# Ageing Well Public Talk Series 2022/23

**Talk 5. Primary Care in 2022 From Covid-19 and Beyond!**  
**Dr Andy Potter GP Whaddon Healthcare Milton Keynes**

### Slide 1: Primary care in 2022

* What is the state of primary care locally?
* What are the current challenges?
* How can you best interact with your GP surgery?
* What has changed since COVID?

### Slide 2: Primary care in Milton Keynes

* 26 practices
* 303,000 population
* 7 Primary Care Networks (PCNs)
* GP extended access
* Urgent care centre
* Community nursing
* Rapid response ( admission avoidance)
* District nursing
* Blood tests

### Slide 3: Level of activity locally – Milton Keynes

* Total appointments offered by practices in October 2022 167,769 compared to October 2021 156,512
* Appointments with a professional other than a GP in October 2022 , 60% compared to October 2021, 56%
* % of total appointments that were face to face in October 2022, 86% compared to October 2021 79%

### Slide 4: Current challenges

* High level of viruses
* Strep A
* Staff illness
* Covid19
* High staff turnover
* Difficulty in recruitment/low staff morale
* low patient satisfaction with appointment system

### Slide 5: Change in average number of patients per practice and GP to patient ratio from Sept 2015 to August 2022

Fewer doctors are looking after a greater number of patients

Statistics shown on [BMA](https://www.bma.org.uk/advice-and-support/nhs-delivery-and-workforce/pressures/pressures-in-general-practice-data-analysis)

### Slide 6: Satisfaction with GP services

Overall, how would you describe your experiences of your GP practice?

* Ascent – National average
* Crown – Above National average
* East MK – Above ICB average
* Nexus MK- ICB average
* Southwest MK – Below ICB average

### Slide 7: Modern primary care team – the answer?

* Practice nurse
* Advance nurse practitioner
* Physician associate (PA)
* GP
* Healthcare assistant
* First contact physio assessment
* Mental health practitioners
* Pharmacist
* Paramedic
* Social prescriber
* Care navigator

### Slide 8: Benefits

* Wating times
* Specific expertise
* Longer appointments
* Aware of local services

### Slide 9: Primary care Networks (PCNs)

* PCNs were introduced in 2019 to support the delivery for certain services across a group (network) of GP surgeries
* Initially based on geography
* Idea was to improve access to healthcare professionals (other than GPs)
* Each PCN could choose which HCPs would best suit their patients
* Paramedics for home visits
* Mental health practitioners
* Social prescribers
* Physiotherapists
* Pharmacists
* Dietitians
* Care coordinator
* Covid vaccinations

### Slide 10: Modern primary care – accessing appointments

* Phone system
* e-consultation
* F2F or “total triage”
* GP extended access
* From appointment booking to care navigation

### Slide 11: What can patient’s do

* Check surgery website
* Seek help from pharmacy
* Try and cancel your appointment if no longer needed/unable to attend
* Be kind

### Slide 12: Changes in general practice since Covid-19

* Telephone calls
* Text messages
* Video consultation
* Certain processes streamlined

### Slide 13: Care home support

### Aligning a care home with a GP surgery

* Previously several GP practices might have patients in a particular home
* This created problems when home visits needed
* In the first weeks of covid, we aligned the local care homes with GP surgeries
* This improved relationships with the care home and made visiting more efficient and timelier
* Weekly nursing team visit with daily support

### Slide 14: The future

* Continue to offer face to face
* Need to adapt to changes in society
* More online?
* Access to your own record

### Slide 15: In summary

* Lots of challenges
* Lots of changes
* New team members
* Significant improvements introduced because of Covid-19

Any questions/comments?

**Next Talk 6. Series 2022/23 - 6.What should we know about nutrition and living with Diabetes Type 2 while ageing- Jitka Vseteckova & Alan Hastings 22nd February 2023**

Summary of related resources to The Ageing Well Public Talk Series

Podcasts

[Vseteckova J & King J (2020) COVID-19 Interview podcast for The Retirement Café: ‘*Ageing Well Under Lockdown’*](https://theretirementcafe.co.uk/077-dr-jitka/)

[Vseteckova J & Broad E  (2020) Keep Me Walking - researching with people living with dementia and their carers - Podcast – Open University in collaboration with The Parks Trust](https://youtu.be/0QHAS88C-LU)

[Vseteckova J (2020)  Podcast - areas for research with The Open University](https://youtu.be/vE6J9J_ovOM)

[Broad E & Methley A & Vseteckova J (2021) Podcast OU & The Parks Trust & Northamptonshire Healthcare NHS Foundation Trust - Spotter sheet and mindful walking.](https://www.youtube.com/watch?v=dq5OXEBk3CA&feature=youtu.be)

[Broad E & Methley A & Vseteckova J (2021) Preventing brain decline while ageing](https://www.youtube.com/watch?v=965w7K8XPdo)

OpenLearn Resources:

[Vseteckova J (2020) Ageing Well Public Talk Series](https://www.open.edu/openlearn/health-sports-psychology/health/the-ageing-well-public-talks)

[Vseteckova J (2019) 5 reasons why exercising outdoors is great for people who have dementia](https://www.open.edu/openlearn/health-sports-psychology/mental-health/5-reasons-why-exercising-outdoors-great-people-who-have-dementia)

[Vseteckova J (2019) Depression, mood and exercise](https://www.open.edu/openlearn/health-sports-psychology/mental-health/depression-mood-and-exercise?in_menu=622279)

[Vseteckova J (2019) Five Pillars for Ageing Well](https://www.open.edu/openlearn/health-sports-psychology/mental-health/five-pillars-ageing-well)

[Vseteckova J (2020) Ageing Brain](https://www.open.edu/openlearn/health-sports-psychology/health/the-ageing-brain-use-it-or-lose-it)

[Vseteckova J (2020) Ageing Well Public Talks Series II. Plan for 2020 – 2021](https://www.open.edu/openlearn/health-sports-psychology/health/ageing-well-public-talk-series-plan-2020/2021)

[Vseteckova J (2020) Walking the Parks with The OU and The Parks Trust](https://www.open.edu/openlearn/health-sports-psychology/social-care-social-work/keep-me-walking-people-living-dementia-and-outdoor-environments)

[Vseteckova J, Borgstrom E, Whitehouse A, Kent A, Hart A (2021) Advance Care Planning (ACP ) - Discuss, Decide, Document and Share Advance Care Planning (ACP )](https://www.open.edu/openlearn/health-sports-psychology/health/advance-care-planning-acp-discuss-decide-document-and-share)

[Vseteckova J, Methley A, Lucassen M (2021) The benefits of mindfulness and five common myths surrounding it](https://www.open.edu/openlearn/health-sports-psychology/mental-health/the-benefits-mindfulness-and-five-common-myths-surrounding-it)

[Vseteckova J, Broad E, Andrew V (2021) The impact of walking and socialising through 5 Ways Café on people living with dementia and their carers: A volunteer’s perspective](https://www.open.edu/openlearn/health-sports-psychology/health/the-impact-walking-and-socialising-through-5-ways-cafe-on-people-living-dementia-and-their-carers)

[Vseteckova J, Methley A, Lucassen M (2021) The benefits of mindfulness and five common myths surrounding it](https://www.open.edu/openlearn/health-sports-psychology/mental-health/the-benefits-mindfulness-and-five-common-myths-surrounding-it)

[Methley A, Vseteckova J, Broad E (2021) Outdoor Therapy: The Benefits of Walking and Talking](https://www.open.edu/openlearn/health-sports-psychology/mental-health/outdoor-therapy-the-benefits-walking-and-talking)

[Vseteckova J, Methley a, Broad E (2021) What happens to our brain as we age and how we can stop the fast decline](https://www.open.edu/openlearn/health-sports-psychology/health/what-happens-our-brain-we-age-and-how-can-we-stop-the-decline)

[Methley A & Vseteckova J & Jones K (2020) Green & Blue & Outdoor spaces](https://www.open.edu/openlearn/health-sports-psychology/mental-health/the-benefits-outdoor-green-and-blue-spaces)

COVID-19 related

[Vseteckova J, How to age well, while self-isolating (2020)](https://www.open.edu/openlearn/health-sports-psychology/how-age-well-while-self-isolating)

[Vseteckova J, (2020) SHORT FILM - Ageing Well in Self-Isolation](https://youtu.be/LU4pXFgcGos)

[Vseteckova J, (2020) ANIMATION - Keeping healthy in Self-Isolation](https://youtu.be/M9yUC-MUugA)

[Vseteckova J et al (2020) COVID-19 The effects of self-isolation and lack of physical activity on carers](https://www.open.edu/openlearn/health-sports-psychology/social-care-social-work/the-effects-self-isolation-and-lack-physical-activity-on-carers)

[Taverner P, Larkin M, Vseteckova J, et al.  (2020) Supporting adult carers during COVID-19 pandemic](https://www.open.edu/openlearn/health-sports-psychology/social-care-social-work/how-can-adult-carers-get-the-best-support-during-covid-19-pandemic-and-beyond)

[Robb M, Penson M, Vseteckova J, et al.  (2020) Young carers, COVID-19 and physical activity](https://www.open.edu/openlearn/health-sports-psychology/social-care-social-work/young-carerscovid-19-and-physical-activity)

[Penson M, Vseteckova J et al. (2020) Older Carers, COVID-19 and Physical Activity](https://www.open.edu/openlearn/health-sports-psychology/social-care-social-work/older-carers-covid-19-and-physical-activity)

[Vseteckova J  & Methley A  (2020) Acceptance Commitment Therapy (ACT) to help carers in challenging COVID-19 times](https://www.open.edu/openlearn/health-sports-psychology/health/how-can-acceptance-and-commitment-therapy-help-carers-challenging-times-such-the-covid-19-pandemic)

[‘*Ageing Well Public Talks*’ Series 2021/2022 repository on ORDO Collections](https://ordo.open.ac.uk/collections/Ageing_Well_Public_Talks_2021-22/5493216)

[‘*Ageing Well Public Talks*’ Series 2020/2021 repository on ORDO Collections](https://ordo.open.ac.uk/collections/Ageing_Well_Public_Talks_2020-21/5122166)

[‘*Ageing Well Public Talks*’ Series 2019/2020 repository on ORDO Collections](https://doi.org/10.21954/ou.rd.c.4716437.v1)

[OpenLearnCreate Course on ‘*Ageing Well’ 2019/2020*](https://www.open.edu/openlearncreate/course/view.php?id=5016)

[Home exercise no equipment – no problem (](https://selsdotlife.wordpress.com/2020/04/01/home-exercises-for-older-adults-no-equipment-no-problem/)*[Blog](https://selsdotlife.wordpress.com/2020/04/01/home-exercises-for-older-adults-no-equipment-no-problem/)*[)](https://selsdotlife.wordpress.com/2020/04/01/home-exercises-for-older-adults-no-equipment-no-problem/)