

Primary care, the holy trinity: commissioning, quality and the front line

Ian Dodge, Director of the NHS Group, Department of Health

Prof Steve Field, Chief Inspector of General Practice, CQC

Dr Arvind Madan, CEO, Hurley Group



#CHN7oct
@CamHNet



Ian Dodge

Director of the NHS Group, Department of Health

Proposed changes to the way we inspect and regulate care services



September 2013

Our purpose and role

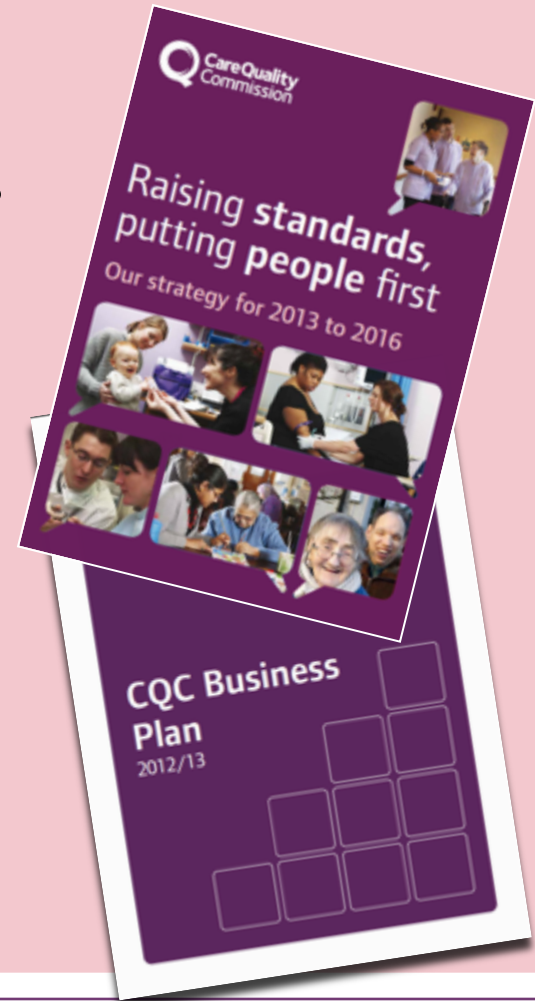


Our purpose

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve

Our role

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care



Asking the right questions about quality and safety



- Safe
- Effective
- Caring
- Responsive to people's needs
- Well-led



New Operating Model



Primary care, the holy trinity: commissioning, quality and the front line

Ian Dodge, Director of the NHS Group, Department of Health

Prof Steve Field, Chief Inspector of General Practice, CQC

Dr Arvind Madan, CEO, Hurley Group



#CHN7oct
@CamHNet

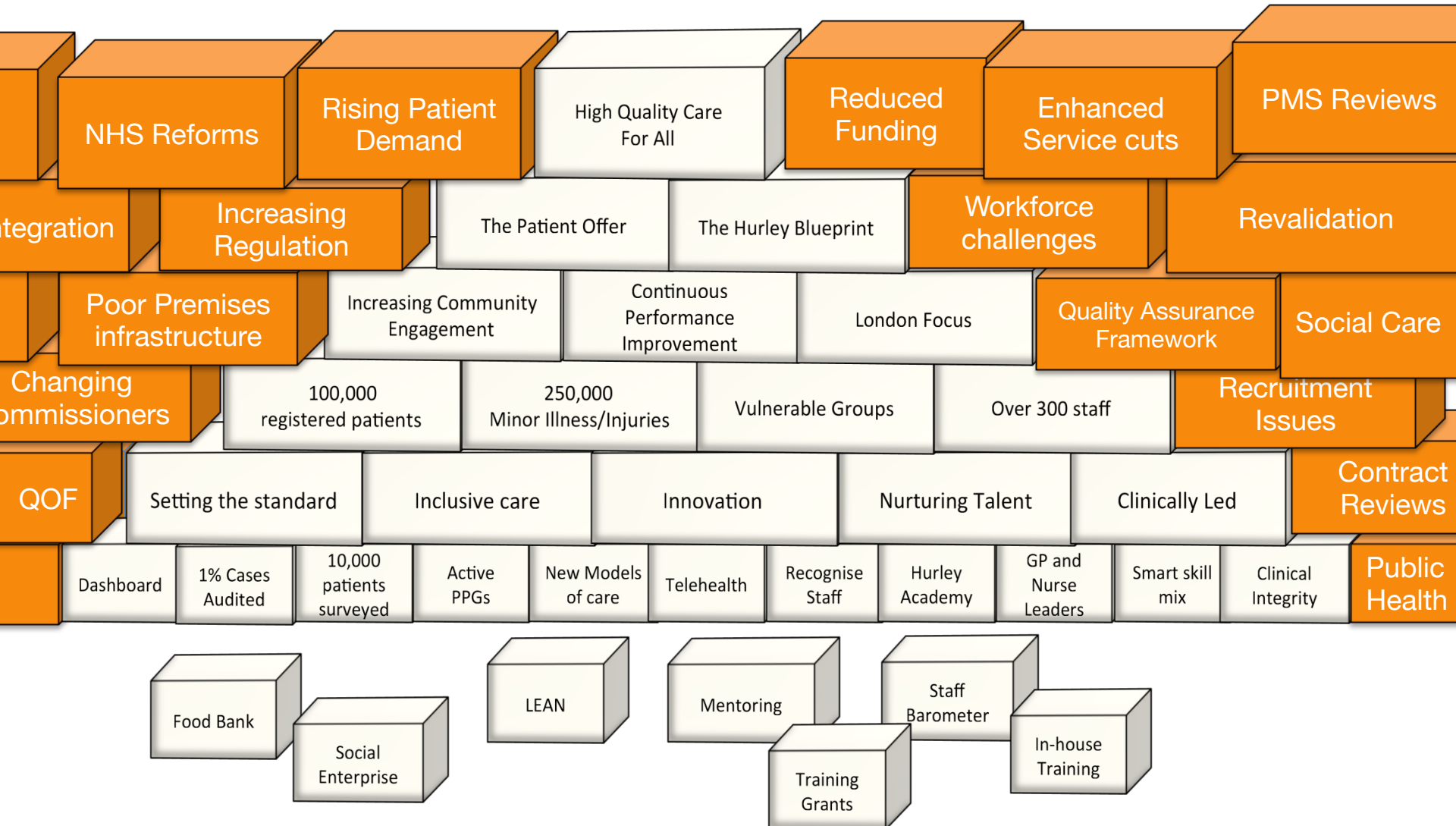
The Exam Question:

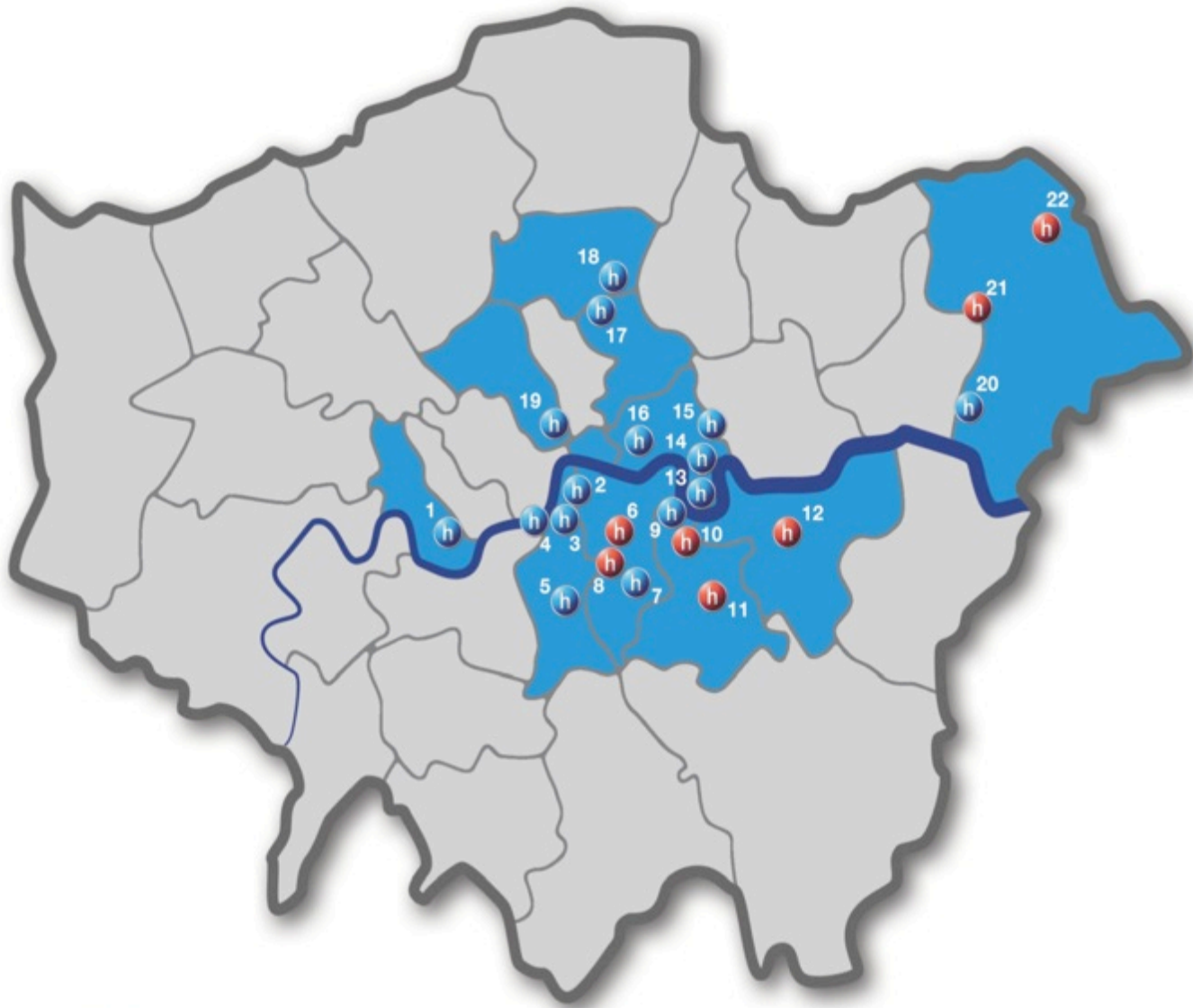
There's a new Chief Inspector of GPs, new governing body (NHS England) and the department is calling for you to revolutionise primary care delivery.

How are you and your colleagues going to respond to the challenge?



Hurley Group





Hammersmith & Fulham

1 Cassidy Medical Centre

Lambeth

- 2 Hurley Clinic Kennington
- 3 Riverside Medical Centre
- 4 Practitioner Health Programme
- 5 Streatham Place Surgery

Southwark

- 6 Peckham GP Walk in Centre
- 7 Sternhall Lane Surgery
- 8 King's College Urgent Care Service

Lewisham

- 9 New Cross Health Centre
- 10 New Cross GP Walk in Centre
- 11 Lewisham Urgent Care Centre

Greenwich

- 12 Greenwich Urgent Care Centre

Tower Hamlets

- 13 Docklands Medical Centre
- 14 Island Medical Centre
- 15 All Saints Practice
- 16 Whitechapel Health Centre

City & Hackney

- 17 Allerton Road Medical Centre

Haringey

- 18 St Ann's Road Practice

Camden

- 19 Brunswick Medical Centre

Havering

- 20 Orchard Village GP Walk in Centre
- 21 Queens Hospital Urgent Care Centre
- 22 Harold Wood GP Walk in Centre



OK but.....
we were promised
a revolution!



The Frontline

Patient Selects Approach

Patient Comes

Routine Need

Same Day Need

NP sees to close case, appoint or divert

NP calls to close case, appoint or divert

GP Appt.

Practice Nurse Appt.

NP/PA Appt.

Patient Calls

Same Day Need

Book/Cancel Appt.

Opening Hours

Register or Update Details

Repeat Prescription

Test Results /Admin

Patient Clicks

Self-help

Alternate Service

Online GP Consult

Nurse or pharmacy call back

Pt. needs Appt. or Diversion

Telephone Consult

Pt. Prescribed

Pt. selects



docklands medical centre



Register with us

Find out if you live within our practice boundary and register with us online.

Consult our GPs from home

For many conditions you can now get our GPs' advice and treatment simply by filling out an online questionnaire.

new

Appointments

Book an appointment online – or by calling our surgery.

Repeat prescriptions

Request repeat prescription online. Please allow 48hrs before collecting your prescription from reception.

Test results

Find out how soon you can expect your test results.

Our services

From family planning to travel and immunisations, see what service our practice offers you.



Docklands Medical Centre is a GP practice based in East London, serving the community on the Isle of Dogs. The practice dates back over 20 years and our dedicated staff provide high quality care for all.





docklands medical centre




Find your condition

Common Questions

As our patient you can use this site to:

- request feedback and treatment from your GP by filling out a simple online questionnaire
- find out how to deal with your problem yourself
- check what treatments your pharmacist offers

 Get started below

 Learn how it works



Search by condition, symptom or drug name

Search

COMMON CONDITIONS 

CONDITIONS A-Z 

AREAS OF THE BODY

TELEPHONE:
020 7537 1444
OUT OF HOURS:
020 7377 7151

OUR MAIN SITE

docklands
medical centre



MENU





Allergies

Hay fever

Hives

Urticaria

Breathing problems

Asthma

Bronchitis

COPD

Cold or flu

Coughs

Emphysema

Flu

Wheezing

Ear problems

Earache

Headaches

Head injury

Headache

Migraine

Joint Pain

Ankle pain

Back pain

Elbow pain

Foot pain

Frozen shoulder

Golfer's elbow

Hand pain

Hip pain

Knee pain

Neck pain

Shin splints

Mental health

Anxiety

Depression

Low mood

Panic attacks

Mouth problems

Cold sores

Laryngitis

Mouth ulcer

Sore throat

Tonsillitis

Nose problems

Sinusitis

Skin & Nail

Travel

Malaria prevention

Women's health

Bacterial vaginosis

Bladder infection in women

Blood in the urine for women

Contraception

Cystitis in women

Family planning

Genital herpes in women

Genital warts in women

Incontinence

Periods - delaying

Periods - heavy

Periods - painful

Pill (family planning)

Earache

Eye problems

Conjunctivitis

Sticky eye

Stye

Gut/bowel/stomach

Acid reflux

Constipation

Diarrhoea

Food poisoning

Gastritis

Gastroenteritis

Heartburn

Indigestion

Irritable bowel syndrome

Piles

Rectal bleeding

Vomiting or diarrhoea

Shin splints

Shoulder pain

Tennis elbow

Whiplash

Wrist pain

Men's health

Bladder infection in men

Blood in the urine for men

Cystitis in men

Difficulty passing urine

Erection difficulties

Genital herpes in men

Genital warts in men

Impotence

Spots on penis

Urine infection in men

Skin & Nail

Acne

Athletes foot

Bites & stings

Contact dermatitis

Crabs

Dandruff

Eczema

Excessive sweating

Fungal foot infection

Fungal nail infection

Impetigo

Pubic lice

Ringworm

Rosacea

Scabies

Shingles

Warts and verrucae

Pill (family planning)

Spots on vulva

Thrush

Urinary incontinence

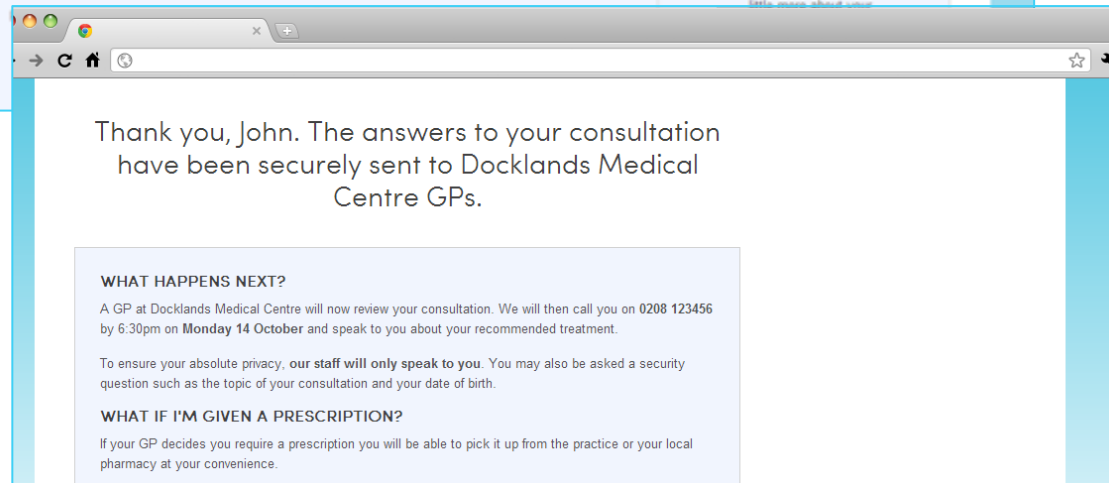
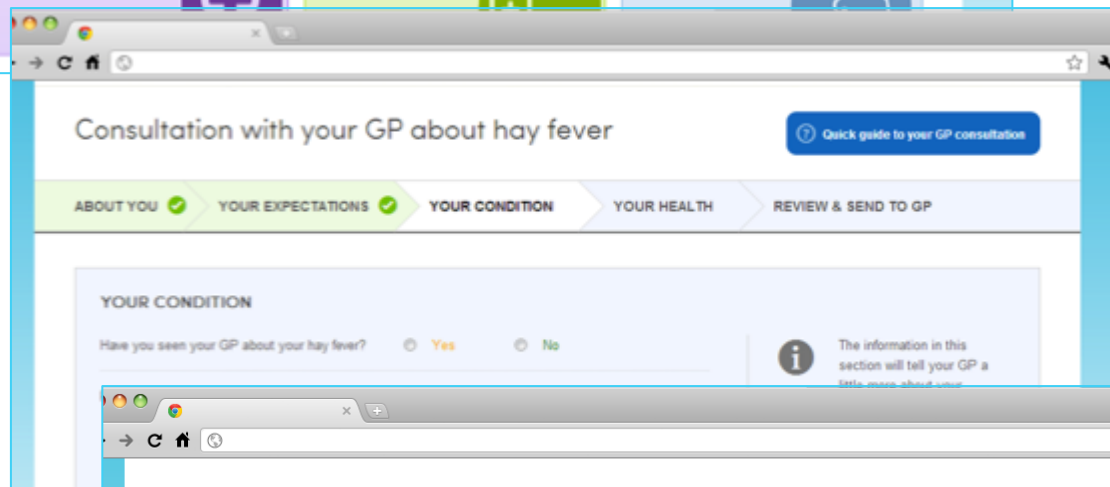
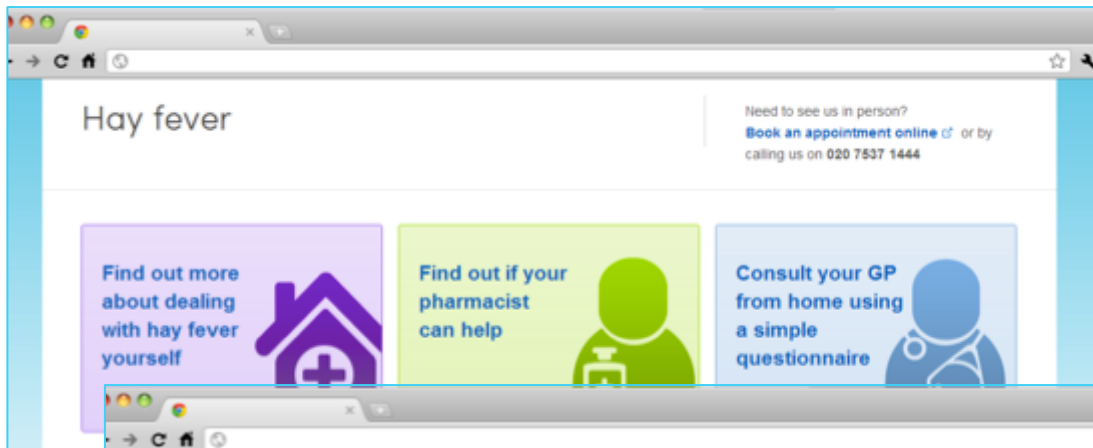
Urine infection in women

CAN'T FIND YOUR HEALTH CONDITION?

Our online consultation service is only available for certain health issues.

If your condition isn't listed, please visit the [NHS Direct symptom checker](#) or call us on **020 7537 1444 (020 7377 7151 out of hours)** to book a face-to-face appointment.

Alternatively, you can also [book an appointment on our website](#).



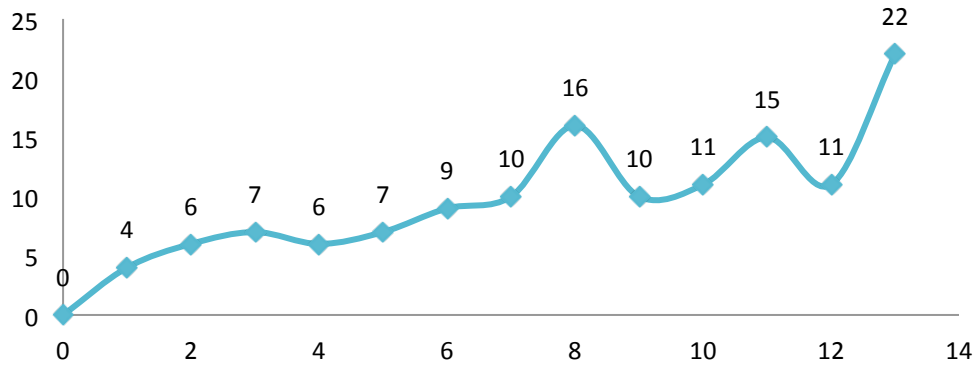
Early Headlines

- 40% still needing 10 minute appointment
- 20% telephoned by GP (average 5 minutes)
- 40% managed using template alone (2-3 minutes)

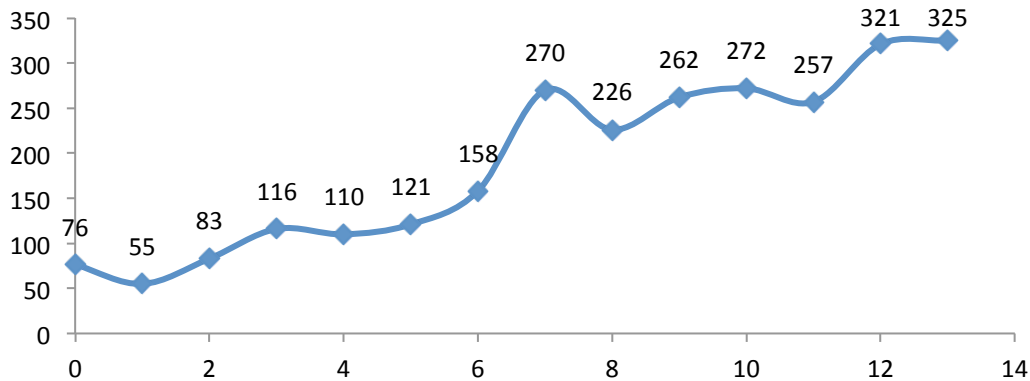
- Majority 25-44 year old (67% women)
- Peaks of use at 9am and 2pm
- Productivity Gains for practice from self-care and templates

What would you have done if this service were not available?

Request of face to face appointment	79%
Gone to walk in centre	14%
Request a telephone appointment	7%
Nothing, wait and see	0%



Weekly templates



Weekly unique site visitors

TRAFFIC & TEMPLATE TRENDS JUL-OCT

2765

Unique
visitors

724

Accessed self-help
content

290

Accessed
pharmacy content

143

Consultation
templates submitted

TRAFFIC & TEMPLATE FIGURES
10 weeks

Cystitis (female)
Contraception
Knee pain
Depression
Earache

Asthma
Sore throat
Rectal bleeding
Shoulder pain
Coughs

TEMPLATE USAGE

TOP 10 CONDITIONS

95%

“Excellent” or “good”
on-site experience

91%

Patients “extremely satisfied”
with consulting online

78%

Patients said
service saved them time

83%

Patients extremely
likely to recommend service

PATIENT SURVEY DATA
JUL-AUG

Advantages:

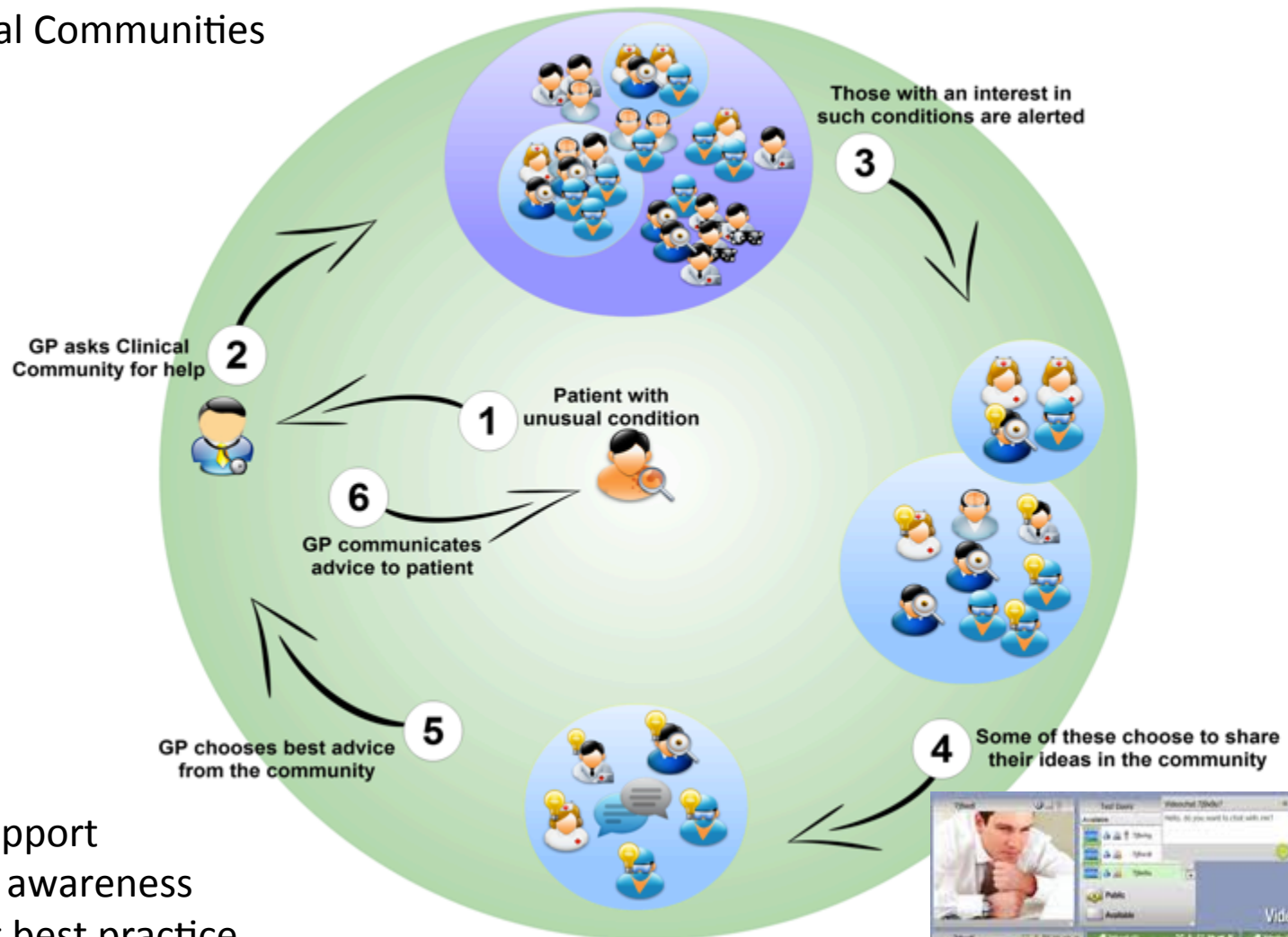
- Encourages considering self-help and alternate services to GP first
- Medicolegally safe, time-efficient and patient-centered way to consult online
- May improve health outcomes
 - Earlier presentation and intervention
 - Reaching the working population
 - *Permitting* embarrassing presentations (sexual and mental health)
- Early evidence suggests that it improves practice productivity and capacity
- More done remotely as GP confidence grows
- Improves patient experience and their own economic earning potential

*“This site is fantastic!
Finally a GP that has caught up
with using decent technology!”*

- patient feedback



Clinical Communities



- Peer support
- Service awareness
- Sharing best practice
- Escalation avoidance
- Integrated care
- Synchronous or asynchronous

Roadmap to revolutionising the frontline?

- Choice of clinician, location and modality by 2014
- Virtual out-patients at scale for non-surgical specialties by 2016
- 80% interactions with patients happen remotely by 2018
- Reach the edge of reasonable patient *demand* using skill mix and technology by 2020
- Integrated Care Organisations

P.S. Subject to reduced political interference, discerning regulation and adequate investment in General Practice

Primary care, the holy trinity: commissioning, quality and the front line

Ian Dodge, Director of the NHS Group, Department of Health

Prof Steve Field, Chief Inspector of General Practice, CQC

Dr Arvind Madan, CEO, Hurley Group



#CHN7oct
@CamHNet