

YOUR GENERAL PRACTICE



July 2023

Topics of Conversation

1. **The last five years**
2. **Patient Access** : *Challenges and Mitigations*
3. **Staffing** : *Challenges and Mitigations*
4. **Facilities** : *Challenges and Mitigations*
5. **Funding** : *Challenges and Mitigations*

The Journey 2018 - 2023

2018 : Four practices merge to create BVM with enhanced services, eg pharmacy hub and an expanded managerial team

2019 : Receptionist to Care Navigators and Multi-Disciplinary Teams evolved...

2019 : Partnership Working



The Journey 2018 - 2023

2020/2 : Excess Demand; fall out from covid, work back log and transfer of work from hospitals to GPs

2020/1 : Covid Vaccination Service

2021 : Housebound Service

2023 : Commencement of Continuity of Care

The Journey 2018 - 2023

Fundamental change in our way of working

Creation of multi-disciplinary teams

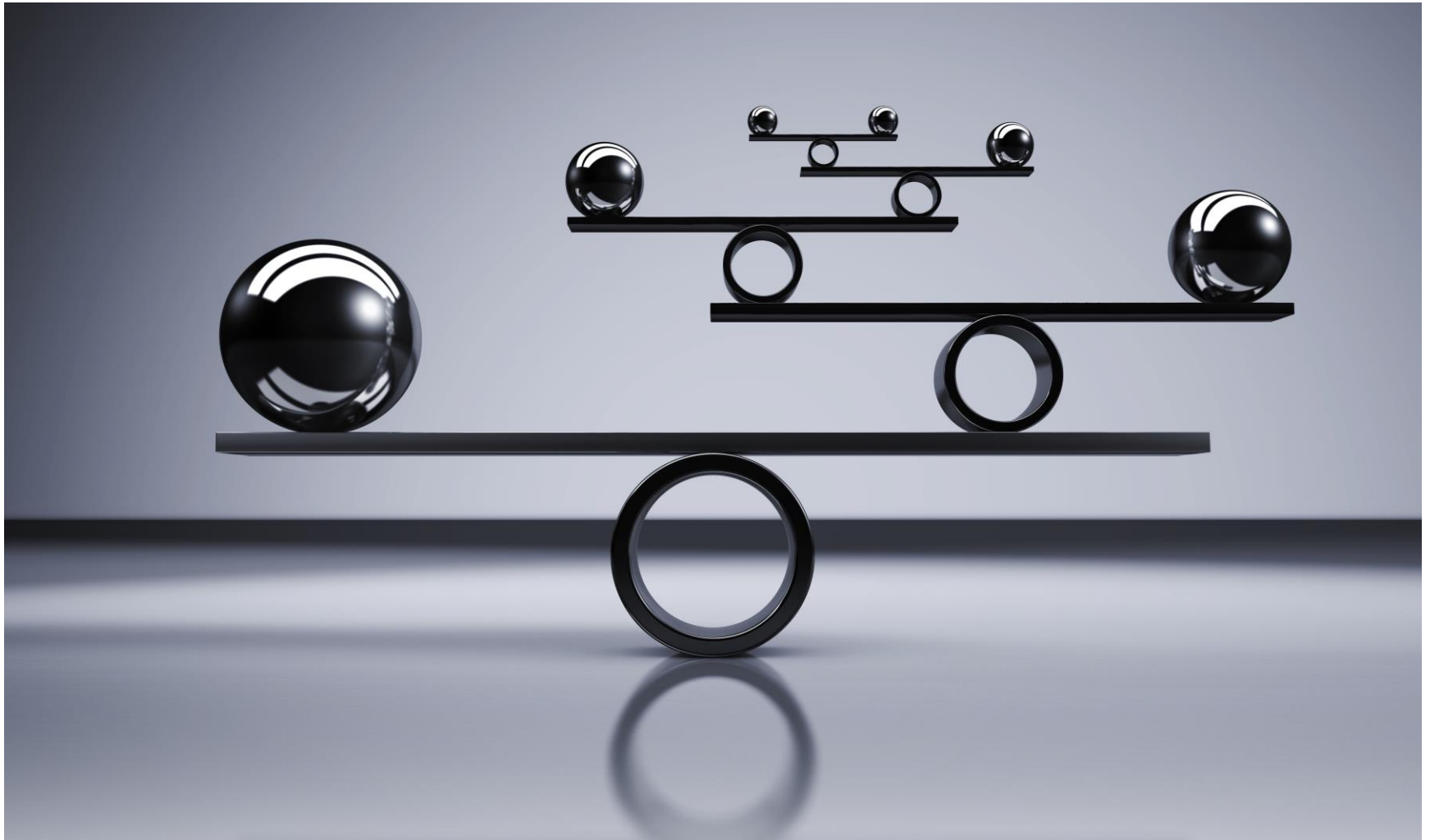


Our Vision

Bridge View Medical delivers excellence. Bringing our patients, staff, students, and community partners together to help people live healthier lives.



The Existing Challenges



Issue (1)

Demand Outstrips Capacity



Issue (2)

Access

Total calls in the last 12 months : 240,000

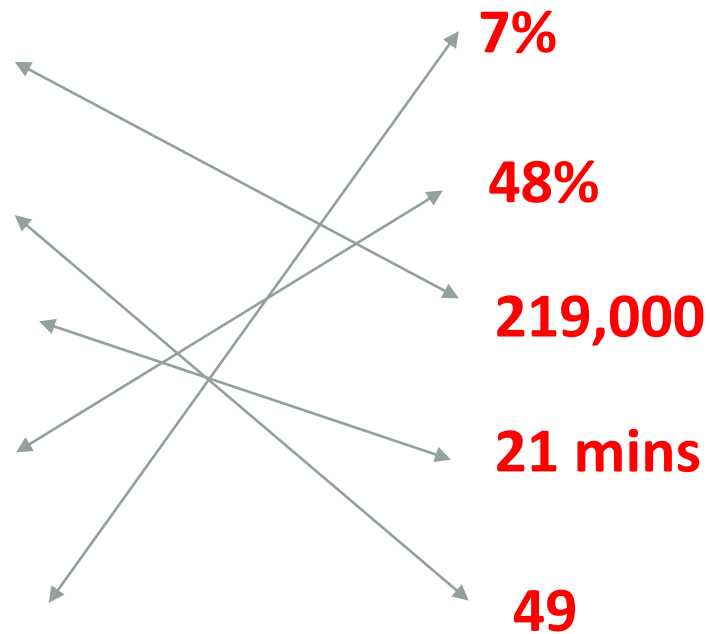
Total calls the year before

Number of reception staff

Average call wait time

% of all complaints on access

% patients using online consult



Issue (2)

Access

Are the staff helpful?

BVM : 85% *National average 83%*

Source: National GP survey

How would you rate the service you received?

91% *of patients rate BVM as good or very good post contact*

Source: NHS Friends & Family Survey

Complaints Ratio

0.09%

The Response to Access Issues

Klink

New Enquiry System : Launching 1 August

Online Contact x +

https://access.klinik.co.uk/contact/bridge-view-medical/

Bridge View Medical



**BRIDGE VIEW
MEDICAL**

Select the nature of your visit

New health issue	Ongoing health issue	Medication	Nurse appointment
Self care and advice	Sick/Fit notes	You've been asked to contact us	General enquiry
Patient feedback	Test results	Submit your home blood pressure reading	Cancel an appointment
Existing referral queries	Private medicals	Update your details	

The Response to Access Issues

KLINIK
ACCESS

The Response to Access Issues

Continuity of care

- Introduced new way of working
- Patient see their Named GP
- Better relationships & understanding
- Better health care solutions, sourced quicker
- Saving overall appointments used



The Response to Access Issues

Support Services

- Care Navigation Hub (Aug)
- Clinical Triage (Aug)
- Self check-in at all sites
- More self-book options (Jul)
- New Website (Oct)



Issue (3)

Staffing

A recruitment challenge

A declining supply of GPs

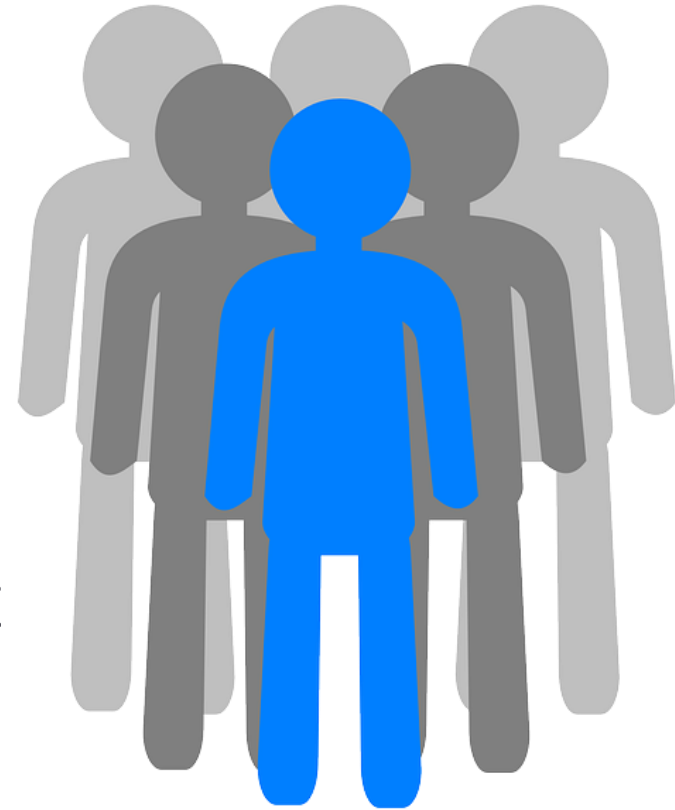
The result

BMA recommends 25 appts a day per GP

BVM 32+ appts

BMA recommends 1,800 patients per GP FTE

BVM 1974



The Response to Staffing Issues

1) Continue to grow a multi-disciplinary team

BVM has 62 clinical staff, GPs make up 53%

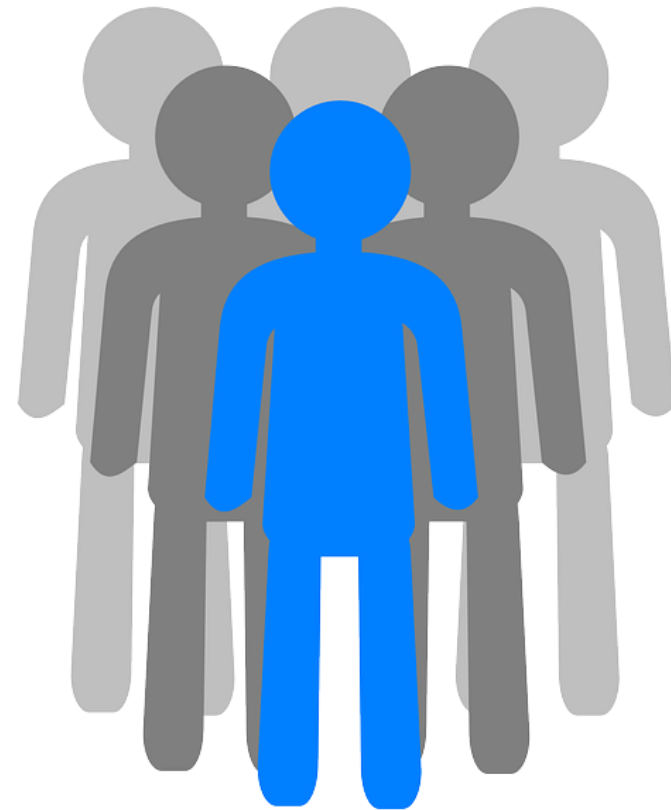
2) Retain staff

Create an attractive place to work

- BVM's staff churn rate is **1.9%**
- BVM's staff absence rate is **4.1%**

3) Attract new staff

- International Sponsorship Scheme
- Local direct and indirect channels
- Incentive to join and staff
- GP / MDT Training



Issue (4)

Facilities

- Four sites brings complications
- Clinical room utilisation @ 100% on some days



The Response to Facilities Issues

Short term

- BS1 Site
- Flexible approach eg working from home

Medium and long term

- Larger purpose-built sites
- Better geographical spread
- GPs within community space
- Consultation with local council / private developers

Issue (5)

Finances

- Agreed, no additional money for the NHS
- Growing responsibilities pushed onto GPs from hospitals unfunded
- More complex patient needs – same budget



The Response to Finance Issues

Seek alternative/innovate ways of working

- Invest in prevention
- Invest into partnerships
- Invest into digital and technology
- Investment in a data led approach



In Summary...

1. Demand will continue to grow.
2. The additional properties will accelerate this growth.
3. Demographic from the new properties will be primarily students with their own health needs.
4. We will continue to evolve to improve access and see more patients, more efficiently, eg *digital solutions, partnership working and sites, multidisciplinary teams, better use of data.*

In Summary...

5. We have a voice within the local NHS system, though the Locality Partnership and GPCB and continue to put the case forward for funding, facilities and staff to meet the rising demand within the community.
6. We offered 178,342 patient contacts last yr. We forecast to grow this by 5% in the next three years 186,900 through increasing our capacity within our means.
7. We will require support from the local council with regards to increased Practice space and people potentially.



THANK YOU

YOUR THOUGHTS & COMMENTS PLEASE