

Improving Access for Patients to Primary Care and Supporting General Practice

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Unable to contact /delays by
telephone!

- primary care call volumes continue to increase
- significant investment in telephony
- policy driven channel shift to online contact
- other ways to interact & transact with the NHS

Impossible to secure a face-to-face appointment with a GP!

- practices driven by policy to:
 - increase level of telephone and video consultation
 - diversify practitioner base (to personalise care)
- “Access” plan aims to increase the number of face-to-face GP appointments

Being asked to self-care!

- evidence indicates prevention and self-care work
- (consequently) NHS policy is underpinned by prevention and self-care
- self-care/service adds capacity to service

What can prevent good access

- Lack of workforce
- Poor organisation
- COVID isolations/sickness amongst staff
- Higher than expected demands from patient populations

What are we doing

- Winter fund for additional workforce
- Investment in telephony
- Improving access task group
- UHND Hub

COVID-19 Vaccination: 12-15 year olds

- SAIS leading vaccination of healthy children
- First visits to schools before 15th November
- All catch-up clinics to happen before Christmas
- If visit missed, or parents wish vaccination sooner, this can be done via the NBS (out of school hours)
- Live data entry encouraged to reduce the risk of double vaccinating
- Queries about the school COVID-19 vaccination programme - contact school initially or email the school immunisation team hdft.covidimmunisationsddt@nhs.net
- Regional push for increased offer from PCNs and community pharmacies

COVID-19 Vaccination: Boosters

- Timings updated
- (Booster) Vaccine at 5 months from 2nd dose
- In the following circumstances
 - Care Home so all can be vaccinated at the same time
 - Housebound if being visited for flu jab anyway
 - If attending a clinic for a flu jab
 - If present opportunistically and nearly 182 days