

OUR PLANS FOR IMPROVING HEALTH IN BROMLEY

Our commissioning intentions 2015-2020

PRIMARY CARE

Primary care services are those provided by your GP and practice team, pharmacists, opticians and dentists. Our plans are focused on the services provided by your GP and practice staff. Bromley has 45 GP practices.

What are the challenges in Bromley?

Primary care is the first port of call for many people when they are unwell and the demand for care is high. We have more children being born in Bromley and a growing older population. These groups are the most frequent users of primary care services.

Workforce

Many of our GPs and practice nurses are reaching retirement age and it can be hard to recruit experienced and high quality staff.

Our plans to provide more care out of hospital will increase the pressure on GPs and practice teams to deliver new services and ways of working to meet local health needs.

Continuity of care

We have high numbers of patients with complex needs and long term conditions that need to have their care coordinated closely in primary care.

Access

We need to improve access to primary care services and give patients more choice about who they see and when.

We also know that people sometimes use urgent care services for minor or ongoing conditions if they cannot get an appointment with their GP.

Coordinated care

The needs and expectations of patients are increasing. People with complex health and social care needs require more joined up care to help them to better manage their own health and get the right care at the right time.

Health promotion and prevention

More people need to be supported and encouraged to take better care of their health. In Bromley, a high number of people are not having their NHS Health Check which helps to prevent serious conditions such as heart disease, diabetes, stroke, kidney disease and dementia. We also have high levels of obesity and smoking and 26% of people regularly consume enough alcohol to damage their health.

What are we going to do about it?

Our aim is to provide excellent primary care services for all that focus on preventing ill-health and providing high quality care closer to home.

We are working closely with GPs both in Bromley and across south east London to transform primary care services across all our boroughs. Our plans include:

Accessible services

- Providing longer opening hours and same day access to a GP.
- Greater patient choice.
- Better continuity of care.

Proactive care

- Identifying and supporting people who are not using primary care services so they can get the right care when they need it.
- Using the information we have about patients with long term conditions to make sure they have the support they need to prevent them becoming unwell.
- Ensuring that patients have the right information and tools to take better care of their own health.

Coordinated care

- Ensuring that patients who need it have a named professional who oversees their care. They will be reviewed on a regular basis and have care provided from a range of appropriate services to make sure they get what they need to stay well.
- Providing care plans for patients who receive coordinated care with a care plan that can be shared between everyone involved in looking after them.

Services

- Practices working closely together in care networks with other services such as health promotion, mental health, community services, social care and hospital services. This will allow us to provide better joined up care that meets the health and wellbeing needs of patients.
- Providing more resources for primary care so that people can be better supported in the community and only go to hospital if they really need to be there.
- Improving care for the frail, elderly and vulnerable to avoid hospital admissions.
- Supporting practices to work closely together in order to share ideas, resources and services.

Workforce

- Reviewing our current primary care workforce to ensure we have the numbers, skills and roles in place to deliver our plans.
- Supporting primary care to develop opportunities and innovative ways of working that will attract high calibre clinical staff to work in Bromley.

What benefits will patients see?

- Patients better supported, in control of their health with a greater say in their own care.
- People able to live independently for longer and know what to do if they become unwell.
- Patients with more complex needs will have to go to fewer appointments that are in different locations with different clinicians.
- Improved health outcomes and greater satisfaction with primary care services.
- Less ill-health and better management of long term conditions.
- Less hospital treatment and more care closer to home.

What do you think?

Q1 Do you agree with what we are planning to do to improve primary care in Bromley?

Q2: Is there anything else you think we should consider?

Q3: Do you have any other ideas about how we can meet the health and care needs of people who live in Bromley (bearing in mind limited resources and increasing demand)?

Q4: How can your experience of your GP practice be improved? Such as getting an appointment, the practice and staff and the care provided by your GP?

Contact us with your views on 01689 866 643 or complete our survey on our website at www.bromleyccg.nhs.uk by 16 October 2015.