

## OX12 Project

### Solution Building Event

#### Group Work 3 – Impact of a changing population on demand and need

##### Post-its

##### Primary Care

- Group consultations in practice
- More GPs and nurses required for all age groups
- Seeing the most appropriate professional – not always a GP
- Better organisation of services extended opening hours
- Range of methods of contact
- Physio – pharmacist
- OT
- Social prescribing
- Special interest GPs
- More GP's at dentists
- GP 10 minute apt often not the best place to support social/mental health issues but frequent social/mental attendees use GP time
- More GP's and dentists

##### PC space/building

- Increase space at health centre to enable recruitment of new staff and provision at other services such as OP clinics, IAPT
- Absolute need to increase space for more GP's and outpatient facilities **AND** need more GP's and clinicians
- Extend Wantage health centre – space and sustainability for primary care
- Space for other services such as secondary care, community services

##### Integrated Care

- Specifically trained
- Clinical pharmacists/nurse practitioner who specialise in younger/older populations, to understand better the needs
- More specialised clinicians/doctors for elderly
- Better joined up community services, develop MDTs
- Virtual ward rounds
- Community gerontology
- Health practitioners that specialise in care for the elderly
- Pharmacy
- Other health needs
- Social prescriber

- Remove funding barriers between GP practices and health trusts (using PCN to change/increase skills mix)

### **Use of Data**

- Need to understand data better
- Little confidence in population data + lack of clarity eg, we need to have an assessment of what population of OX12 will be in 10-15 yrs time however estimated it is
- Population likely to grow to 40,000
- Why compare OX12 with West of Didcot in report
- Better would be Wallingford – similar demographics which has similar facilities eg, community hospital (albeit not currently “temporarily” closed)

### **Prevention**

- Signposting
- Directory of Services
- Education
- Enabling self-referrals
- Training and education
- Proactive care/self-care
- Health education from school age “play equipment” for adults
- Facilities for young parents – pre-school care
- Social prescribing – reduce demand on GPs
- Approx 30-40% of GP appts linked to mental health – MIND survey/research but not specific to Wantage
- Social care/mental health support in GP practice
- Self-management
- Self-help opticians empowering

### **Managing care differently**

- Care at home
- Decentralise services where feasible
- Single point of access
- Different way of working
- Hospital:
  - could be used to promote healthy living
  - use facilities in hospital
  - capacity for both “step-up” and “step-down” care locally
- Provide proper rehab/facilities
- Make sure Abingdon MIU and EMU are increasing by well-funded to cope with our Wantage increasing population
- Maintain/improve maternity

- More comprehensive care home service to support increasing numbers of residential homes
- Triage for current service
- Minor injuries
- Follow up appointments (are they needed?) is it still a box ticking exercise?
- Rationale to improve holistic care and improve info to provide better service

### **Digital**

- Innovation
- More use of digital solutions such as online
- Shared records
- Can it be telephone/Skype?
- Tele medicine
- Video conferencing
- Patient – consultant – nurse (link with JR and Wantage hospital)
- Using new technology – be careful as people may not hear/be tech literate?
- GP phone callers
- Get better at sharing information

### **Planning**

- Infrastructure before houses like in USA
- Council housing
- Affordable housing
- Influencing planners

### **Workforce**

- State enrolled services
- Nurse Association Training
- To support recruitment and retention of public sector staff – key worker housing – require housing developers to include this (affordable affordable housing!)
- Challenge of work force
- Care staff – care homes at home (private and NHS)
- Qualified nursing staff
- Enhanced terminal care team eg, Sue Ryder pilot

### **Mental Health**

- Mental health services for children
- Key worker
- Key workers in housing
- Using primary care and schools to work together to improve mental health care