

COASTAL MEDICAL PARTNERSHIP

New Milton Residents Association Meeting

22/09/2021

Coastal Medical Partnership

Dr Chad Tew - GP

Dr Debbie Miles - GP

Dr Will Howard - GP

Mr Matt Perkins - Business Manager

- ▶ Background information
- ▶ What have we achieved together?
- ▶ Where are going and the challenges we are all facing?
- ▶ Question and Answer session

Background Information

- ▶ Coastal Partnership is formed from the Arnewood Practice, Barton Webb-Peploe Practice and New Milton Health Centre Practice
- ▶ Merged in 2019 with further integration in 2020. Merging is ongoing and likely to last 5 further years (evolution not revolution)
- ▶ Single Partnership of GPs
- ▶ 4 site care delivery
- ▶ Contracted by NHS England to deliver General Practice to our patients
- ▶ Still your normal GP Practice in the same normal sites
- ▶ We merged during a Global Pandemic - everything changed for all of us
- ▶ Being merged helped us survive eg Hot Site, Vaccination program
- ▶ Any changes from “normal service” over the last 18 months has been in response to Covid and NHS England contract changes (some under emergency laws)

“We care for people”

Background Information

- ▶ A 24 Partner GP Practice with just over 34,000 patients
- ▶ We will deliver the 2021 Covid booster programme and flu program
- ▶ Like the Covid Vaccination program, the booster and flu program is being delivered in extra sessions by our team
- ▶ THANKYOU! - to our volunteers and supporters who helped deliver this so far
- ▶ We look after nearly 700 care home beds
- ▶ We have the highest number of housebound patients in Hampshire and IOW
- ▶ We are a single Primary Care Network
- ▶ We have a single shared IT system
- ▶ We have a new Multi-professional Primary Care support team (more on this later)

What have we achieved?

- ▶ Replaced 10 recently retired Partners
- ▶ Same number of GPs across the sites and no vacancies
- ▶ Remained open throughout a global pandemic
- ▶ We have given 39,000 Covid vaccinations
- ▶ Delivered care according to NHS England requirements
- ▶ Successfully undertaken massive changes to the GP contract (Primary Care Networks)
- ▶ Taken on a significant number of new staff to support our Patients
- ▶ Taken part in research into the Covid vaccine programme
- ▶ Appointment numbers:
 - ▶ 54,671 (Compared to Southampton A+E 38,138 same period)
 - ▶ 4205 appts per week, or 841 per day
 - ▶ Equivalent to 1.6 appointments per patient in the last 3 months - a 34% increase on previous years over same period.

Where are we going? - Positives

- ▶ A resilient General Practice
- ▶ MDT General Practice Team:
 - Paramedics
 - Physicians Associates
 - Frailty GP
 - Frailty Occupational therapist
 - Frailty Nurse
 - Musculoskeletal Practitioners - Physiotherapists trained in GP patients
 - Care Co-ordinators
 - Pharmacists
 - Pharmacy Technicians
 - Social Prescriber
 - More GPs and Nurses and support staff
- ▶ Developing Technologies

Where are we going? - Challenges

- ▶ Estates- 5 sites (4 main sites and one branch site) with a very variable state of modernity and ability to deliver care into the future HEALTH AND WELL BEING CENTRE UPDATE
- ▶ IT systems -merging IT is not a single event and continues to evolve
- ▶ Telephone systems (hot topic!)
- ▶ Embedding new GP team members into General Practice
- ▶ We are recruiting more new GPs
- ▶ Teaching - expansion in new Dr and student places
- ▶ Training new Nurses and actively recruiting new Nurses to our team
- ▶ We appreciate how much you are suffering while waiting for hospital care but this does mean more people are contacting us while they are waiting, and we will do our best to support you.
- ▶ Ongoing Covid risk to patients and staff - we need to be a safe place for you and us
- ▶ Winter Flu program and Covid Booster program
- ▶ Large numbers of patients with Long Covid
- ▶ Blood bottle shortage (global)

Our ask of you

- ▶ Please be patient with our staff
- ▶ Please be polite to our staff
- ▶ Please be open to other options than the traditional GP appointment
- ▶ Please be aware of the pressures on us that are out of our control
- ▶ Please spread the word to support us
- ▶ PPG....
- ▶ Please understand that we did not plan for a Global Pandemic or a Global blood bottle shortage!
- ▶ We are genuinely caring and committed people doing our best to care for our patients in very trying times

Questions and Answers

- Pre-submitted



Support your surgery so it can be there to support you

GPs, their teams and patients have faced an extremely challenging time during the COVID-19 pandemic

Face-to-face contact has had to be limited across all NHS services to protect you and keep you safe from the risk of infection. We know that it's been frustrating for some of you who have not always been able to book a face-to-face GP appointment.

Despite lockdown measures lifting, we must be honest and tell you that the pandemic has not ended, the threat of COVID – 19 remains and general practice will continue to struggle to meet the growing needs of patients. This isn't the way we want it to be.

But there are millions of patients whose treatment has been delayed now seeking help, more tests to administer and more bureaucracy, as well as millions more vaccine appointments to deliver in the coming months.

We can't meet this challenge, without more support. General practice desperately needs help, which is why we're calling on the Government to provide the funding needed to provide better services, more GPs, and staff to see you promptly, and sufficient safe space in waiting areas and for staff to see you.

Your GP surgery needs your support, so it can be there to support you.

Please take a minute to sign our petition and show your support for your local practice by visiting www.bma.org.uk/supportyoursurgery or scan the code below.



#SupportYourSurgery