



Whittlesey Town Council

Update from New Queen Street & Stanground GP Practices

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New Queen Street & Stanground Surgeries

Open 8am-6pm, five days a week with additional hours with Greater Peterborough Network

2015, practice population 16,656

- 30 GP contacts a day
- 11 GPs
- Practice nurse

2022 practice population 19,849

- 40 plus GP contacts a day
- 7 GPs
- Wider team
- Online consultation - Doctrin



National and local shortage of GPs

We are 100 GPs short across Cambridgeshire and Peterborough.

Did you know... 1 in 2 patients across Cambridgeshire & Peterborough who need access to their GP Team get an appointment within 24 hours of contacting their practice?

Across Cambridgeshire & Peterborough, the 88 GP Surgeries offer between 400,000 – 500,000 appointments each and every single month. That's around 50% of the population!

- In 2021/2022 there was an estimated shortage of around 4,200 full-time equivalent (FTE) fully qualified, permanently employed GPs in England, with around 27,000 FTE GPs in post in 2021/22.
- Under current policy, the shortfall is projected to rise to around 8,800 FTE GPs in 2030/31, relative to the number needed to meet the rising need for care.
- This would mean close to 1 in 4 of the estimated 37,800 FTE general practitioner posts needed to deliver pre-pandemic standards of care would be vacant.



Adding to the Team



CLINICAL PHARMACISTS

- •MEDICATION REVIEWS
- •REVIEW REQUEST FOR ACUTE MEDICATIONS
- •UPDATING MEDICATIONS CHANGED BY THE HOSPITAL
- •CHANGE MEDICATION DUE TO SIDE EFFECTS
- •MANAGE HIGH BP + CHOLESTEROL
- •MEDICATION AUDITS
- •MANAGE PAIN CONTROL

PHARMACY TECHS

- •ISSUE REPEAT PRESCRIPTION
- •WORK WITH THE PHARMACISTS
- •MAINTAINS MEDICATION MONITORING

SOCIAL PRESCRIBER

- •HELPS WITH BENEFITS
- •PROMOTES SELF HELP/CARE
- •CONNECTS WITH LOCAL ACTIVITIES, CHARITIES ETC

TRIAGE NURSES

- MANAGE MINOR AILMENTS, COUGHS, COLDS, RASHES, SORE THROATS, UTI, EARACHE, ASTHMA, COPD, DIABETES, INFECTIONS
- NON PRESCRIBERS SO REQUIRE OVERSIGHT BY A GP

ADVANCED NURSE PRACTITIONER (ANP)

- MANAGE FIRST PRESENTATIONS OF ALL CONDITIONS
- MAY NOT SEE CHILDREN <2
- NOT LIKELY TO MANAGE CHRONIC DISEASE
- NOT LIKELY TO MANAGE PATIENTS WITH MULTIPLE CO-MORBIDITIES
- CAN BE PRESCRIBER, OR NON PRESCRIBERS, SO REQUIRE OVERSIGHT BY A GP



Adding to the team

- **EMERGENCY CARE PRACTITIONER (ECP)**
- TRAINED AS PARAMEDICS
- MANAGE EMERGENCIES / NEW SYMPTOMS
- CAN BE PRESCRIBER, AND NON PRESCRIBERS, SO REQUIRE OVERSIGHT BY A GP
- **PHYSIOTHERAPIST**
- MANAGES JOINT ISSUES
- MANAGES BACK AND NECK ISSUES
- **HEALTH AND WELLBEING COACH**
- DIETARY + WEIGHT LOSS ADVICE
- MENTAL HEALTH ADVICE AND SUPPORT
- SMOKING CESSATION ADVICE



Online consultations - Doctrin

- Last 3 months – 3,887 appointments
- 90.6% of patients would recommend the consultation platform
- 20% are simple queries such as reports or repeat prescriptions
- 20% are received out of hours so increasing access





Care Quality Commission – June 2022 – Requires Improvement

- Staff vaccination levels should be higher – **on track with final occupational health clinics booked**
- Infection prevention and control improvements needed – **all issues resolved and required actions completed**
- Repeat medication requests and structured medication reviews processes needed improving – **additional training and support in place**





Care Quality Commission – June 2022 – Requires Improvement

- Better recording of oxygen cylinders needed – **completed and monitored**
- Recording of dispensing incidents needed to improve – **all training and additional processes complete**
- Numbers of completed staff appraisals needed to improve - **on track with appraisals being booked since July to being completed in month of birth for all staff**
- Patients wanting more involvement in decision making about their care – **recruitment ongoing to fill clinician gaps and work with PPG to improve communications**





LAKESIDE HEALTHCARE



Questions?



LAKESIDE HEALTHCARE