



BEACON
MEDICAL GROUP

Beacon Medical Group Primary Care Home: A view from the front line

Simon Robinson

About us, Beacon's short history



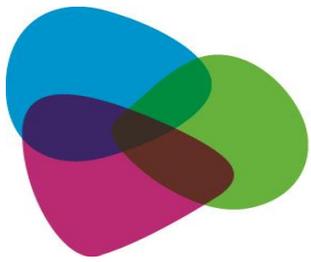
Our Focus

As a starting point, we wanted to:

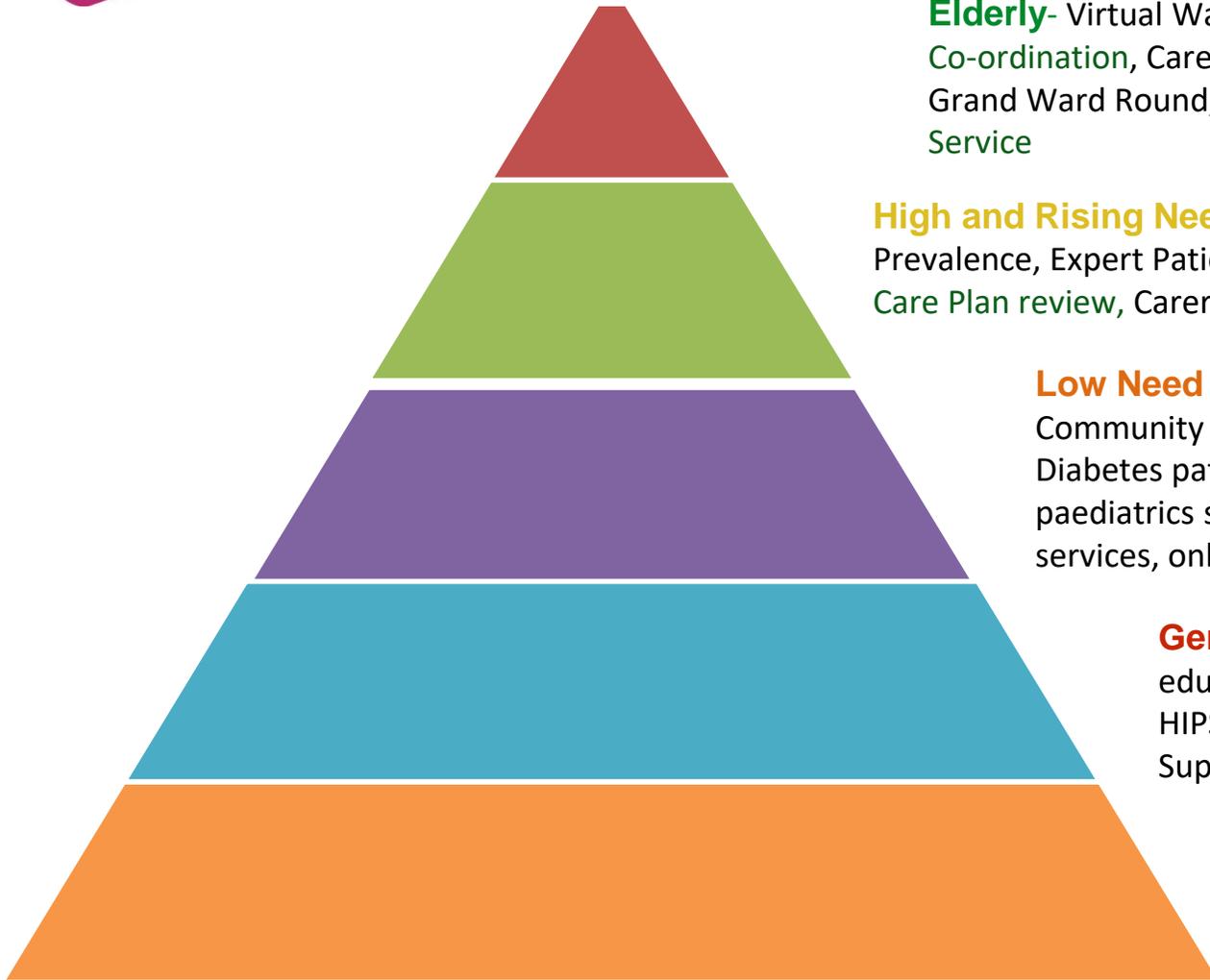
- Tackle unmet social and psychological needs that drive health activity and costs
- Provide the highest quality medical care in the community
- Specifically target young people's access to healthcare
- Join up the gaps in healthcare

Our vision

- Right care, right person, right time; a sustainable practice that thrives on innovation
- Ethos as a training practice



BEACON MEDICAL GROUP



High Intensity: Frail Elderly- Virtual Ward, Care Co-ordination, Care Homes, Grand Ward Round, Visiting Service

High Intensity: Frequent attenders - Liaison Psychiatry for medical unexplained symptoms

High and Rising Need: Profile and Prevalence, Expert Patient, Health Coach, Care Plan review, Carer identification and support

Low Need / Stable: Mental Health awareness, Community Pharmacy integration - annual reviews, Diabetes pathway review, social prescribing, medical assistant Screening, paediatrics specialist access, secondary care audit, Community dermatology / MSK services, online support (web / care plans)

General Health Maintenance: Collaborative flu campaign, patient education, schools health literacy, Women's Health clinical audit, HIPSTER Pre-diabetes, Veterans Support, nursing capacity review

General Health Access: Urgent Care Team, Online consultation, Online self care advice, Capacity Modeling, Near Patient Testing

New roles and services

- Liaison Psychiatrist
- Pre-referral triage

Specialist services:

- BMG MSK
- BMG Derm

Care Home service – Pharmacist led

- Provide proactive, quality and equitable care to nursing and residential home patients
- Team – Dedicated GP with special interest in Elderly Care and a Clinical Pharmacist with independent prescribing qualification.
- Each home visited weekly by pharmacist
- Each home visited monthly by GP and pharmacist

The results

- 1745 patient contacts
- 83% of new pts registered seen within 14 days
 - Average Pt seen in 9.2 days
- 514 medication reviews
- 970 medication changes
 - 302 medications started
 - 787 medications stopped - £83,364
- Reduction in emergency admissions - 43% in July 17 compared to July 16
- Reduction in OOH contacts – over 50% reduction
- Positive feedback from Care Home Staff, patients and GPs

Point of Care testing

- Triage into trial by an array of HCPs
- All considered to need Abx
- Results indicated a 75% reduction of Abx
- Supported staff with care plans and pathways

Social prescribing

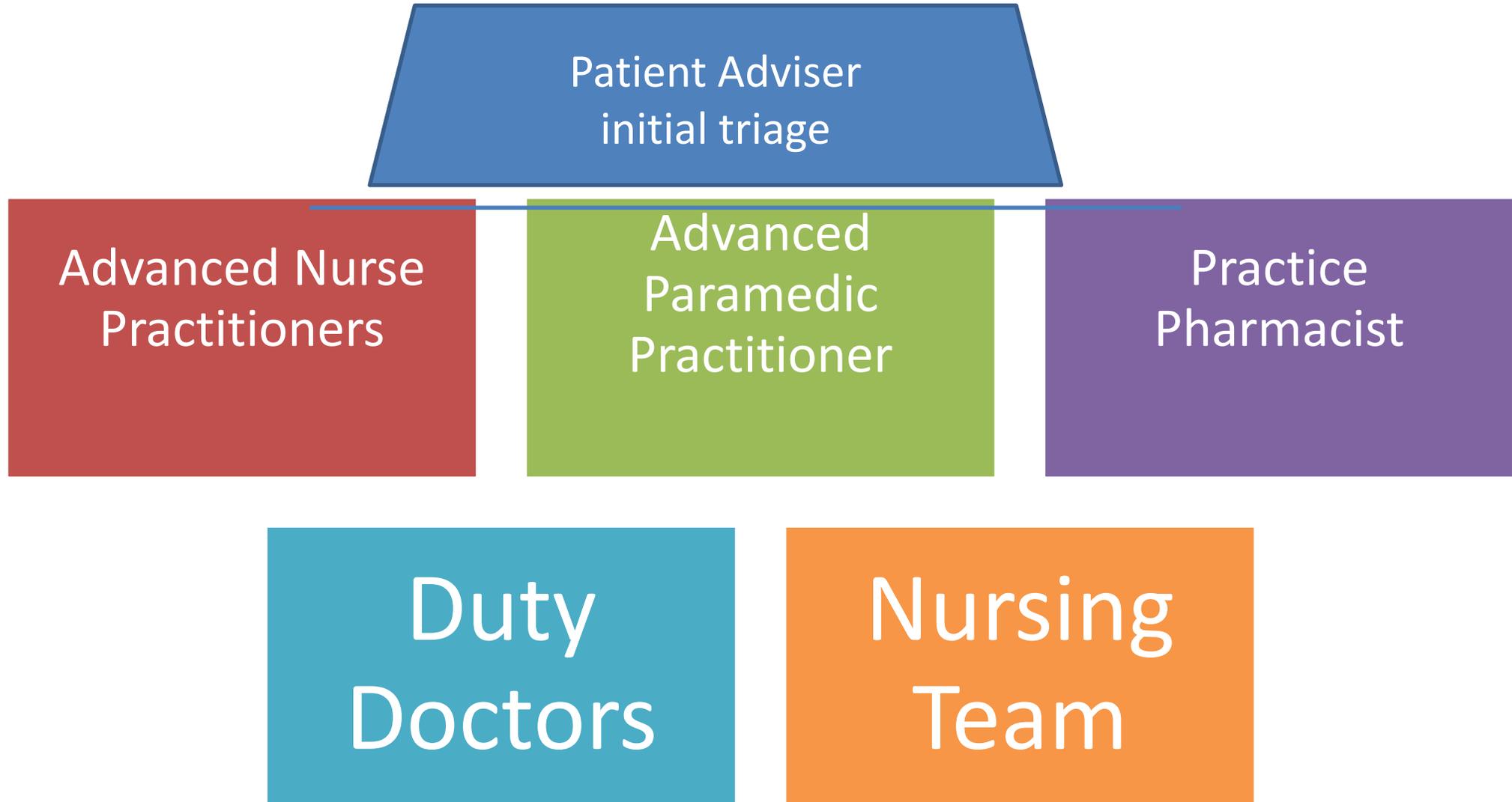
- Primary care professionals refer people to a range of local, non-clinical services.
- Recognising that people's health is determined primarily by a range of social, economic and environmental factors,
- Social prescribing schemes can involve a variety of activities which are typically provided by voluntary and community sector organisations.

Proactive Patient participation group

OBJECTIVES

- To provide the Practice with Feedback from Patients
- To assist Practice in Patient Awareness of Health/Local Issues
- To be involved in New Initiatives
- To actively seek Funding Streams where necessary

The Urgent Care Team



SRob Tue 24 Oct	UCT Tue 24 Oct	ZTrant Tue 24 Oct	WWaugh Tue 24 Oct
Urgent Care Team Phone Triage List Plympton Triage Calls	Urgent Care Team Phone List (AM) Urgent Care	ROUTINE TELEPHONE CLINIC AM PLYMPTON Plympton GPs Routine	Urgent Care Team Phone Triage List Plympton Triage Calls
URGENT CARE TEAM only to book	08:00 Telephone Appointment Slot 1m	07:30 Telephone Appointment Slot 1m	09:00 URGENT CARE TEAM only to book 1m
URGENT CARE TEAM only to book	08:01 Telephone Appointment Slot 1m	07:31 Telephone Appointment Slot 1m	09:01 URGENT CARE TEAM only to book 1m
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Paramedic Practitioner UCT - TUES/FRI (UCT ... Plympton Paramedic Practitioner Urgent Ca...	08:10 Telephone Appointment Slot 1m	09:10 DUTY GP 10m	Mr W Waugh Nurse Practitioner Clinic TUE Plympton Nurse Practitioner Urgent Care Te
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URGENT CARE TEAM only to book	08:12 Telephone Appointment Slot 1m	09:30 DUTY GP 10m	
URGENT CARE TEAM only to book	08:13 Telephone Appointment Slot 1m	09:40 DUTY GP 10m	
URGENT CARE TEAM only to book			

What we do

- Phone triage
- Face to face consultations
- Care plans
- Medication reviews
- Home visits
- Referrals (Acute and routine)
- Training
- Trials and audits

Learning points

- Every profession and individual is different
- Strength in diversity
- Tutorials
- Support
- Increased consultation times
- Continuation of patient education

The impact

- Waiting times for GPs have reduced from 15-8 days
- Pt feedback showed they love the rapid specialists service
- Triage has helped improved patient care
- GPs feel better supported
- More appropriate prescribing and responding to stock problems
- Enhanced work life balance
- Enhanced emergency response and training
- Supporting other practices through our learning

Impacts

- Growth in ED attendances fell from 3% to 1%
- Growth in ED attendances for over 60's fell from 9% to 1%
- Growth in ED admissions fell from 7% to 4%
- Growth in ED admissions for over 60 fell from 10% to 0%
- Care home med reviews saved £88k

More impacts

- Growth in referrals fell from 5% to 1%
- 87% of staff enjoyed their jobs compared to 61% in 2015
- 90% of staff speak positively about Beacon compared to 69% in 2015
- 86% of staff regard Beacon as a good employer compared to 44% in 2015

Even more impacts

- 13% increase in flu vaccination
- Reduction in secondary care costs of £1.1m from year 2 to year 4
- 75% reduction in secondary care activity for Derm/Ortho patients
- Reduced referrals by 40%
- Recruitment of 7 new GP's

What patients think

Latest data from the GP Patient Survey, published at the end of last month, shows:

- The practice has improved on last years' scores in many areas such as patient waiting times, giving patients adequate time with the clinician and ensuring patients fully understand test results.
- Scored above the national average in over half of the 23 categories.
- 74% of patients states they waited 15mins or less for their apt compared to 64 % national average.
- Nine in ten patients say the last GP they saw or spoke to was good at explaining tests and treatments to them – a 5% increase on Beacon's score last year and 4% above the national average.
- Nationally data shows 84% of patients feel able to access an appointment should they need one, Beacon patients that figure increases to 88%.

Areas we are working on

The Group has implemented new ways of working since the data for the survey was collected, between January and March this year.

- Convenience of appointments
- Ease of getting through to the surgery by phone
- More nursing team appointments

Dr Jonathan Cope, Managing partner

“For many years all of the different parts of the healthcare system have been moving further apart and working less closely together. We are striving, through our National Association of Primary Care status as a rapid test site under their 'Primary Care Home' model, to bring all of these partners together and to put our patients' needs first and foremost.”