



**Bedfordshire, Luton
and Milton Keynes**
Integrated Care Board



Primary Care in BLMK

**Welcome to our resident
listening workshop**

Agenda



Time	Content
	Presentation from BLMK
	Facilitated discussions
	Summary, next steps & close

Ways of working to get the best from today

- Be curious and respect other people's views
- Make sure everyone has a chance to contribute
- Be present and engaged during the session
- Share our views, experiences and questions
- Let someone know if we're confused or need more support

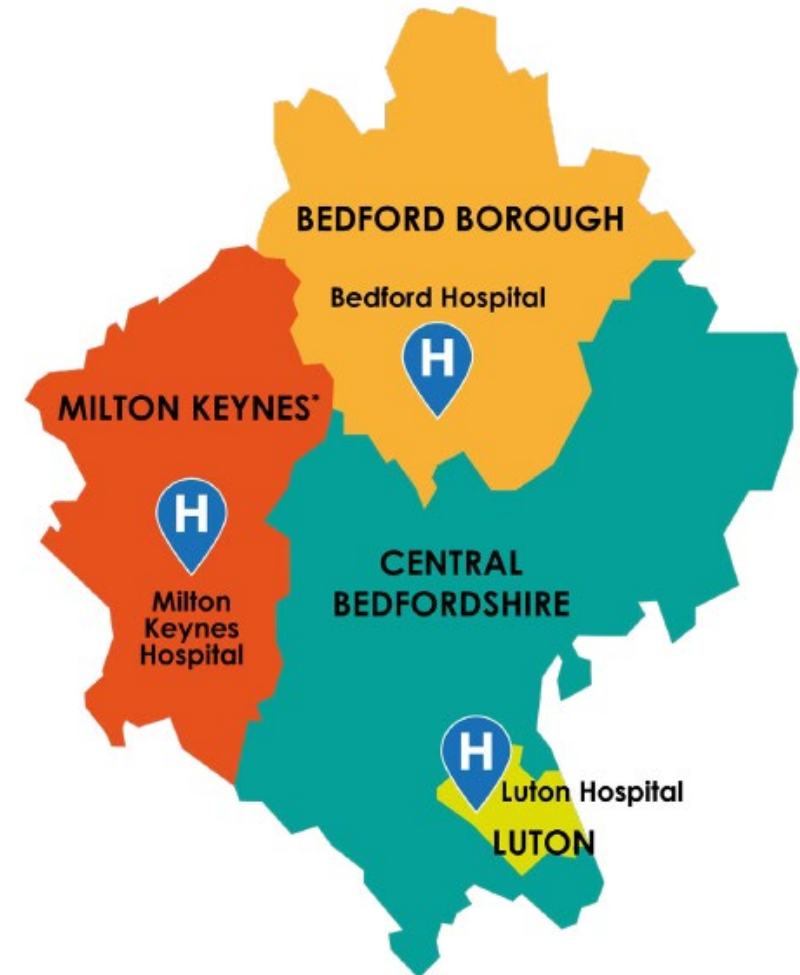
Also note consent to take pictures, refreshments, toilets and evacuation routes

Who are we?

Our Integrated Care System is called the **Bedfordshire, Luton and Milton Keynes Health and Care Partnership**.

We comprise of:

- 4 councils
- NHS organisations
- Voluntary and community organisation



Our partnership

Proud to be working together for better, more integrated services in Bedfordshire, Luton and Milton Keynes Integrated Care System



*The area covered by the ICB also includes the following Lower Layer Super Output Areas in the County of Buckinghamshire: E01017695, E01017696, E01017669, E01017670

Our priorities



The Vision is for everyone in our towns, villages and communities to live a longer healthier life.

Our goal for primary care is to ensure a responsive and accessible primary care service, delivered by those best able to understand – and meet – the health and wellbeing needs of the local communities they are proud to serve.

Common use of language for a shared understanding



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Glossary of Terms

General Practice	A multi-disciplinary healthcare team, led by a general practitioner (doctor), in the community providing a range of services and continuity of care to a registered population.
Primary Care	Includes general practice (GPs) optometry, dentists, community pharmacy, 111, urgent treatment centres, and urgent GP clinics . These are usually the first step for the population in accessing health services.
Primary Care Networks	Groups of practices working together to deliver a scaled primary care offer – where it is efficient & effective to do so - to the population.

Primary Care in BLMK



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Primary care is a 24/7 service. Between the hours of 8am and 6.30pm general practice teams support their registered population, outside of these hours residents have access to 111 and other primary care services.

In BLMK, as of the 1st March 2024 we have

89 General Practice Teams,

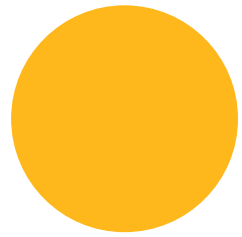
153 Community Pharmacies,

78 Opticians,

and **120 dental contractors**

providing NHS services across **25 Primary Care Networks.**

There are **2 Integrated Urgent Care Providers**, (NHS111, 24/7 CAS, GP OoH's), and **4 providers delivering Urgent Primary Care Services.**



What have we already heard?

- It's not always easy to make an appointment at the GP practice – whether it's difficult to get through on the phone, or they have no appointments available
- GP Appointments cannot be booked in advance - this exacerbates the above issue. More routine appointments should be available
- Different sorts of appointments need to be used for different circumstance (i.e.: face to face and telephone – this can also be dependent on the patient and their need)
- NHS 111 is a mixed bag – some people really like the service, some have had a less positive experience
- Communications between health services is patchy at best – and at times the patient themselves have not been kept informed either
- More of a role for the receptionists to play to guide and help patients who can see other clinical professionals within the GP practice

What are our ambitions?

On their busiest days our general practice teams offer up to 29,000 appointments.

Appointment numbers are increasing year on year. In 22/23 there were 4.05% more appointments than in 21/22.

BLMK Practices see a high percentage of patients face to face, for the 3 months July, Aug and Sept '23 - 79.4% of all appts were face to face

Our goal for primary care is to ensure that everyone can access a responsive primary care service by those best able to understand – and meet – their health and wellbeing needs.

(The Denny review is informing this work)

There is a 24/7, 365-day, primary care service delivered by 89 General Practice Teams, 153 Community Pharmacies, 78 Opticians, 120 dental contractors providing NHS services across 25 Primary Care Networks; supported by two Integrated Urgent Care Providers and 4 providers of same day urgent primary care services

We have a focused programme of work to improve our residents experience of accessing primary care which includes:

- On-going **communication explaining that** primary care has changed following the pandemic **and co-designing** with residents about the continuing changes
- Supporting our practices to transition to **modern general practice access** so our **residents can contact their practice and know on the day how they will be supported** – reduce the 8am rush and patients being asked to call back
- Improving **practice telephony** and the use **digital** technology – **NHS App – online consultation**
- Making certain that **patient services** providing primary care **are joined up** with other services to avoid gaps in care or duplication – Integrated Neighbourhood Working
- Ensuring that we provide patients with **access to the most appropriate service (new ways of working)** such as Community Pharmacy services for minor illness
- Supporting and empowering residents to **self-care and build personal resilience**
- Opening up, with clear sign posting, **self-referral** pathways for a range services
- Making use of all the **roles in the primary care teams** – general practice is provided by a **multi-disciplinary team** led by a GP
- Supporting recruitment, retention and development of our **workforce** to make BLMK an attractive place to work
- Sharing good practice and supporting an environment where our professionals and services can learn from each other
- Maximising the best use of space and opportunities to improve primary care **estate**.

Get help from the right service



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Self Care

Care for yourself at home

Minor cuts and grazes Minor bruises Minor sprains Coughs and colds



Pharmacy

Expert advice and medicines

Minor illnesses Headaches Stomach upsets Bites and stings



GP

Medical attention and advice

Persistent symptoms Chronic pain Long-term conditions New prescriptions



NHS 111 online

If you can't contact your GP

Feeling unwell? Unsure? Anxious? Need help?



UTCs

Minor injuries

Breaks and sprains X-Rays Cuts and grazes Fever and rashes



A&E or 999

For life-threatening emergency

Choking Chest pain Blacking out Serious blood loss

www.nhs.uk/nhs-services/urgent-and-emergency-care-services

Pharmacy First Service

Visit Your Pharmacy First

The leaflet features the NHS logo and the text 'Providing NHS services'. The main heading reads 'Most pharmacies can help you with seven common conditions without needing a GP appointment'. A list of conditions is provided in a green box: Sinusitis (adults and children aged 12 years and over), Sore throat (adults and children aged 5 years and over), Earache (children and young adults aged 1 year to 17 years), Infected insect bite (adults and children aged 1 year and over), Impetigo (adults and children aged 1 year and over), Shingles (adults aged 18 years and over), and Urinary tract infection (women, aged 16 to 64 years). A speech bubble icon is next to the text 'Ask your pharmacy for more information about this free* NHS service'. The bottom of the leaflet says 'Visit your Pharmacy First!' and includes a small asterisked note: '*NHS prescription charge rules apply where a medicine is supplied'. The leaflet is decorated with small colored squares and images of pharmacy staff.

Patients

- Walk-In, Self-Referral
- Seven Common Conditions

GP Referral

- Minor Ailments
- Seven common conditions

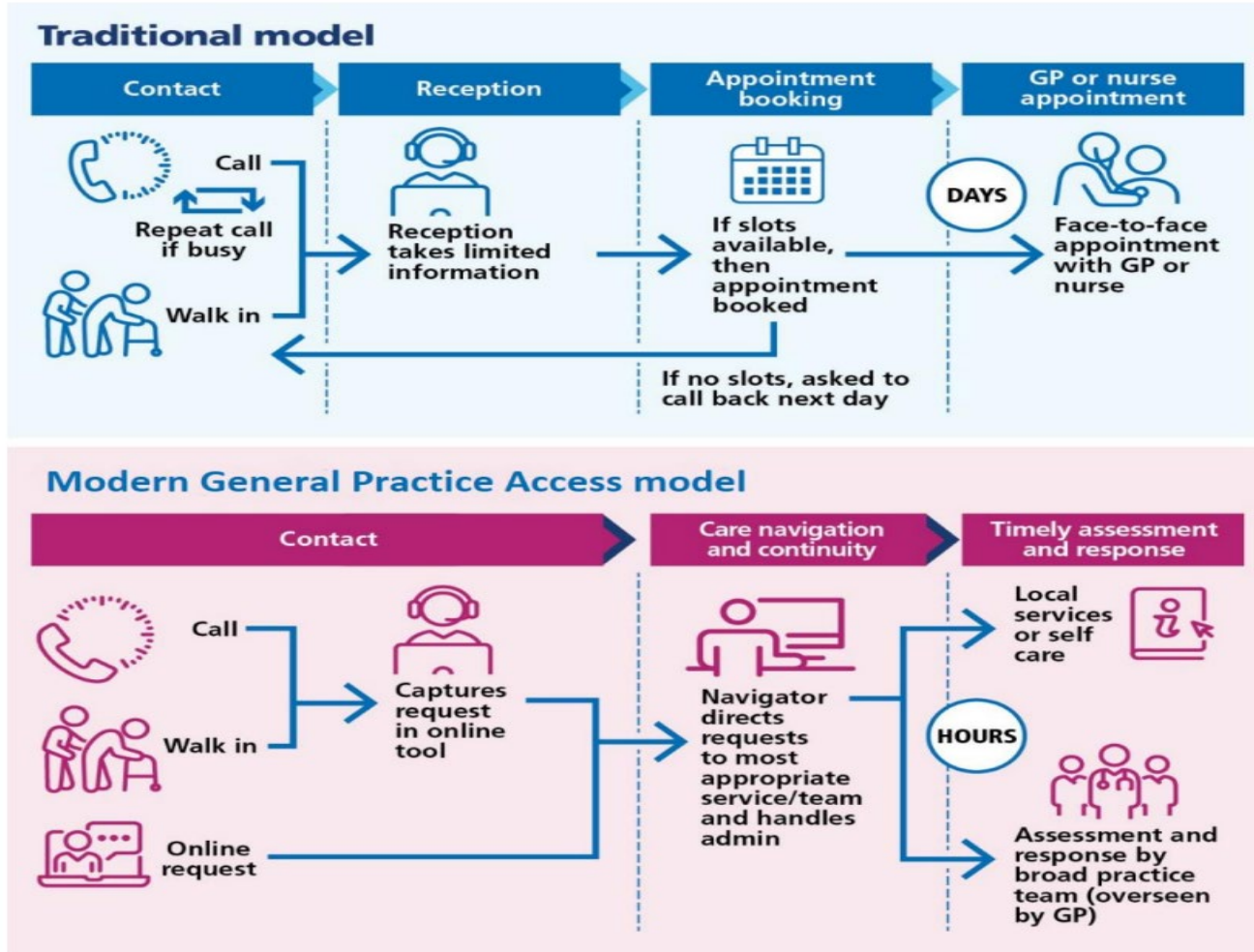
Out of Hours

- Minor Ailments
- Seven Common Conditions

NHS 111

- Urgent Repeat Medicines Supply
- Minor Ailment
- Seven Common Conditions

The Vision – Modern General Practice Access



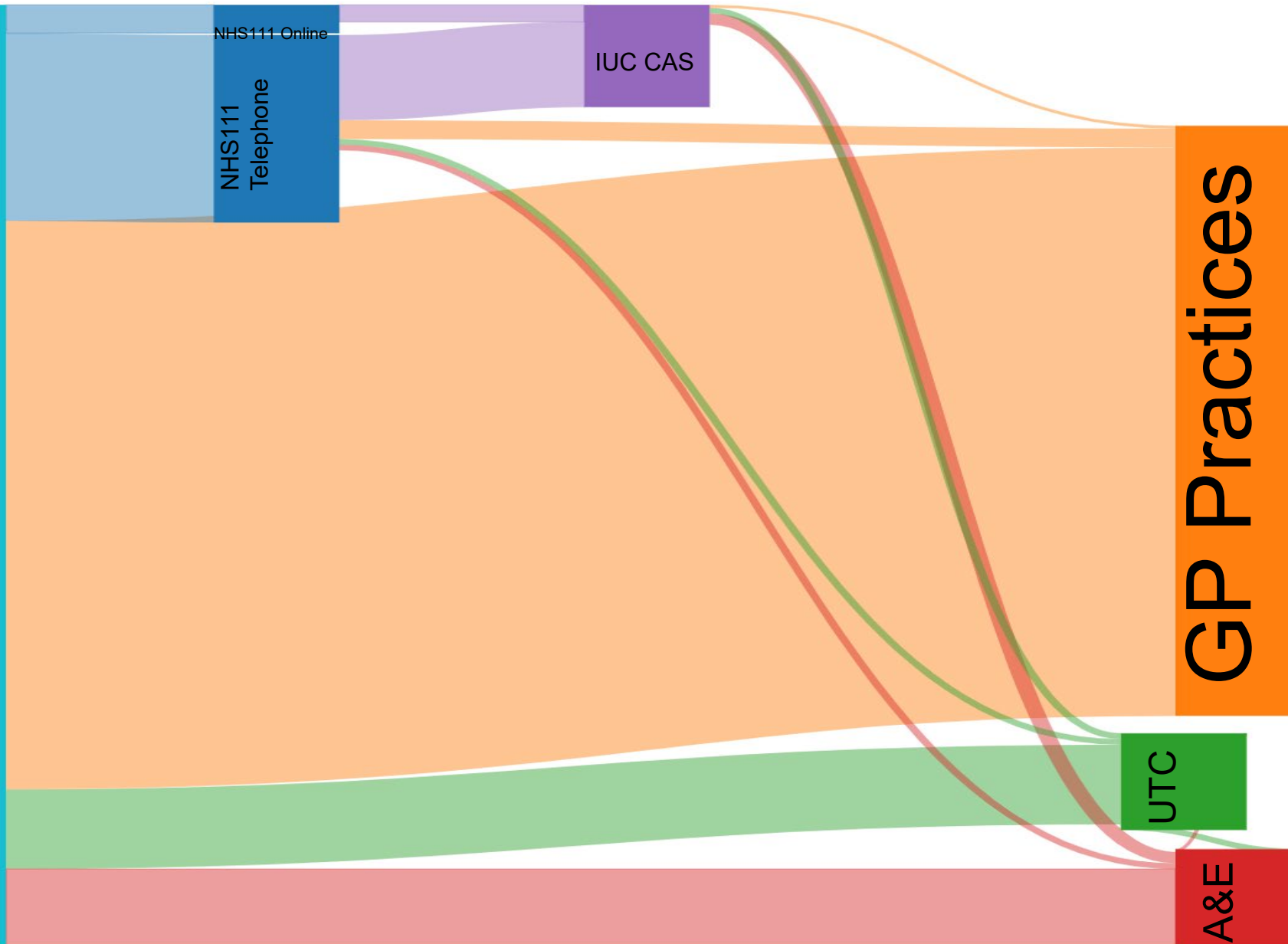
‘Tackle the 8am rush’

- Patients are clear what their journey will be on the day they call the practice -
 - Same day - an appt that day (*am calls*) or the next day (*pm calls*) (virtual or face to face)
 - Routine / continuity - a booked appointment
 - Signposted for other services – self care

Workforce

- Many different types of professions work alongside our GPs and Nurses within General Practice Teams to provide additional appointments
- Paramedics, Pharmacists, Physiotherapists, Physician Associates, Mental Health Workers, Social Prescribers, Care Navigators and Health Coaches all have their own special set of skills to support you
- Receptionists are trained to help you make an appointment with the right professional for you – we call this care navigation
- Over 500 new staff have been recruited into these roles in the past 5 years in BLMK
- The video below gives an insight into some of these roles
- [Pennine GP Alliance on LinkedIn: #calderdale #generalpractice #mentalhealth' #paramedic #physiotherapist...](#)
- If you are interested in working in Primary Care jobs are advertised here
- [Primary Care Careers \(eoeprimarycarecareers.nhs.uk\)](#)

Urgent/Same Day Need



The size of the connectors in this diagram equate to the actual proportions of activity flowing to the different services across BLMK.

This illustrates how much of same day demand is currently managed by GP Practices.



When to use NHS 111

NHS 111 can help if you think you need **urgent** medical help.

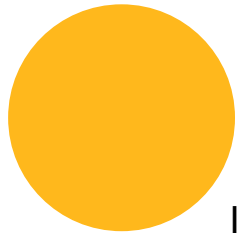
You can get help from **NHS 111**: by using **111 online** (over age 5), in the **NHS App** or by **calling 111**

NHS 111 can direct you to the best place to get help **if you cannot contact your GP Practice** during the day, or when your GP Practice is closed (out-of-hours).

Depending on what you need, you might be **advised** to:

- look after yourself safely **at home**
- see a **pharmacist** for help with a minor illness
- contact your **own GP surgery**
- get **urgent** specialist support, for **dental** or **mental health** problems
- see an evening and weekend GP (**out-of-hours GP**)
- go to an **urgent treatment centre**
- attend **A&E** in an emergency

If needed the NHS111 Telephone service can send an **ambulance** to you.



How to access same day / urgent primary care services

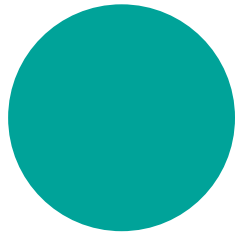
If you are very unwell and have an illness or an injury that requires urgent attention, but it's not an emergency (an emergency is when it is life-threatening), NHS111 can make you an appointment at a local urgent treatment centre (UTC) or you can use a walk-in centre (WiC).

Service	Hours of Operation	Walk In	Via 111	Streamed from A&E
Putnoe walk-in centre	Monday to Friday – 8am to 2pm Weekend and bank holidays – 8am to 5pm	Green	Green	Red
Bedford Urgent Treatment Centre	11am to 11pm 365 days a year	Red	Green	Green
Luton Urgent Treatment Centre	8am to 8pm 365 days a year	Green	Green	Red
Luton Urgent GP Clinic	8am to 11pm 365 days a year	Red	Green	Green
Milton Keynes Urgent Treatment Centre	24 hours a day 365 days a year	Green	Green	Green

NHS App and Digital

- **What you can do with the NHS App**

- You need to [prove who you are](#) to get full access to the NHS App. With full access you can:
 - order repeat prescriptions and nominate a pharmacy where you would like to collect them
 - book and manage appointments
 - view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
 - Book and manage COVID-19 vaccinations
 - register your organ donation decision
 - choose how the NHS uses your data
 - view your NHS number ([find out what your NHS number is](#))
 - use NHS 111 online to answer questions and get instant advice or medical help near you
- Before proving who you are, you can use the NHS App to:
 - search trusted NHS information and advice on hundreds of conditions and treatments
 - find NHS services near you



We want to ask you:

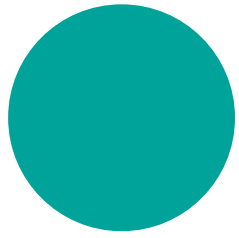
Question 1

What is most important to you when accessing your practice team for an urgent appointment?

We have provided you some options based on the feedback we have already collected – but you can also use a wild card for your own:

- *having an appointment that day*
- *being seen face to face*
- *seeing a GP*
- *a telephone call with a professional*

Using the post-it notes numbered 1-10, please rate the options in order of importance to you.



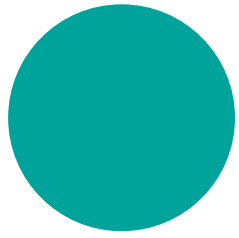
We want to ask you:

Question 2

Have you ever tried to get support from somewhere else – such as community pharmacy – before contacting your practice team?

Please take part in the facilitated table discussion, using the following prompts if needed:

- *What was your experience?*
- *How could it be improved?*
- *If you haven't, why not? What would encourage you to do so?*



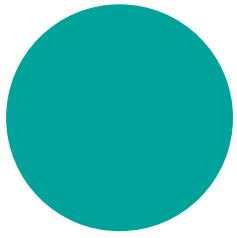
We want to ask you:

Question 3

Have you used 111 (telephone) or 111 online?

Please take part in the facilitated table discussion, using the following prompts if needed:

- *What was your experience?*
- *What do you feel could be improved?*
- *If you have never used the service before, what would encourage you to do so?*



We want to ask you:

Question 4

Please can you provide feedback on any other service such as Walk in centre, Urgent GP Clinics, Urgent Treatment Centres or a GP Out of Hours Service (accessed Via 111) that you may have used?

On the walls there are posters headed with the examples above. Please use the post-it notes on the table to write down:

- *What worked well?*
- *What could be improved?*

Service	Hours of Operation	Walk In	Via 111	Streamed from A&E
Putnoe walk-in centre	Monday to Friday – 8am to 2pm Weekend and bank holidays – 8am to 5pm	Green	Green	Red
Bedford Urgent Treatment Centre	11am to 11pm 365 days a year	Red	Green	Green
Luton Urgent Treatment Centre	8am to 8pm 365 days a year	Green	Green	Red
Luton Urgent GP Clinic	8am to 11pm 365 days a year	Red	Green	Green
Milton Keynes Urgent Treatment Centre	24 hours a day 365 days a year	Green	Green	Green



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**Thank you for your
participation today**