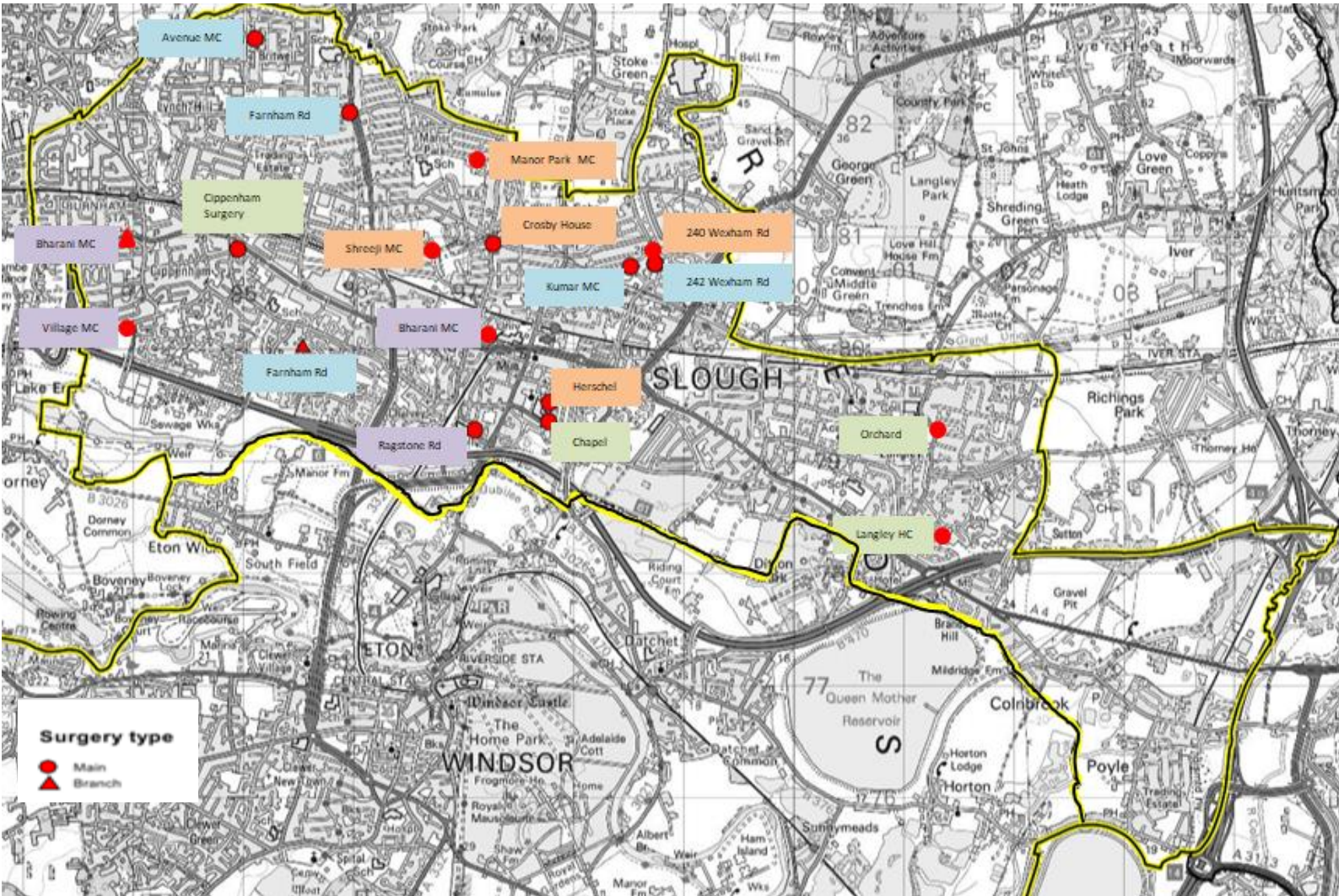


# Slough Primary Care Provision

Ricky Chana – Senior Commissioning Manager for Primary Care, Slough



# Our Geography – 16 Practices across 18 sites



**SHAPE (Slough Health Alliance Provider Enterprise)**  
Clinical Director Dr. Bharan Kumar

1. 40 Ragstone Road - 3,551
2. Bharani Medical Centre - Lansdowne Avenue - 13,143
3. Bharani Medical Centre - Bath Road - (included in 13,143 above. By itself 7,000 approx.)
4. Village Medical Centre - Mercian Way - 11,507

**SPINE (Slough Providers Innovation Network Enterprise)**  
Clinical Director Dr. Nithya Nanda

5. 242 Wexham Road - 4,382
6. Avenue Medical Centre - 7,431
7. Farnham Road Surgery - Farnham Road - 26,550
8. Farnham Road Surgery - Weekes Drive - (included in 26,550 above. By itself 8,500 approx)
9. Kumar Medical Centre - 4,877

**CSN (Central Slough Network)**  
Clinical Director Dr. Raj Bhargava

10. Herschel Medical Centre – 15,716
11. Crosby House Surgery - 11,862
12. Shreeji Medical Centre - 6,261
13. Manor Park Medical Centre - 10,656
14. 240 Wexham Road – 6,330

**Slough LOCC (Langley, Orchard, Chapel, Cippenham)**  
Clinical Director Dr. Asif Ali

15. Chapel Medical Centre – 9,354
16. Cippenham Surgery – 261 Bath Road - 5,528
17. Langley Health Centre - 19,836
18. The Orchard Practice - Willow Parade - 9,411

❖ **Total Registered Population in Slough (1.1.20):** 166,395

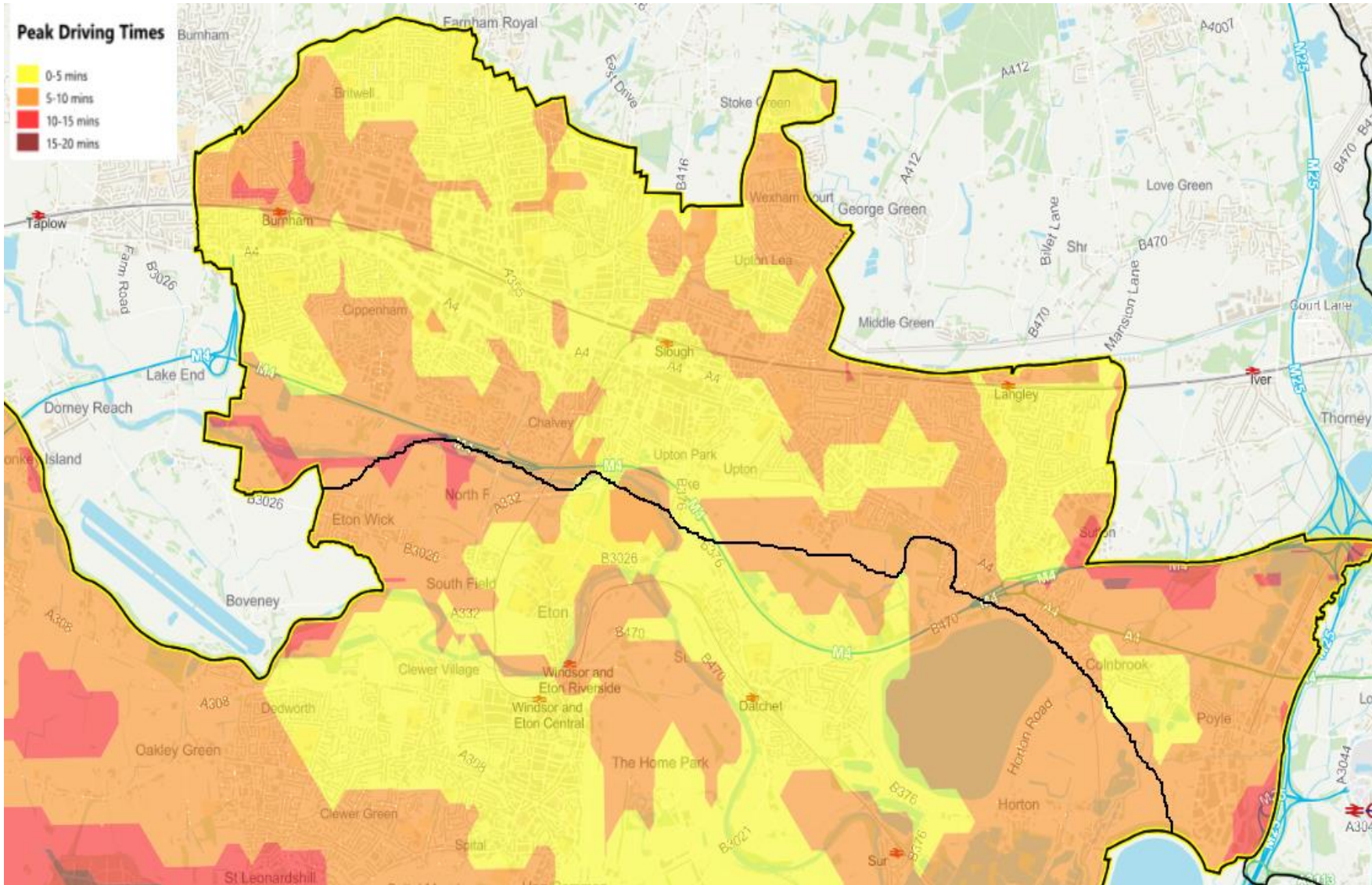
❖ **Reg. Pop.by PCN:** **SHAPE:** 28,201 (16.95%). **SPINE:** 43,240 (25.99%) **CSN:** 50,825 (30.54%). **Slough LOCC:** 44,129 (26.52%)

❖ **Number of Sites:** **SHAPE:**4, **SPINE:**5, **CSN:**5, **Slough LOCC:**4

# Peak Driving Times to GP Surgeries



Frimley Collaborative  
Partnership of Clinical Commissioning Groups



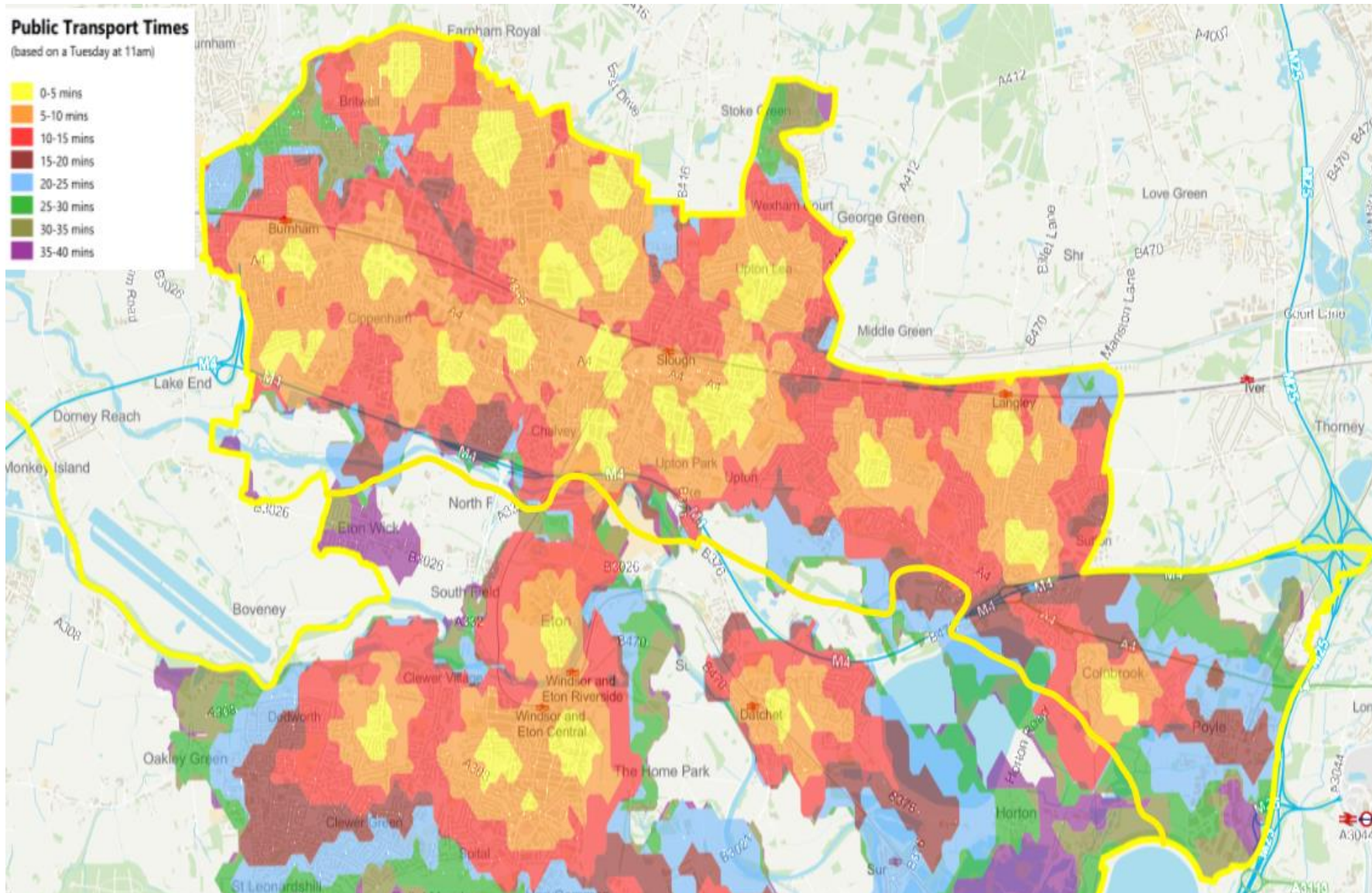
➤ The vast majority of Slough residents are within 0-10 mins drive from a GP surgery during peak times

➤ Some very small pockets of the population experiencing a 10-20 drive time mainly from the Colnbrook & Poyle area.

# Public Transport Travel Times to GP Surgeries



Frimley Collaborative  
Partnership of Clinical Commissioning Groups



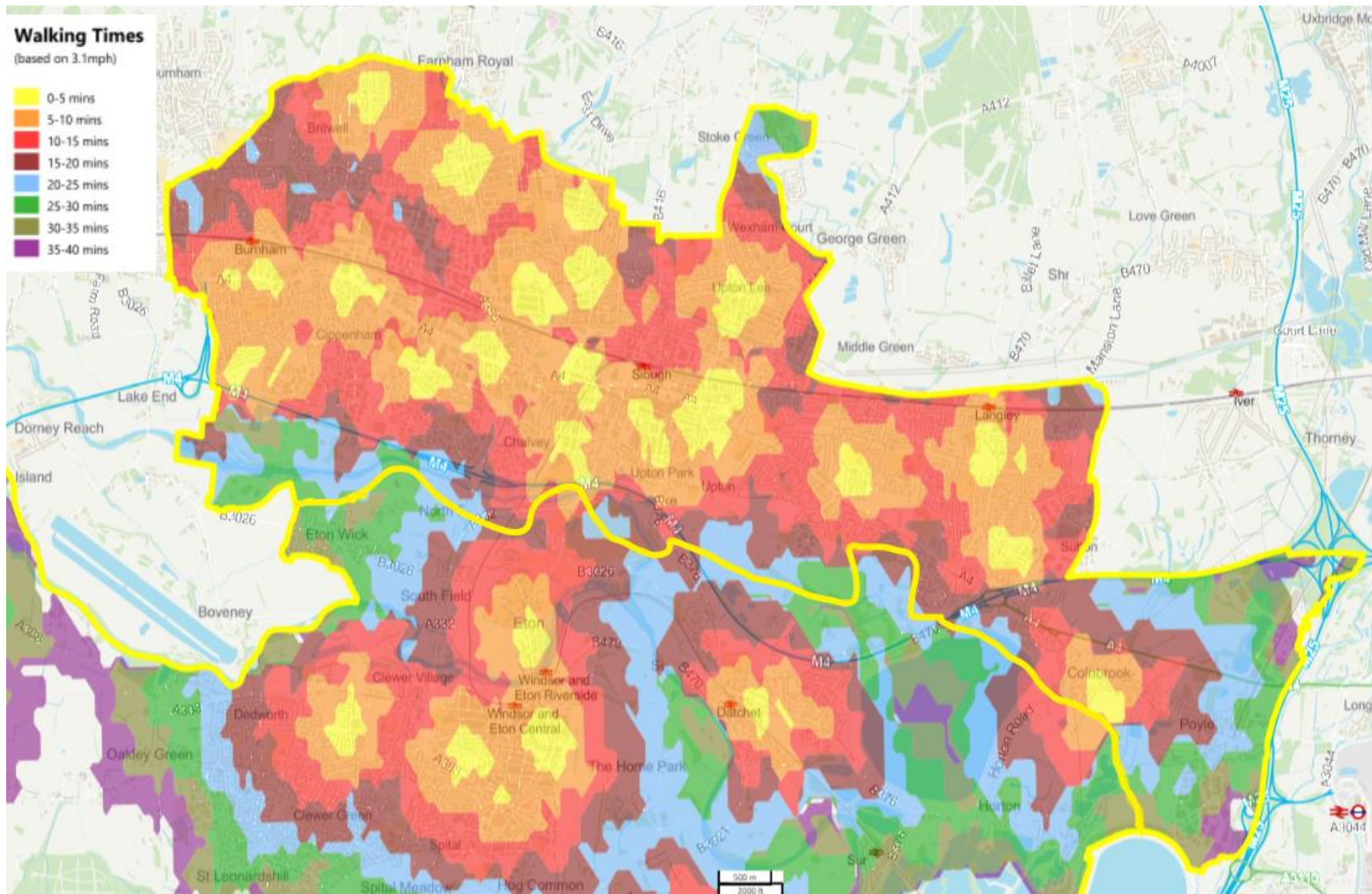
➤ The majority of slough residents are within 0-20 mins journey time on public transport to a GP surgery.

# Walking Travel Times to GP Surgeries



Frimley Collaborative  
Partnership of Clinical Commissioning Groups

➤ *Most slough residents are within 0-20 mins walk from a Slough GP practice, with only the outskirts of the boundary and areas in Colnbrook & Poyle with a longer walking time.*



# Appointment Waiting Times:

## GP Patient Survey 2020

\*Please note that GP appointments are allocated based on clinical priority



Frimley Collaborative

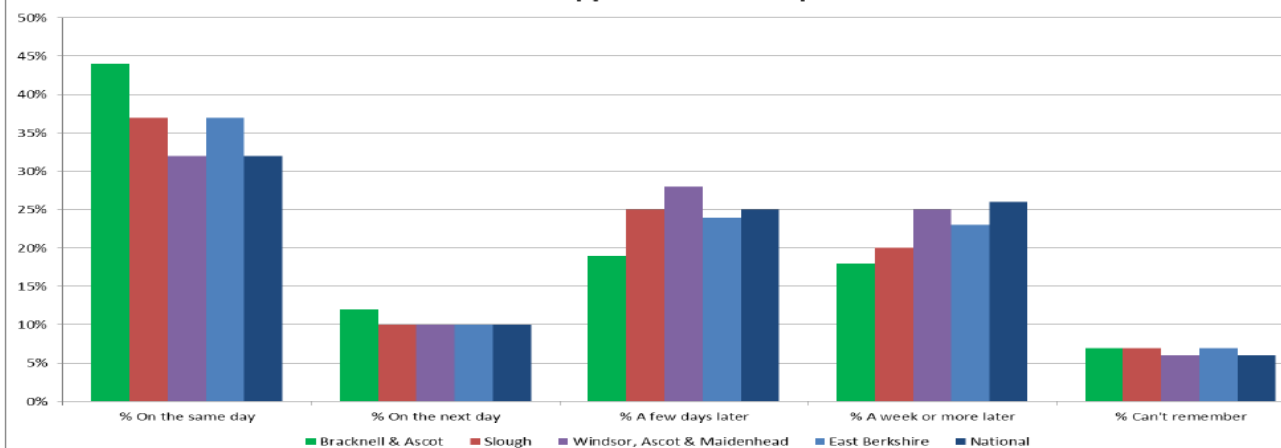
Partnership of Clinical Commissioning Groups

### How long after initially trying to book the appointment did the appointment take place?

The majority of patients in East Berkshire (37%), and nationally (32%), reported receiving an appointment for the same day – this is in line with patient expectations highlighted in the previous questions.

The second highest response (21%) was from patients reporting that they are seen a few days later which was just ahead of those patients that were seen a week or more later (20%).

% of Respondents who reported how long from trying to book the appointment, did the appointment take place



➤ Slough compares favourably to the national averages for waiting times, with 37% of responses in the 2020 GP Patient Survey saying that they received appointments on the same day, 10% on the next day and 25% a few days later, which are all higher than the national averages.

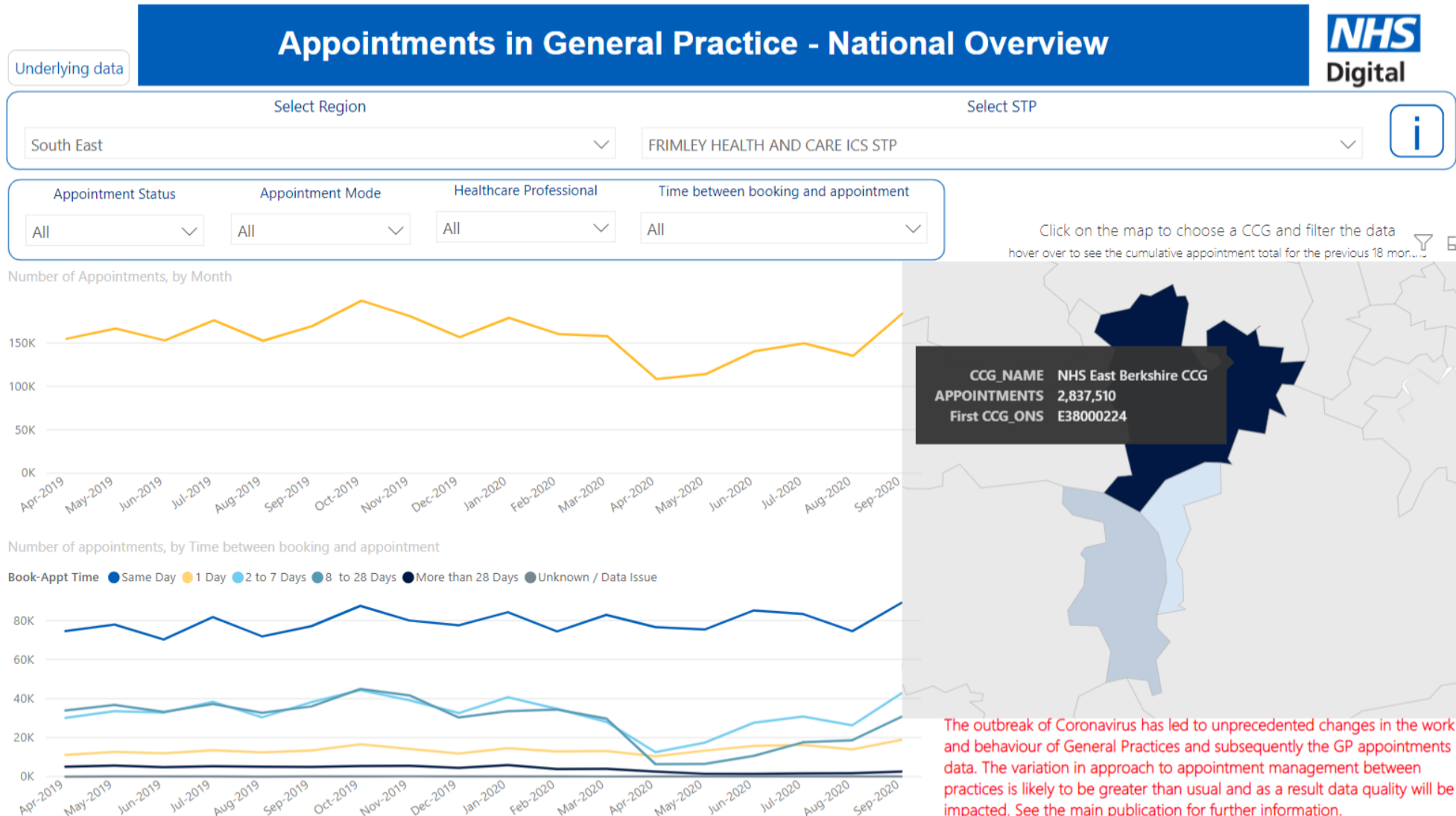
➤ 20% received their appointment a week or more later, which is lower than the national average.

Practice Name	Total responses	% On the same day	% On the next day	% A few days later	% A week or more later	% Can't remember
240 Wexham Road	61	31%	13%	29%	16%	11%
Bharani Medical Centre	131	31%	7%	32%	23%	6%
Chapel Medical Centre	66	59%	16%	19%	3%	4%
Crosby House Surgery	69	21%	15%	29%	25%	11%
Dr Nabi	117	52%	16%	21%	10%	1%
Farnham Road Practice	49	44%	4%	27%	11%	14%
Herschel Medical Centre	223	45%	8%	19%	13%	15%
Kumar Medical Centre	148	43%	9%	33%	9%	6%
Langley Health Centre	41	18%	7%	44%	29%	2%
Manor Park Medical Centre	191	62%	17%	9%	8%	5%
Ragstone Road Surgery	104	22%	10%	22%	41%	5%
Shreeji Medical Centre	33	21%	12%	21%	41%	5%
The Avenue Medical Centre	65	60%	5%	21%	11%	3%
The Orchard Surgery	81	45%	9%	21%	15%	10%
The Village Medical Centre	109	19%	7%	14%	54%	6%
Wexham Road Surgery	40	27%	12%	40%	16%	6%
<b>SLOUGH</b>	<b>1,528</b>	<b>37%</b>	<b>10%</b>	<b>25%</b>	<b>20%</b>	<b>7%</b>

# Access to General Practice during Covid-19 Pandemic

- All Slough GP practices remain open and continue to provide services through the pandemic
- The way in which patients access these services has changed, face to face consultations are still offered where clinically appropriate, in addition to virtual consultations over the telephone, by video and by email (e-consult)
- The increased use of virtual consultations means that patients have better access to general practice than before, and location and travel times are no longer a barrier to accessing primary care.

# Appointment in General Practice – East Berks CCG



Total Appointments Seen:  
 Sept 19 – 169,468  
 Feb 20 – 160,387  
 Sept 20 – 183,871

- 15% increase in appts seen compared to Feb 20 (pre-Covid)
- 8% increase appts seen compared to sept last year



# Appointment Mode – East Berks CCG – Sept 20

**Appointments in General Practice - Appointment Mode** **NHS Digital**

Underlying data

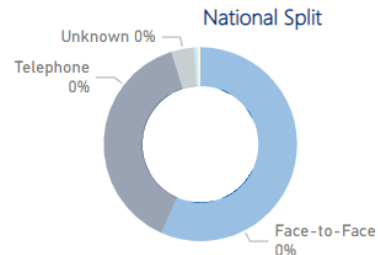
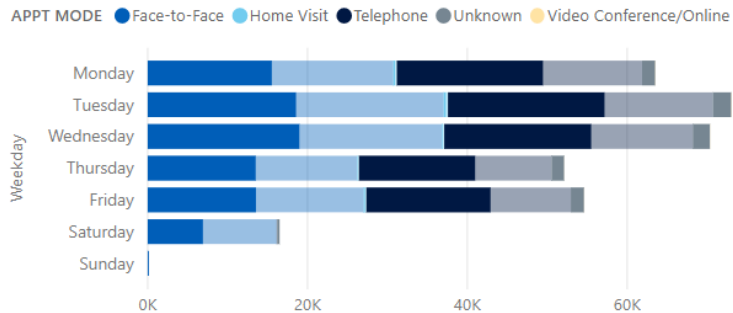
Month - Year: Sep-2020 | Select Region: South East | Select STP: FRIMLEY HEALTH AND CARE ICS STP

Appointment Status: All | Healthcare Professional: All | Time between booking and appointment: All

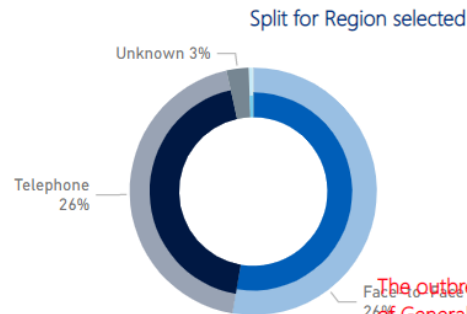
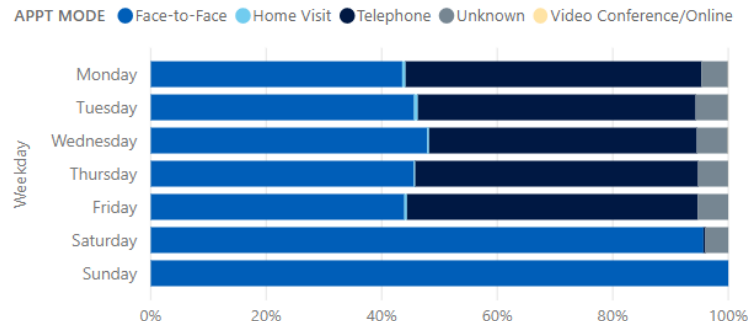
Face to Face: 87K APPOINTMENTS | Home Visit: 803 APPOINTMENTS | Telephone: 86K APPOINTMENTS | Video/Online: 102 APPOINTMENTS | Unknown: 9,491 APPOINTMENTS

Total Appointments Seen Sept 20 (183,871)

Total count of appointments, by weekday



Percentage of appointments, by weekday



The outbreak of Coronavirus has led to unprecedented changes in the work and behaviour of General Practices and subsequently the GP appointments data. The variation in approach to appointment management between practices is likely to be greater than usual and as a result data quality will be impacted. See the main publication for further information.

- 47% face to face
- 47% telephone
- 0.44% Home Visit
- 0.06% Video/online
- 5% unknown

# Current Workforce in Primary Care in Slough Year on year comparison

FTE = Full Time Equivalent

<b>GP Practice Workforce - Slough</b>	<b>Apr-19</b>	<b>Apr-20</b>	<b>Percentage difference in workforce year on year</b>
<b>Admin FTE</b>	154	158	3%
<b>GP FTE</b>	84	90	7%
<b>Other Direct Patient Care Staff, ie physios, pharmacists FTE</b>	25	29	16%
<b>Nurses FTE</b>	30	27	-10%
<b>Total FTE</b>	<b>293</b>	<b>304</b>	<b>4%</b>

The general practice workforce in slough shows an increase of 4% year on year.

The PCN additional roles recruited from April 2020 will be additional workforce on top of these numbers

# Primary Care Networks

- *Since 1 July 2019, all patients in England have been covered by a Primary Care Network (PCN) – the most significant reform to general practice in England in a generation.*
- *PCNs will help to join up primary care GP services with hospital and community services.*
- *PCNs will enable GP practices to provide care at greater scale by sharing staff and some of their resources.*
- *PCNs will help deliver the NHS long term plan*
- *Practices within PCNs will work together to provide a wider range of services*
- *Practices will offer care from a wider range of staff, including Pharmacists and Social Prescribers*

# New Additions to the Primary Care Network Workforce

- ✓ Clinical pharmacists
- ✓ Social prescribing link workers
- ✓ Physician associates
- ✓ First contact physiotherapists
- ✓ Paramedics (from 2021)
- ✓ Pharmacy Technicians
- ✓ Occupational Therapists
- ✓ Dietitians
- ✓ Podiatrists
- ✓ Health & Wellbeing Coaches
- ✓ Care Co-ordinators
- ✓ Nursing Associates
- ✓ Mental Health Practitioners (from 2021)

## New Additions to the Primary Care Network Workforce

- ✓ *Through the investment in PCN additional roles, by March 2021 there will be **35.69** additional Full Time Equivalent staff working across Slough GP practices providing direct patient care.*
- ✓ *This will have increased to **88.44** additional Full time Equivalent staff by March 2024*

# Seven New National Services that will be delivered by PCNs now and in the Future

## From 1<sup>st</sup> October 2020

### **1. Structured Medication Reviews and Medicines Optimisation**

- *Directly tackling over-medication, including inappropriate use of antibiotics.*
- *Focus on priority groups including the frail elderly*

### **2. Enhanced Health in Care Homes**

- *Networks will support the implementation of vanguard models developed between 2014 and 2018.*

### **3. Supporting Early Cancer Diagnosis**

- *Ensuring high and prompt uptake of cancer screening invites.*

## During 2021

### **4. Anticipatory Care (with Community Services)**

- *Practices in Networks to collaborate to offer more care, and more proactive care to patients at high risk of poor health outcomes.*

### **5. Personalised Care**

- *Implementing aspects of the Comprehensive Model of Personalised Care*

### **6. Cardiovascular Disease Prevention and Diagnosis**

- *The Testbed Programme will test the most promising approaches to detecting undiagnosed patients, with subsequent roll-out across PCNs*

### **7. Tackling Neighbourhood Inequalities**

- *Approaches will be developed through the Testbed Programme and tailored to meet the specific context of PCN neighbourhoods.*

# Slough Additional Services



**Frimley Collaborative**  
Partnership of Clinical Commissioning Groups

Care Element	Additional Plans	Date when fully mobilised
<b>COVID Recovery and core</b>	Mobile 'Cold Car' Visiting Service for non – Covid-19 suspected patients requiring F2F review.	Currently in place and will continue throughout winter
<b>Paediatric</b>	24/7 access to specialist advice and guidance, with direct patient follow up as required by specialists through shared care	Currently in place (paediatrics hotline)
<b>Slough Covid-19 Pilot - Pulse Oximetry Virtual Ward Pathway for high risk groups</b>	Pulse oximetry programme for suspected Covid-19 patients, with access to monitoring and testing at home through virtual clinics and enrolment onto national trial programme	Currently available and through winter
<b>Workforce</b>	Monitoring staff sickness and PPE levels for triggers in practice sustainability – work to secure testing capacity	Oct / Nov 20
<b>Education through Communication</b>	Education sessions for Total Triage model in providers Voluntary sector offer – One Slough in place and connected and offered via Social prescribers	Oct 2020
<b>Urgent on the day access to general practice</b>	Additional capacity commissioned from General Practice throughout winter for additional same day appointments	9th November until 9th April 2021
<b>Support to care homes</b>	Weekly check-ins, remote consultations, rapid response utilising our integrated community offer to avoid unnecessary admissions, Geriatrician support via BHFT, LD health checks via clinical lead in Care homes	1 October 2020
<b>Homeless clinical support</b>	Outreach clinics established and running weekly from Lookahead hostel. Sufficient capacity currently to respond to additional demand / appointments	Currently in place and will continue throughout winter
<b>Asylum seekers</b>	GMS Primary Medical Service Provision + social and community healthcare provision for newly arrived asylum seeker cohort in Slough (160 pts) registered and provided with immediate health and care provision. TB and other immunisations status checked and updated	Currently in place and will continue throughout winter



# Flu Vaccinations for Slough Population

*Delivery in large scale indoor venues to enable delivery of mass vaccinations while observing social distancing guidelines*

- Salt Hill Activity Centre: **SHAPE, CSN, SPINE**
- Cippenham Community Centre: **SHAPE, SPINE, LOCC**
- Weekes Drive Community Hall: **SPINE**
- Colnbrook Community Hall: **LOCC**
- Britwell Community Centre: **SPINE**
- Practice Premises – **subject to robust delivery plans for mass vaccinations**
- *Based on RCGP model*
- *Appointments are pre-booked*
- *IT: Link to practice systems, clinics organised at practice level*
- Housebound patients: **Slough home visiting service currently delivering vaccinations for this patient cohort**

