Contemporary Issues and Changes in Primary Care

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### Current activity costs

<table>
<thead>
<tr>
<th>Service</th>
<th>Activity</th>
<th>Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care</td>
<td>90%</td>
<td>25%(^1)</td>
</tr>
<tr>
<td>Secondary Care</td>
<td>10%</td>
<td>74%(^2)</td>
</tr>
</tbody>
</table>

A system which is based on patient and population needs

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1. [www.ardue.org.uk](http://www.ardue.org.uk) 2003
2. [www.scotland.gov.uk](http://www.scotland.gov.uk) 2011
General Practice - transformation to “Primary Care”
Small practices to large
Practices converging and merging to Commissioning Groups
Commissioning
Outcomes
Safety
Quality
Corporacy
Financial responsibility
Entrepreneurship
Relationships

1 Health and Social Care Act 2008
2 The Mid-Staffordshire NHS Foundation trust, Francis report 2013
Shaping a Healthier Future¹
Medical technologies
Population:-
  - ageing
  - growing²
Financial pressures of UK economy³

A workforce fit to cope with the 21st century

¹ http://www.healthiernorthwestlondon.nhs.uk
² The ageing population. Richard Craknell 2010
³ Achieving World Class productivity in the NHS DOH 2009/10 – 2013/14 Detailing the size of the Opportunity
Scope of work
Demand: follow up
chronic care
urgent
non-urgent
emergency
reactive & preventative
physical health  mental health  psychological health
multiple co-morbidities
Population and personal perspective

Building systems which put the right people in the right place
Developing people for health and healthcare

Challenges
- Capacity
- Capability

Primary Care

Deficiency

Changes

Competency

Education

Development and Responsibilities of HEE
(Undergraduate)
Graduate
Medical
Clinical
Administrative
Technical
Carer
Patients

Education locations

Education platforms

Developing the best ways to educate the best workforce to deliver care
Clinical application of:-

Medical evidence
Research evidence

Information management
Support

*The evidence base fit to deliver education of best practice*
Training professionals to have the capability to change

Competency expectations: Professionals, Public and Commissioners
Training for :-
  decades of professional work
  changing medical technologies
  changing scope of work

Support:-
  Safety
  Identifying and managing professionals in difficulty

*Training a work force able to adapt rapidly to new roles and methods*
Work load
Sustainability

Workforce
  Calculating the numbers
  Calculating the cost
  Calculating the roles¹
  “Attrition”

Education
Training
Research

¹ Vision of the future medical workforce 2012 http://www.nhsemployers.org

Delivering a system with the capacity to serve its population
Education and Service Location
  Clinical service
  Education
  Research
  Administration
  Support
  Strategy management
  Operations management
  Leadership
  Back office

Locating training and services which serve the public and professionals
Developing people for health and healthcare

Challenges

Primary Care

Competency

Capacity

Capability

• A system which is based on patient and population needs
• Systems which affordable highest quality care in a caring manner
• A workforce fit to cope with the 21st century
• Building systems which put the right people in the right place
• Developing the best ways to educate the best work force to deliver care
• The evidence base fit to deliver education of best practice
• Training a work force able to adapt rapidly to new roles and new methods
• Delivering a system with the capacity to serve its population
• Locating training and services which serve the public and professionals
Developing people for health and healthcare

Challenges
Capacity
Primary Care
Changes
Competency
Capability