and how effectively they address population needs. Providers should not only be diverse but should also complement each other in a way that covers a broad range of health, care and societal needs.	(1) Initiation: The INT is at the beginning stages of incorporating the criteria. There is recognition of the importance of the criteria, but actions to implement it are just starting.	
Design	Comprehensive care across health, care, and societal pillars	1			Look at how comprehensively the INT addresses health, wellbeing, and societal needs. Consider both the breadth and depth of services provided.	(2) Development: The INT has started making progress on the criteria. Actions have been taken, but the criteria are not fully integrated into the team's practices or there are significant areas for improvement.	
Design	Empowered core providers at the heart of INTs	1			Evaluate the empowerment and active involvement of core providers such as general practice and community services. Consider their role in decision-making processes and the overall delivery of services.	(3) Implementation: The INT has largely incorporated the criteria into their processes, and it forms a part of the team's ongoing activities. There may still be room for refinement and optimisation.	
Management	Co-produced design for shared ownership and strategic coherence	1			Evaluate the degree to which community input has influenced the design and strategy of the INT. There should be clear evidence of shared ownership and alignment with community needs.	(4) Management: The INT consistently meets the criteria. It is fully integrated into the team's processes and there is a clear commitment to maintaining this level of performance.	
Management	Incremental transformation based on joint learning and common endeavor	1			Consider the INT's approach to transformation and change. The approach should be flexible and adaptive, with a clear mechanism for learning and improvement.	(5) Optimisation: The INT not only meets the criteria, but is also actively refining and improving their approach. They are setting a standard for other INTs to follow.	
Management	Flexible approach, adopting place-wide strategies when appropriate	1			Evaluate how flexible the INT is in adopting wider geographical strategies when necessary. Consider examples of collaboration or coordinated efforts with neighbouring INTs.		
Management	Single governance structure for day-to-day delivery	1			Consider the effectiveness and clarity of the governance structure. It should allow for streamlined decision-making and efficient resource use.		
Management	Mutual accountability for service outcomes	1			Look for evidence of clear and shared accountability mechanisms. Consider whether performance and outcomes data are regularly reviewed and used to drive improvement.		
Workforce	Investing in continuous workforce development to enhance skills, competencies, and capacity within the integrated neighborhood team	1			Evaluate the INT's commitment to workforce development. There should be regular training initiatives and mechanisms to update skills and competencies.		
Estates	People-centered estate design, supporting neighbourhood teams	1			Consider the design of the INT's physical infrastructure. The design should be user-centric, prioritising the comfort, convenience, and needs of the community.		

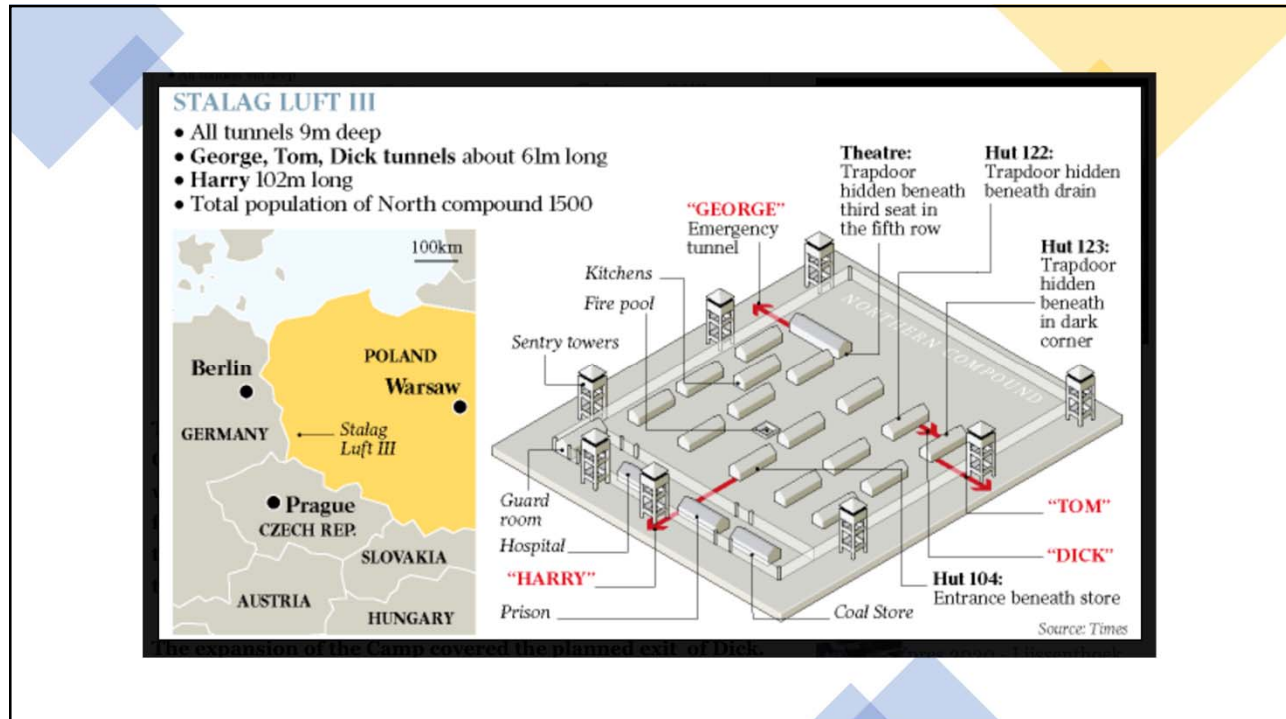
34

What if I do nothing?

35

Tom, Dick and Harry

36



37



38

Now is the time to do something about it  
whilst nobody is looking