

Breckland Alliance Primary Care Home

Building capability to deliver place based care



The Primary Care Home

The complete clinical community meeting the Health & Social Care needs of a registered population through a multispecialty community provider model



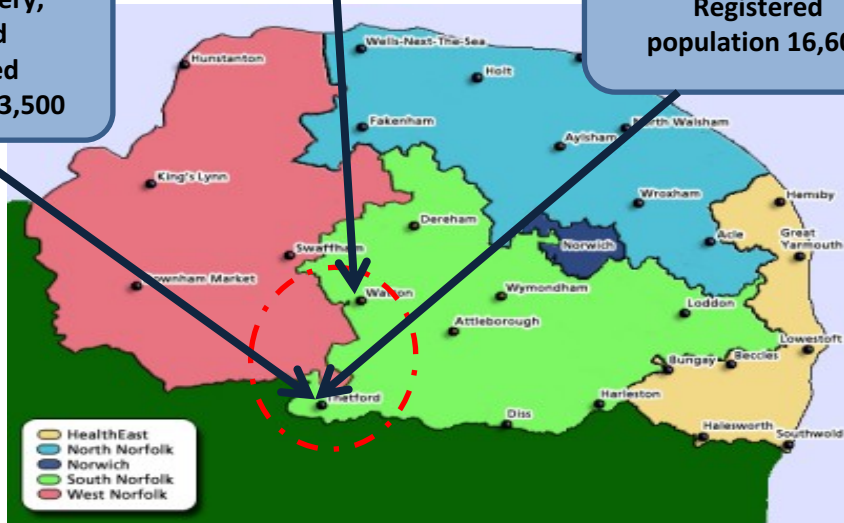
Our Location



Grove Surgery,
Thetford
Registered
population 13,500

Watton Medical
Practice
Registered
population 12,000

School Lane,
Thetford
Registered
population 16,600



The Breckland Alliance
Registered population over 42,000

Future Population Predictions

Growth in next decade

- An extra 60,600 people in Norfolk
 - 75-84 year old to increase by 32.9%
 - 85 and over to increase by 39.7%
- By 2037 projected growth of 140,400 people in Norfolk
- Largest increases in numbers are projected to be in South Norfolk

*(source: Office for National Statistics 2012
population predictions)*

Widow aged 95 with failing eyesight is kicked off her GP's register to make way for migrants. Doctors say they cannot cope with town's soaring population

- [REDACTED], 95, has been 'de-registered' from her GP in Watton, Norfolk
- Along with 1,500 others, she has been told to move to another practice
- The process is a result of lack of GPs and increased population



The families, elderly and disabled being told they must find new GPs: Doctors are removing thousands from their lists - but are the vulnerable being targeted because they need the MOST care?

 **1.1k**
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95-year-old thrown off doctors' surgery list to make way for immigrants

Aims of The Breckland Alliance



- To secure the future of primary care services and provision in the Thetford and Watton area for the next 15-20 years
- To explore ways to share skills, expertise and good practice between our Practices
- To benefit from the economies of scale relating to our procurement, banking, telephone, IT and finance systems
- To ensure our Practices attract the best qualified, committed and motivated staff
- To ensure we are prepared for the future demands of shared 7 day working
- To make sure we are in the driving seat when it comes to developing our Practices
- To provide the best quality services for our patients at the most efficient cost
- To prepare for the expansion in housing and population across our area that is planned by 2020

Crisis Point

Practice within days of closure...

- Failure to recruit
- £7k per week locum fees
- 23% increase in A&E attendances
- 'Worst Practice in area'
- Only 30% would 'recommend to others' (National average 78%)
- Resignation of all but one GP
- Loss of practice manager

WHEN YOU ARE IN DEEP

CENSORED

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**LOOK STRAIGHT AHEAD AND
KEEP YOUR MOUTH SHUT.**

'Rescue Merger'

- Proposal to NHS England
- Sharing of Alliance PCH Plans
- Funding granted
- Clinical Board formed
- Clinical and management support initiated

Where are we now?

- Still here!
- Alliance Clinical Nurse Manager appointed
- Fortnightly clinical review meetings
- Reduction in Locum use
- NHS Choices improvement in patient satisfaction. Last 6 months score of 31/50 (3 stars). Average score of 13/50 (less than one star) in preceding 6 months.
- First-contact physiotherapy pilot
- Standardised appointment system across the 3 practices
- Introducing a text / SMS reminder system – providing reminders to patients 24 hours prior to their appointment
- Looking at a reception hub, whilst retaining front of house at each site
- Formal Partnership Agreement

Contact Us

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