Primary Medical Care Commissioning Strategy 2016 - 2021

EasyRead Version

CCGs working together
Bradford City CCG
Bradford Districts CCG
Bradford City CCG and Bradford Districts CCG have worked together to produce this plan.

It explains how we hope to make GP practices better over the next 5 years.

We will need to make changes in how we buy and pay for GP practices, and how our staff work.

As well as GPs, this will involve:

• practice nurses and advanced nurse practitioners
• practice managers
• receptionists
• health care assistants
• pharmacists in GP surgeries
• volunteers.

Our plan will focus on 6 ways we think we can make things better for all patients and carers.
Better access to care
Making sure that every patient can get to see the right health professional when they need to.

Better quality of care
Making sure that every patient always gets good quality, safe care.

Better ways to develop staff
Making sure that everyone who works in or with GP practices has the right skills and works together in the best way for patients.

Better self-care and prevention
Helping people to look after themselves, stay well and be in control of their own health.

Better ways of working together
Sharing resources, more patient involvement and working with the voluntary sector.

Better use of buildings and new technology
Making sure all buildings are fit to use and keeping up to date with new ways of using technology.
Better access to care

Being able to see the right health professional when you need to is really important. We want to make sure that everyone in Bradford gets good access to care, no matter which GP practice they use.

You should be able to easily book an appointment at your GP practice between 8.00am and 6.30pm Monday to Friday. Some appointments should be available on the day you call.

If you need an appointment at other times, you should be able to get the care you need without feeling the need to go to hospital.

We will make sure that there is a good out-of-hours service to give everyone access to care 7 days a week.

This will mean GP practices working together and might also involve nurses, mental health workers, pharmacists and voluntary groups.
We will find new ways to use the internet, smartphones and tablets to make it easier to manage your own health and wellbeing.

You should be able to make an appointment, get a repeat prescription and see your medical records using your mobile phone or tablet.

We are working on plans for video consultations over the internet, so you will be able to see and be seen by a health professional without needing a visit.

We are looking at lots of ways new technology can help patients to look after themselves better, get better information, and have more control over their health.

Some of these things might be hard to get used to at first. We need to work with patients to help them understand and accept new ways of using care.
Better quality of care

We want all patients to get the same good quality, safe care - no matter which GP practice they use or where they live.

GP practices will work together to make sure all patients across the districts can get access to the same services.

Patients have a part to play in this too, not just the health services. We need to help people to recognise symptoms and know how to stay healthy.

People who have a long-term condition; such as diabetes, lung disease or heart problems, will get help to look after themselves better.

If something does go wrong in your care, we will make sure it is properly reported so that we can stop it happening again.
Medicines can be an important part of getting well, but only if they are taken in the right way. We need to do more to help patients use their medicines correctly.

A lot of medicine is wasted because people ask for repeat prescriptions when they don’t need them. We need to persuade people to only order what they need.

Mental health is just as important as physical health. Mental health problems often make physical problems much worse.

We will train our staff to treat physical and mental health problems together. We will have more mental health therapists by 2020.

We will make sure that everyone has a care plan if they need one.
Better ways of working

There is a shortage of GPs across the whole country. Even though the government has a plan to recruit more GPs, we think there will still be a shortage in 5 years time.

At the same time, we aim to have more people cared for in their own homes and in the community, not in hospitals or care homes.

So we need to find ways for all our staff to work together to give patients the best care we can.

Sometimes patients can get the care they need without needing to see a GP at all.

We need to help people to recognise that they can get the right care from other health professionals, such as mental health therapists, pharmacists and nurses.
At the moment the only way a patient can see a specialist at hospital or see a therapist, is by being referred by their GP.

We want to change this, so patients can be referred by others and even refer themselves.

We will make sure all staff have the skills they need to do their job and have the chance for training to develop new skills and take on new roles.

We use a lot of locum doctors, who fill in for a short time when there is no permanent GP. We need to make sure all locum doctors understand the ways we work in Bradford.

We will do all we can to recruit more GPs to come and work in Bradford and more young people to see the NHS as a good career.
Better self-care and prevention

We need to help people to live healthy lifestyles, and take more responsibility for their own health and wellbeing.

We will run campaigns to give people the information they need to make the right choices and stay well.

We will train our staff so that they have the skills to help people look after themselves.

A lot of GP time is spent helping patients with problems that are not really to do with their health, but are more about social problems, housing, debt and so on.

We will use social prescribing to help patients to get help from the right place, such as voluntary and community groups, the local council, advice bureaus or social care.
We will set up a number of self-care hubs across the districts; in local community centres and health centres.

These will bring together health services, care services, voluntary groups and local people. They will be able to offer a wide range of activities to increase people’s wellbeing.

We will develop new digital tools to help people to manage their own health and wellbeing.

We will make more use of Practice Health Champions. These are volunteers who work at their GP surgery to help run things like walking groups, exercise and healthy eating classes and so on.

We will encourage everyone to have regular health checks and take part in screening tests when asked.
Working together

Some GP practices in Bradford are very large. They can offer services like minor surgery, blood tests, ECGs, pharmacy and so on.

Some practices are quite small, with only one or two GPs and nurses. Patients at these practices often have to go to a hospital or other clinic to get the same services.

We don’t think this model will work in the future. We want GP practices to work together, to make sure everyone in Bradford gets the same access to high quality services.

We will be asking GP practices to form networks and work together to offer a wider range of services to all patients and carers.

As well as working together with other practices, we also want GPs to work better with patients and carers.
We want to strengthen the work of The People’s Board, who help the CCGs make plans and keep an eye on the quality of our work.

All GP surgeries have a Patient Participation Group (PPG), who are involved in many decisions about their practice. We want to see these groups doing even more in the future.

We will work together with voluntary and community groups, to make sure we listen to the views of whole communities about our priorities.

We will make better links with schools, to give young people the skills and knowledge to look after themselves, stay well and live a healthy life.

Young people will be the workforce of the future. We want them think about a career in health and social care in the future.
Better use of buildings and new technology

We own many buildings across our districts which are empty or not used fully. Some are no longer fit to be used.

As we invest in new buildings with better facilities, we will close down some of these older buildings.

We know that some patients might not be happy with this, but we think it is the only way to make sure that everyone gets access to good quality care.

We will make the best use of new technology. For instance, we will put wi-fi in GP surgeries so patients can access their own records.

This will also allow staff to work across many different sites and still be able to securely access patient records, no matter where they are.
Summary

By 2021, we will:

- Have a mixture of independent practices, groups and networks working together to provide care throughout the week.

- Be making the best use of new technology; for patient appointments, prescriptions, consultations and telemedicine.

- Have a lower demand on our services as patients take more control of their health, and are better able to keep themselves well.

- Have new ways of working and give Bradford a reputation as a good place to work, through strong work with education.

- Have the same high quality care for everyone, no matter where they live or which GP practice they are registered with.
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