

<b>Local Members Interest</b>
N/A

## **Health and Care Overview and Scrutiny Committee Monday 11 July 2022**

### **General Practice Access Plan, Staffordshire and Stoke-on-Trent July 2022**

#### **Recommendation(s)**

I recommend that:

- a. The Overview and Scrutiny Committee receives the following presentation on the action plan with regards to general practice access in Staffordshire and Stoke-on-Trent.

**Lynn Millar**

#### **Summary**

##### **What is the Overview and Scrutiny Committee being asked to do and why?**

The Overview and Scrutiny Committee is asked to receive the following presentation which is the six Staffordshire and Stoke-on-Trent CCGs (to become the NHS Integrated Care Board) action plan with regards to improving general practice access.

#### **Report**

##### **Background**

The presentation provides context and key drivers to the current situation regarding general practice access in light of the COVID-19 pandemic.

##### **1.0 The key activates are listed below for June 2022**

###### **1.1 Public communications**

- 5 key messages to better understand primary care continue to be promoted across the out of home campaign within supermarkets, bus shelters and social media
- Primary care toolkit, materials, posters, translated and accessible materials distributed

- Campaign landing page on the ICS website is now live 'Know Your GP Surgery'
- Advertising in the community is being encouraged via patient groups, libraries, community centres etc
- Translated and accessible materials will be shared with community groups, faith leaders so that they can choose the best medium for their communities

## **1.2 Digital**

- Undertaken targeted discussions with practices around our Digitally Enabled Primary Care Services project to improve their digital capabilities and infrastructure
- Purchased an online consultation solution from AccuRx, following the end centrally funded NHSD national contract.
- Provided practices with additional IT equipment where this has been requested
- Promoted NHSE's national cloud-based telephony offer
- Redmoor Health supporting practices plan and implement advanced telephony
- Continued to rollout additional Teams DDI lines to GP Practices where this has been requested and supported with technical guidance
- Supported configuration of practices within GP connect to allow direct booking capabilities from 111
- Beginning configuration of a pilot PCN for GP Connect to allow direct booking capabilities from 111
- Redmoor Health support for patient communications - websites, social media and messaging

## **1.3 Quality variation and resilience**

- Re launch of the Time to Care Programme – practices have been offered 'Accelerator programme'
- Quality visits complete, themes and trends will be identified and worked up into a document to be shared with PCC
- Training package for GP receptionist will go live from July 'Weathering the storm' supporting staff post covid.
- Package of support for PCNs on managing challenging situations/violent & aggressive patients has been rolled out – evaluation underway
- Primary Care Health and Wellbeing sessions – needs analysis survey - The Staff Support and Counselling Service provide a suite of workshops

### **Link to Strategic Plan**

Primary Care – general practice access

## **Link to Other Overview and Scrutiny Activity**

Primary Care – general practice access

## **Community Impact**

Refer to CIA guidance on the GO platform

## **List of Background Documents/Appendices:**

Appendix 1 GP Access Plan presentation

## **Contact Details**

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Please note that from Friday 1<sup>st</sup> July the CCGs become the NHS Integrated Care Board and all staff emails will change to the format below:

[Firstname.surname@staffsstoke.icb.nhs.uk](mailto:Firstname.surname@staffsstoke.icb.nhs.uk)

