
Rutland County Council

Primary Care T & F Update

Portfolio Briefing

Accessing Primary Care Services

- Rutland Practices continue the national roll-out of cloud based telephony services.
- Promotion of Website/App booking systems to reduce pressure at peak times
- Digital exclusion included in the Joint Strategic Needs Analysis Inequalities Chapter
- Primary Care Network working with practices around website design

Communication Regarding System Change

- Patient Participation Groups are all now active at our practices
- Primary Care Network Patient Participation Group has been formed
- New Comms and Engagement Working Group sitting under the operational subgroup of the Health and Wellbeing Board
- Primary Care Network are now working with practices on communications.
- Joint campaigns have highlighted the new different roles at practices

Physical and Staffing Restraints

- ICB have commissioned a review of the Primary Care Estates in Rutland.
- Regular Strategic meetings between the Integrated Care Board Strategic Estates team and colleagues in Lincs and RCC
- Enhanced Access implanted in Oct 22, 6.30 – 8.00 pm Mon – Fri, 9-5 pm Sat on a practice rota.
- New Primary Care Network Clinical Pharmacist Academy has been formed and 7 Pharmacists are working in practice
- Workplace Development Strategy being produced

Use of Public Funds

- Funds are requested by the Integrated Care Board, through their estates mechanism
- Cabinet in December included a paper on CIL/s106 monies (Report -196/2022)

Priority 3: Healthy and Well - £1.797m

‘Investment must increase provision and not just upgrade or maintain existing provision.’

Monitoring of Improvements

- Repeat survey has been postponed and will be picked up next year.

Primary Care Achievements

- Oakham Medical Practice Now rated as Good, A huge amount of work from the practice to achieve this
- Extended Opening Hours have allowed targeting for specific issues, such as Cervical screening
- The PCN workforce developments have helped increase capacity in the system by developing GP substitution roles, allowing with to be completed without any loss in quality. This diversion of work to the Clinical Pharmacists help GPs focus on GP-only areas of work
- The practices in Rutland have started meeting to share and compare their ways of working, learning from each other, building better systems that improves quality and refined efficiency
- Most recent data shows that all four practices are delivering more appointments than pre pandemic.

Challenges

- Access to Appointments is still difficult for some.
- Peak phone periods are still problematic due to number of calls
- Delay of Estate Strategy.
- Recruitment and Retention still having an impact