

Mountwood Surgery

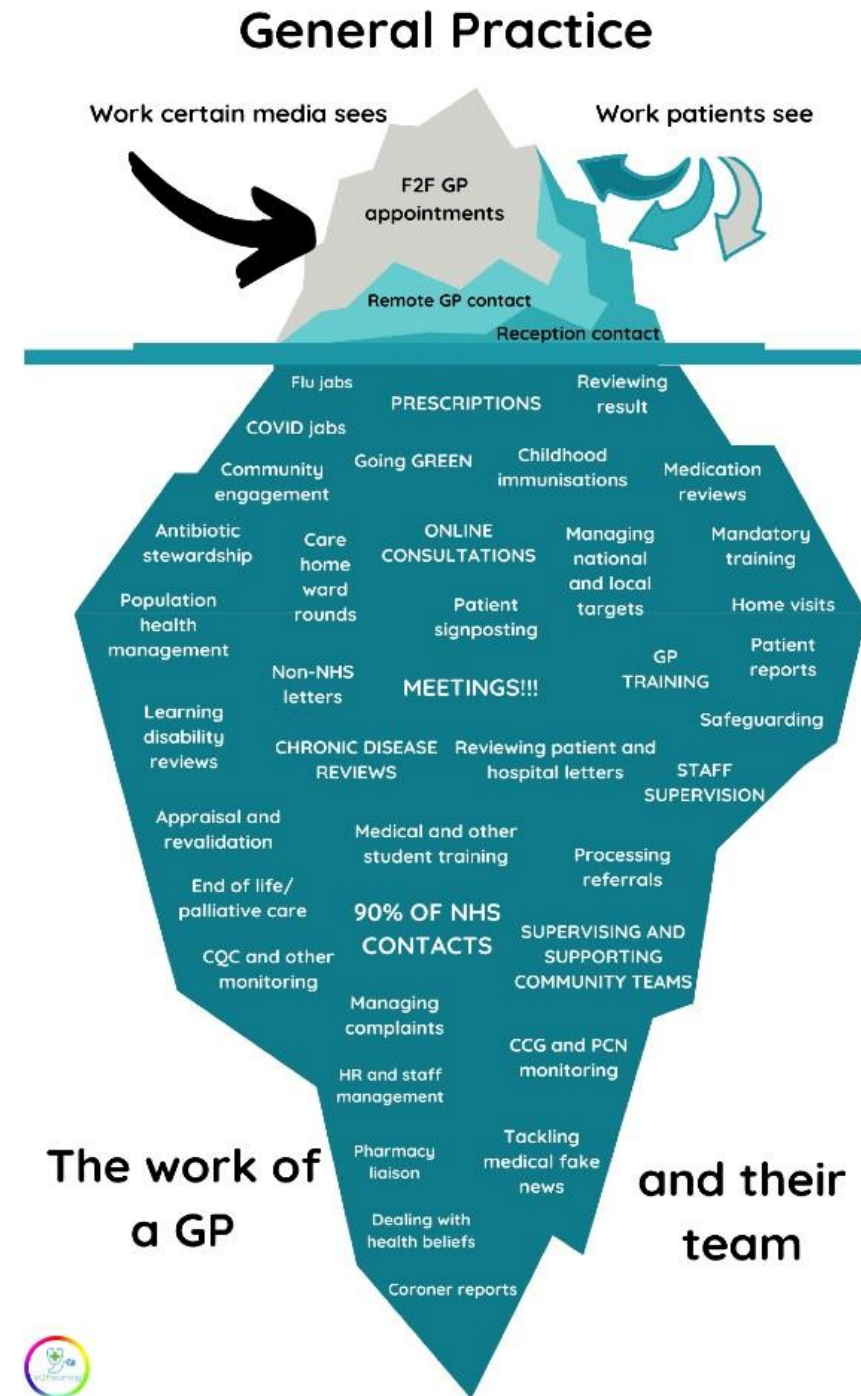
General Practices across the country are all struggling to cope with the post pandemic demands for their services. There are many reasons for this- long standing (e.g. ageing population) and also more recent factors (hospital procedure waiting times) that have led to this 'perfect storm' where demands exceeds supply. The graphic on the right shows the huge amount of work being done by GP teams compared to the tip of the iceberg of what is usually seen by most.

Mountwood Surgery

- Looks after almost 12,000 patients
- Has a team of around 30 including receptionists, GPs, nurses, HCAs, pharmacists and clerical workers

Our 12 month data shows

- we saw 3531 patients on the same day (50%)
- 6469 were seen within 2 weeks (92%)
- 4256 had face to face appointments (61%)
- 2650 had telephone appointments (38%)
- 84 home visits done for the housebound

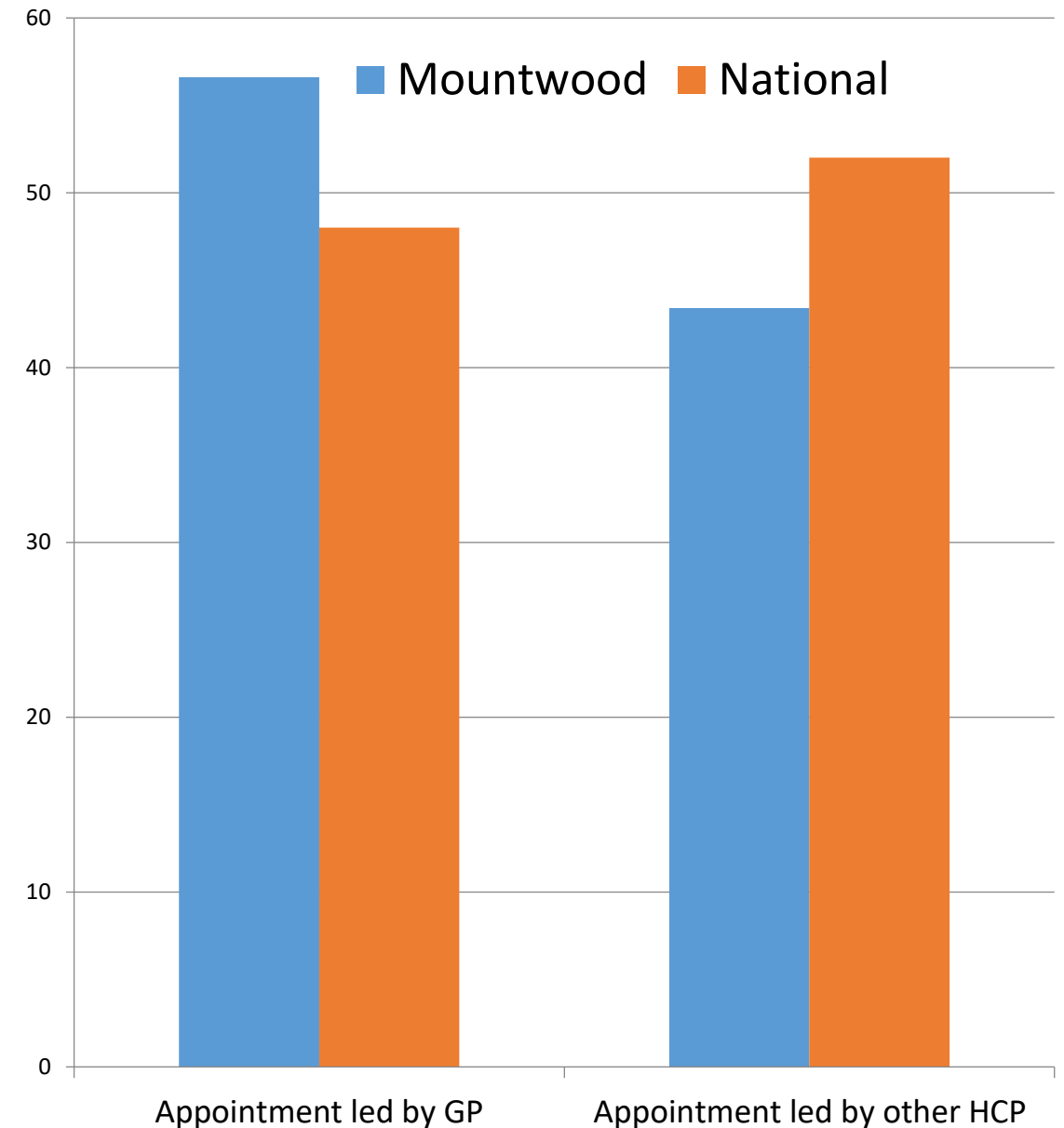


Your Mountwood Team

The phrase 'go and see your GP' is meant actually to mean 'go and see your GP team' as all practices work with a clinical team who have different expertise. We try our best to get you seen by the right person in a timely manner - hence the need to initially ask you some details of your problem- be it via online forms or via our trained reception team

At Mountwood we have the following different clinical experts

- **Nurses** dealing with contraception, smears, immunisations, wound care as well as long term conditions such as hypertension, asthma, COPD, diabetes, etc.
- **Health Care Assistants** –dealing with blood tests, ECGs and health checks
- **GPs and GPs in training** dealing with your clinical needs
- **Physician Associate** and the **on-call GP** dealing with your urgent issues
- **Pharmacists** helping with scripts and medications
- Our local network also provides **physiotherapy, social prescribers, mental health workers & care-coordinators**



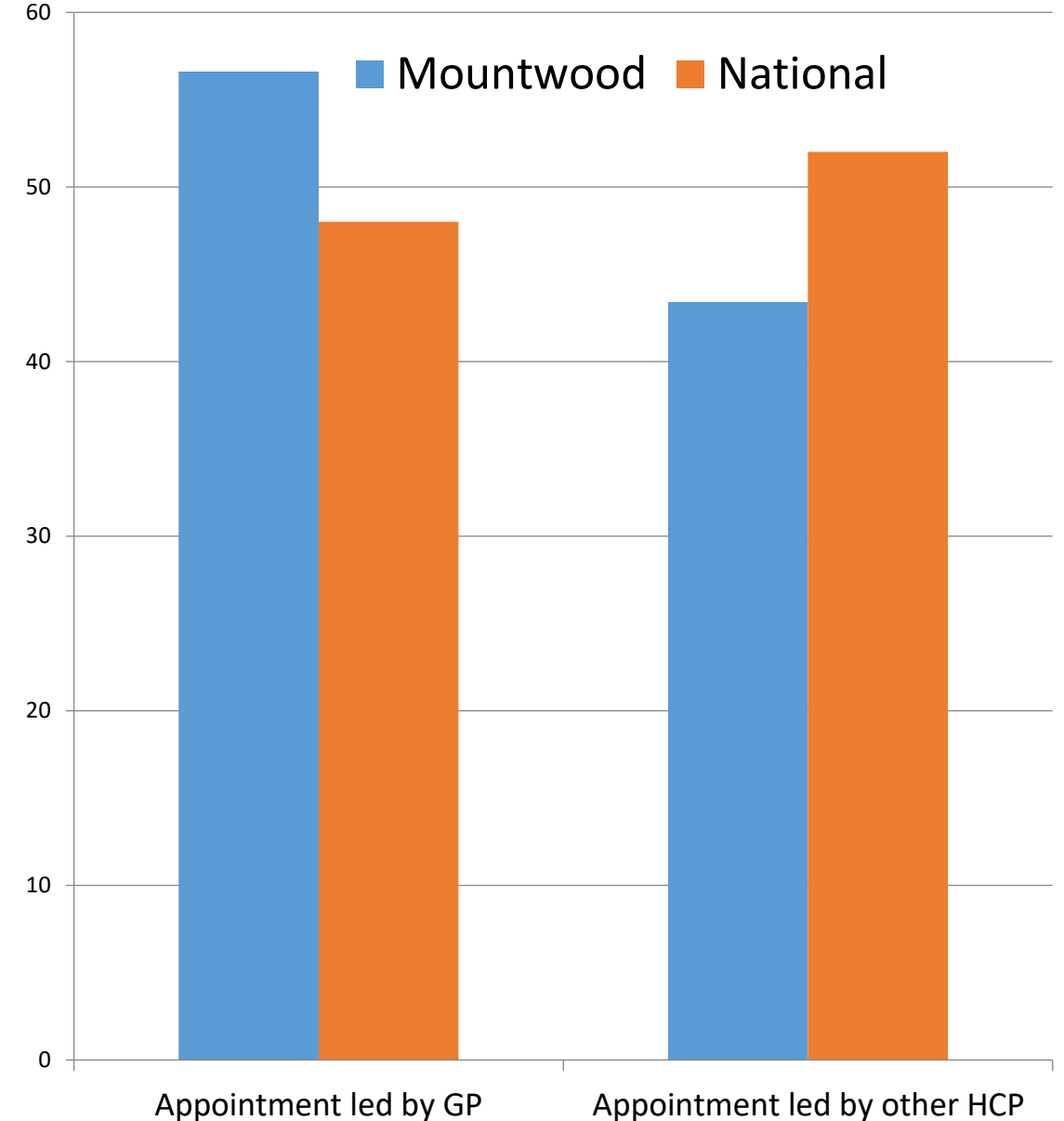
Mountwood continues to grow the future NHS workforce

We are very proud to have been an established GP training practice for over 30 years- initially established by Professor Goodman and now currently we have

- **2 GP trainers**, Dr Kant & Dr Selvam - for GPs in training (these are doctors 3-5 years post qualification)
- **2 medical student trainers**, Dr Peshawaria and Dr Abrol. Dr Peshawaria recently receiving Tutor Award for her teaching.
- Our nurses are **trained supervisors** for training nurses
- Professor Goodman's role at **Brunel Medical School** will play a pivotal role in ensuring a good future clinical workforce in Hillingdon

Nationally (Feb 2023)

- Full time GP numbers are down (7.1% less than in 2015)
- Some practices have closed (6446 practices, 5.6% fewer than 2019)



Quantity vs quality: Between a rock & a hard place

Like all GP Practices across the country we too are all struggling to cope with the number of appointments requested.

National appointment data (February 2023)

- General practice staff delivered 27.3 million consultations in February 2023
- 12 million were on the same day (1.7 million more than in February 2019), this was 44% of all appointments
- 23.1 million consultations were within two weeks (2.8 million more than in Feb 2019), this was 85% of all appointments
- 19 million consultations carried out face to face (compared to 19.2 million in Feb 2019), this was 70% of all appointments
- 12.9 million consultations were led by GPs (0.3 million more than in Feb 2019), this was 48% of all appointments

GP experiences nationally (RCGP Tracking Survey of 1262 GPs, 2022)

- 68% GPs say they don't have enough time in appointments to adequately assess and treat patients
- 64% of GPs say they don't have enough time in appointments to build the patient relationships
- 65% of GPs who say patient safety is being compromised due to appointments being too short.

At Mountwood

- We have moved over to 15 min appointments as recommended by the British Medical Association (BMA)
- BMA also recommends the safe level for a GP should be not more than 25 contacts per day. Whilst this is a laudable aim, we feel we are stuck between a rock and a hard place. On one hand if the numbers we each see per day are too many, this is not safe as rushing appointments can lead to mistakes. On the other hand if we gave every patient the full time they deserve, then we'll see fewer patients per day- but this will lead to longer waiting times to see our team which itself can lead to harm by delayed diagnosis. Like most practices we have adopted a triage model where we first assess your reasons to allocate priority. That is why it is necessary for you to give as much information to us possible at first contact.

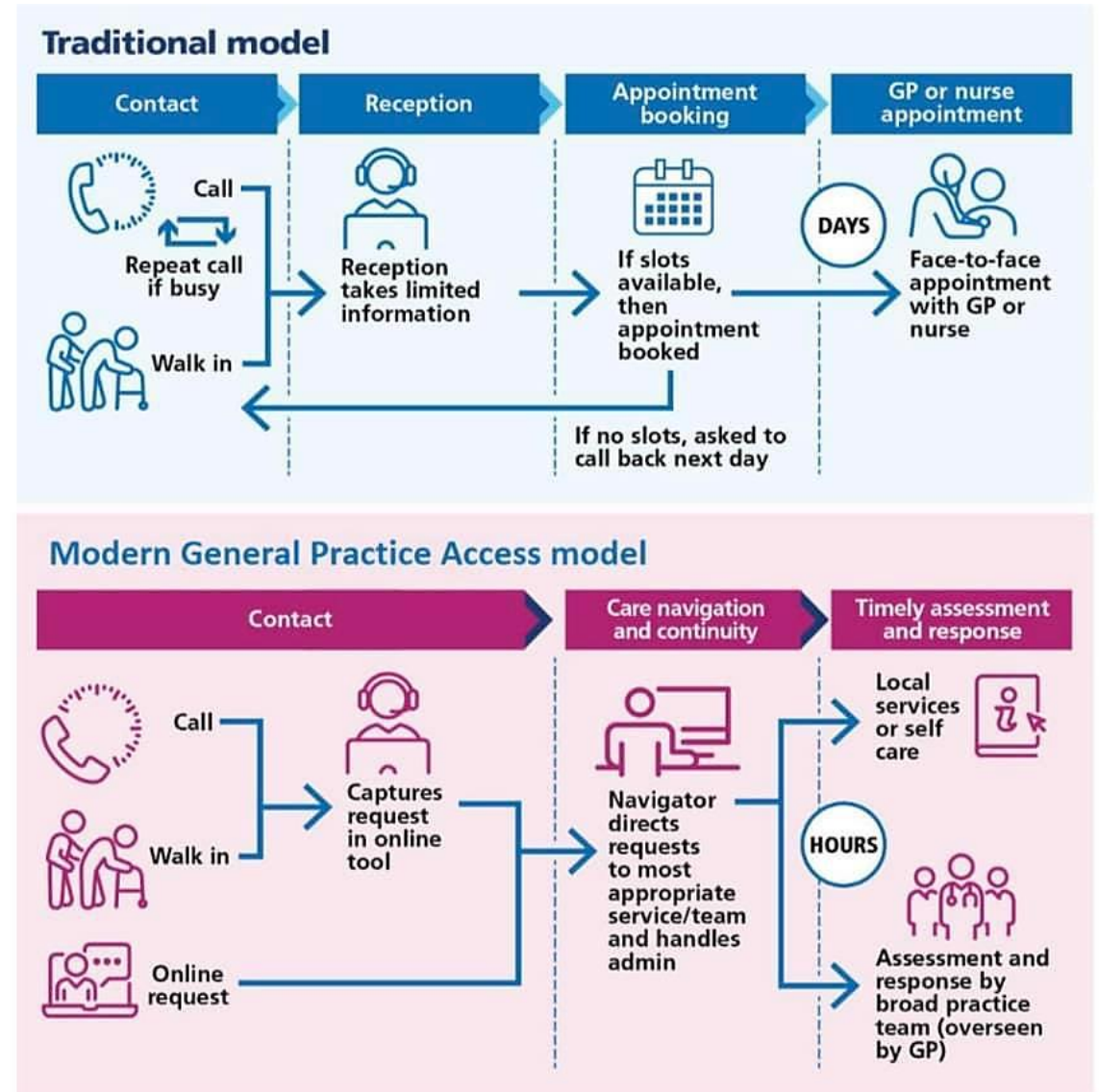
The modern General Practice Access Model

The Government has now set plans for changing how General Practice works. It's called *the modern General Practice Model*. At Mountwood our triage system has already been working similarly since the pandemic.

Some key changes include:

- The need for us to capture your concerns as soon as you contact us. This will be done via online form (PATCHS) by yourself or by our reception if you call or walk in
- Your information will be passed by our trained reception team to the most appropriate team member for assessment and you will receive a response regarding the next steps

The key change from the traditional model is that you need to tell us in as much detail as possible what your concerns are at the first point of contact and we will assess your concerns promptly and get back to you with a response that could range from simple self-care advice, or instigate tests first, a phone appointment or a face to face appointment.



Face to Face appointments at Mountwood

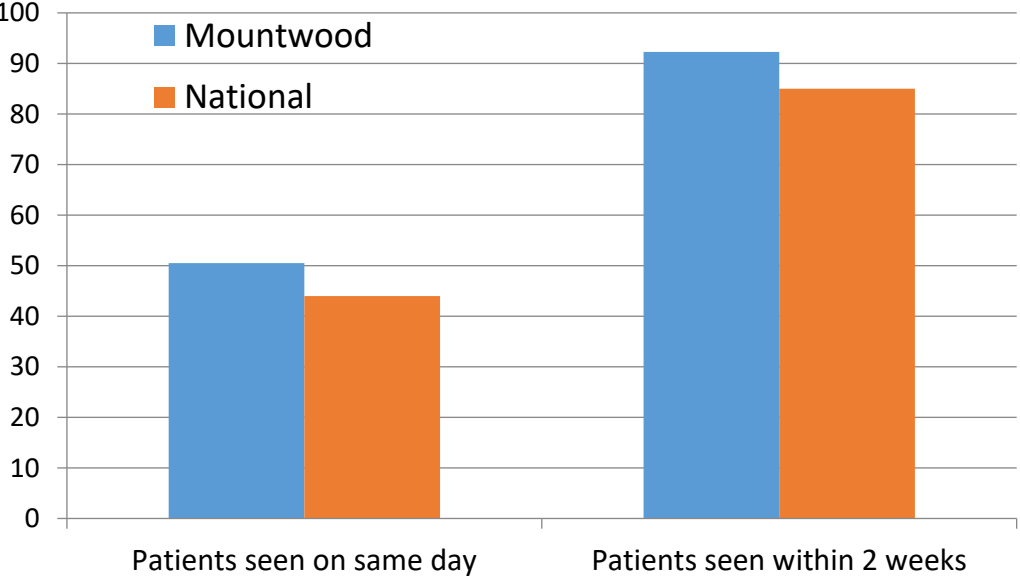
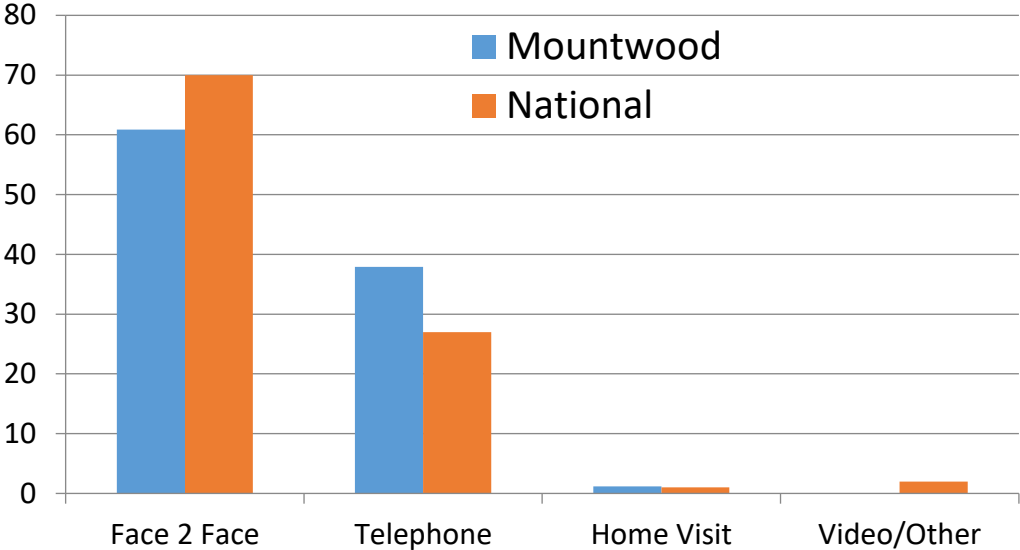
During the pandemic and after- we have continued face to face appointments and manage one-third via phone appointments- many of which we call to assess first and see if necessary.

Mountwood appointments

- Over 60% seen by face to face
- Over 35% had phone consultations

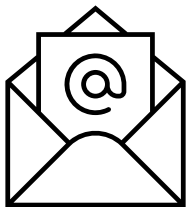
Mountwood response rate

- 50% were seen on the same day
- Almost all (90%) seen within 2 weeks- and many seen after 2 weeks were due to their choice (e.g. going on holiday, etc.)



The Mountwood Team continues to adapt

We are still smiling and working hard to do the best we can, and value your support.



We welcome your views and opinions. Please tell us what you think, by emailing comments and opinions to the Patient Participation Group, via their email MountwoodPPG@gmail.com. This will then be relayed to the relevant people within the surgery via the PPG Committee.

[Please note that this email address is not for any other purpose and does not connect to Reception or the GPs]
[It must not be used for personal health-related issues, not least to preserve confidentiality]