

Ageing Well Public Talk Series 2022/23

Talk 5. Primary Care in 2022 From Covid-19 and Beyond!

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Slide 1: Primary care in 2022

- What is the state of primary care locally?
- What are the current challenges?
- How can you best interact with your GP surgery?
- What has changed since COVID?

Slide 2: Primary care in Milton Keynes

- 26 practices
- 303,000 population
- 7 Primary Care Networks (PCNs)
- GP extended access
- Urgent care centre
- Community nursing
- Rapid response (admission avoidance)
- District nursing
- Blood tests

Slide 3: Level of activity locally – Milton Keynes

- Total appointments offered by practices in October 2022 167,769 compared to October 2021 156,512
- Appointments with a professional other than a GP in October 2022 , 60% compared to October 2021, 56%
- % of total appointments that were face to face in October 2022, 86% compared to October 2021 79%

Slide 4: Current challenges

- High level of viruses
- Strep A
- Staff illness
- Covid19
- High staff turnover
- Difficulty in recruitment/low staff morale
- low patient satisfaction with appointment system

Slide 5: Change in average number of patients per practice and GP to patient ratio from Sept 2015 to August 2022

Fewer doctors are looking after a greater number of patients

Statistics shown on [BMA](#)

Slide 6: Satisfaction with GP services

Overall, how would you describe your experiences of your GP practice?

- Ascent – National average
- Crown – Above National average
- East MK – Above ICB average
- Nexus MK- ICB average
- Southwest MK – Below ICB average

Slide 7: Modern primary care team – the answer?

- Practice nurse
- Advance nurse practitioner
- Physician associate (PA)
- GP
- Healthcare assistant
- First contact physio assessment
- Mental health practitioners
- Pharmacist
- Paramedic
- Social prescriber
- Care navigator

Slide 8: Benefits

- Wating times
- Specific expertise
- Longer appointments
- Aware of local services

Slide 9: Primary care Networks (PCNs)

- PCNs were introduced in 2019 to support the delivery for certain services across a group (network) of GP surgeries
- Initially based on geography
- Idea was to improve access to healthcare professionals (other than GPs)
- Each PCN could choose which HCPs would best suit their patients
- Paramedics for home visits
- Mental health practitioners
- Social prescribers
- Physiotherapists
- Pharmacists
- Dietitians
- Care coordinator
- Covid vaccinations

Slide 10: Modern primary care – accessing appointments

- Phone system
- e-consultation

- F2F or “total triage”
- GP extended access
- From appointment booking to care navigation

Slide 11: What can patient’s do

- Check surgery website
- Seek help from pharmacy
- Try and cancel your appointment if no longer needed/unable to attend
- Be kind

Slide 12: Changes in general practice since Covid-19

- Telephone calls
- Text messages
- Video consultation
- Certain processes streamlined

Slide 13: Care home support

Aligning a care home with a GP surgery

- Previously several GP practices might have patients in a particular home
- This created problems when home visits needed
- In the first weeks of covid, we aligned the local care homes with GP surgeries
- This improved relationships with the care home and made visiting more efficient and timelier
- Weekly nursing team visit with daily support

Slide 14: The future

- Continue to offer face to face
- Need to adapt to changes in society
- More online?
- Access to your own record

Slide 15: In summary

- Lots of challenges
- Lots of changes
- New team members
- Significant improvements introduced because of Covid-19

Any questions/comments?

Next Talk 6. Series 2022/23 - 6. What should we know about nutrition and living with Diabetes Type 2 while ageing- Jitka Vseteckova & Alan Hastings 22nd February 2023

Summary of related resources to The Ageing Well Public Talk Series

Podcasts

[Vseteckova J & King J \(2020\) COVID-19 Interview podcast for The Retirement Café: 'Ageing Well Under Lockdown'](#)

[Vseteckova J & Broad E \(2020\) Keep Me Walking - researching with people living with dementia and their carers - Podcast – Open University in collaboration with The Parks Trust](#)

[Vseteckova J \(2020\) Podcast - areas for research with The Open University](#)

[Broad E & Methley A & Vseteckova J \(2021\) Podcast OU & The Parks Trust & Northamptonshire Healthcare NHS Foundation Trust - Spotter sheet and mindful walking.](#)

[Broad E & Methley A & Vseteckova J \(2021\) Preventing brain decline while ageing](#)

OpenLearn Resources:

[Vseteckova J \(2020\) Ageing Well Public Talk Series](#)

[Vseteckova J \(2019\) 5 reasons why exercising outdoors is great for people who have dementia](#)

[Vseteckova J \(2019\) Depression, mood and exercise](#)

[Vseteckova J \(2019\) Five Pillars for Ageing Well](#)

[Vseteckova J \(2020\) Ageing Brain](#)

[Vseteckova J \(2020\) Ageing Well Public Talks Series II. Plan for 2020 – 2021](#)

[Vseteckova J \(2020\) Walking the Parks with The OU and The Parks Trust](#)

[Vseteckova J, Borgstrom E, Whitehouse A, Kent A, Hart A \(2021\) Advance Care Planning \(ACP\) - Discuss, Decide, Document and Share Advance Care Planning \(ACP\)](#)

[Vseteckova J, Methley A, Lucassen M \(2021\) The benefits of mindfulness and five common myths surrounding it](#)

[Vseteckova J, Broad E, Andrew V \(2021\) The impact of walking and socialising through 5 Ways Café on people living with dementia and their carers: A volunteer's perspective](#)

[Vseteckova J, Methley A, Lucassen M \(2021\) The benefits of mindfulness and five common myths surrounding it](#)

[Methley A, Vseteckova J, Broad E \(2021\) Outdoor Therapy: The Benefits of Walking and Talking](#)

[Vseteckova J, Methley a, Broad E \(2021\) What happens to our brain as we age and how we can stop the fast decline](#)

[Methley A & Vseteckova J & Jones K \(2020\) Green & Blue & Outdoor spaces](#)

COVID-19 related

[Vseteckova J, How to age well, while self-isolating \(2020\)](#)

[Vseteckova J, \(2020\) SHORT FILM - Ageing Well in Self-Isolation](#)

[Vseteckova J, \(2020\) ANIMATION - Keeping healthy in Self-Isolation](#)

[Vseteckova J et al \(2020\) COVID-19 The effects of self-isolation and lack of physical activity on carers](#)

[Taverner P, Larkin M, Vseteckova J, et al. \(2020\) Supporting adult carers during COVID-19 pandemic](#)

[Robb M, Penson M, Vseteckova J, et al. \(2020\) Young carers, COVID-19 and physical activity](#)

[Penson M, Vseteckova J et al. \(2020\) Older Carers, COVID-19 and Physical Activity](#)

[Vseteckova J & Methley A \(2020\) Acceptance Commitment Therapy \(ACT\) to help carers in challenging COVID-19 times](#)

['Ageing Well Public Talks' Series 2021/2022 repository on ORDO Collections](#)

['Ageing Well Public Talks' Series 2020/2021 repository on ORDO Collections](#)

['Ageing Well Public Talks' Series 2019/2020 repository on ORDO Collections](#)

[OpenLearnCreate Course on 'Ageing Well' 2019/2020](#)

[Home exercise no equipment – no problem \(Blog\)](#)

