
Patient Participation Group

Newsletter July 2019



Grosvenor
St James
MEDICAL PRACTICE

Practice News

— Staffing

Dr Annie Middleton — Many of you may already know that Dr Middleton has now left the Practice and I'm sure you will join us all in wishing her the very best for the future.

Dr Lucinda Stephenson — Dr Stephenson joins the Practice mid-August taking over Dr Middleton's list. We'd like to welcome her to the Practice and very much look forward to working with her.

— General Reminders

1. The Practice would like to remind patients that it does not manage hospital outpatient or scan appointments, patient will be required to call the hospital directly themselves.
2. There is **NO** patients parking at the Grosvenor site, the front of the building is reserved for **GP's only** as they do need to get in and out for visits throughout the day. The rear of the building is reserved for all other staff. Emergency parking for **Ambulances and disabled only** is available in the bay opposite the entrance.



NHS Long Term Plan

As mentioned in the previous newsletter health and care leaders have come together to develop a Long Term Plan to make the NHS fit for the future, and to get the most value for patients out of every pound of taxpayers' investment.

Overall, a major improvement will be due to the new funding settlement announced by the Prime Minister, which promised NHS England's revenue funding would grow by an average of 3.4% a year over the next five years delivering a real terms increase of £20.5 billion by 2023/24. This represents a step change on recent years, which have averaged 2.2%.

An underlying theme is for the NHS to move to a new service model in which patients get more options, better support, and properly joined-up care at the right time in the optimal care setting.

Over the next five years, every patient will have the right to online 'digital' GP consultations and redesigned hospital support will be able to avoid up to a third of outpatient appointments - saving patients 30 million trips to hospital and saving the NHS over £1 billion a year in new expenditure. GP practices - typically covering 30-50,000 people - will be funded to work together to deal with pressures in primary care and extend the range of convenient local services, creating genuinely integrated teams of GPs, community health and social care staff. New expanded community health teams will be required under new national standards to provide fast support to people in their own homes as an alternative to hospitalisation, and to ramp up NHS support for people living in care homes. Within five years over 2.5 million more people will benefit from 'social prescribing', a personal health budget and new support for managing their own health in partnership with patients' groups and the voluntary sector.

The long term plan was briefly discussed in the last newsletter particularly in relation to plans for cancer treatment but we would now like to highlight planned developments for mental health.



Adult mental health services



The Long Term Plan makes a renewed commitment to grow investment in mental health services faster than the NHS budget overall for each of the next five years. NHS England's renewed pledge means mental health will receive a growing share of the NHS budget, worth in real terms at least a further £2.3 billion a year by 2023/24.

Nine out of ten adults with mental health problems are supported in primary care. The Improving Access to Psychological Therapies (IAPT) programme to treat common mental health conditions is world-leading. Mental illness is a leading cause of disability in the UK. Stress, anxiety and depression were the leading cause of lost work days in 2017/18. The cost of poor mental health to the economy as a whole is estimated to be far in excess of what the country gives the NHS to spend on mental health. So reducing the impact of common mental illness can also increase our national income and productivity.

The *Five Year Forward View for Mental Health* set out plans for expanding IAPT services so at least 1.5 million people can access care each year by 2020/21. The NHS will continue to expand access to IAPT services for adults and older adults with common mental health problems, with a focus on those with long-term conditions. IAPT services have now evolved to deliver benefits to people with long-term conditions, providing genuinely integrated care for people at the point of delivery. More than half of patients who use IAPT services are moving to recovery, and nine out of ten people now start treatment in less than six weeks. By 2023/24, an additional 380,000 adults and older adults will be able to access NICE-approved IAPT services.

Other pledges include:

- Developing "a new community-based offer which will include access to psychological therapies, improved physical health care, employment support, personalised and trauma-informed care, medicines management and support for self-harm and coexisting substance misuse".
- Building on the current expansion of crisis care, "ensuring the NHS will provide a single point of access and timely universal mental health crisis care for everyone" including nationwide use of the NHS 111 line, 24/7 community support, alternatives to admissions (such as crisis houses and sanctuaries) and improved ambulance services



Digital Developments



One of the proposals mentioned above from the Long Term Plan is that every patient will have the right to online 'digital' consultations. The use of digital technology is clearly developing very rapidly and in that connection two points should be made.

Firstly, a sub-committee of your PPG is in the process of being formed to examine how new digital technology can be used most effectively, particularly in relation to communications with patients.

Secondly, if you are not aware of it you may well find use of the myGP or PatientAccess apps to be helpful. These are smartphone apps that allow you to book and cancel appointments, manage your health and allow you to be connected to NHS services 24/7 via your smartphone, the Patient Access app also allows you to order your repeat prescriptions and see test results once they have been received at the practice. Please see the practice website www.gsjmedicalpractice.co.uk and also www.mygp.com for further information and speak with reception if you wish to register for one of these services.

Maidstone and Tunbridge Wells NHS Trust – Stroke Services



For organisational reasons stroke care in our catchment area will be temporarily consolidated at Maidstone Hospital.

Ambulances transporting suspected stroke patients are already being diverted to Maidstone Hospital. For patients self-presenting at Tunbridge Wells Hospital with a suspected stroke, clinical protocols are in place to assess them and provide an accurate diagnosis. If a stroke is suspected, the patient will receive initial treatment before being transferred by ambulance to the Maidstone Stroke Ward.

This move will allow the Trust to continue to deliver a safe patient experience by ensuring a high quality and consistent level of staff in one place and also allow further improvements to be made in overall patient care.

The PPG offer support to the Practice and its patients giving constructive advice on matters relating to the surgery and local NHS issues. If you would like to be more involved with your PPG please email them on: grosvenor.ppg@nhs.net.