



Practice Brief to Counsellor Glen Reynolds

10 June 2022

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- Welcome and Introductions
- Role of the Medical Practice
- Back Story
- Establishment
- Daily Operation
- Training and Support
- Future Vision



Role of the Medical Practice

Primary Care



- Independent business
- Contracting to NHSG
- Same model used throughout the UK
- Practice list size of c.12,500



Back Story

The merger of 3 Medical Practices



- Macduff Medical Practice – in Macduff
- Banff and Gamrie
- Deveron
- Two main teams coming together in 2019
- Much work was done to bring the teams together
- Significant challenges leading up to Dec 2019

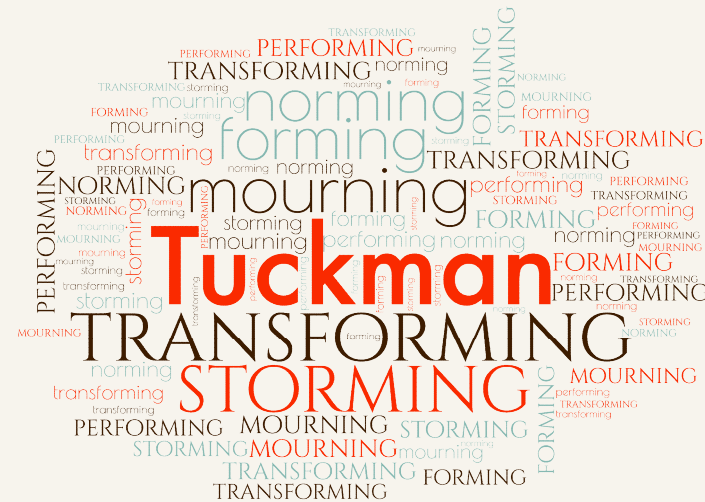


- Merger
- Covid 19
- Premises Upgrade
- Digitization, Paperlite, & Electronic Working Practises
- IT Hardware Upgrade c.£25k investment (GP Partners)
- Biggest IT Software upgrade in 10 years (Pilot Practice)
- Retirement of two GP Partners
- The recruitment of GP Partners
- The use of modern practises
- Evidence based statistical information to effect change
- Patient expectation & complaints
- Trial by Social Media
- Dunning-Kruger effect



In 1965 Bruce Tuckman said that these phases are **necessary** and **inevitable** in order for the team to grow, **face up to challenges**, tackle problems, find solutions, plan work, and **deliver results**.....

- Forming
- Storming
- Norming
- Performing



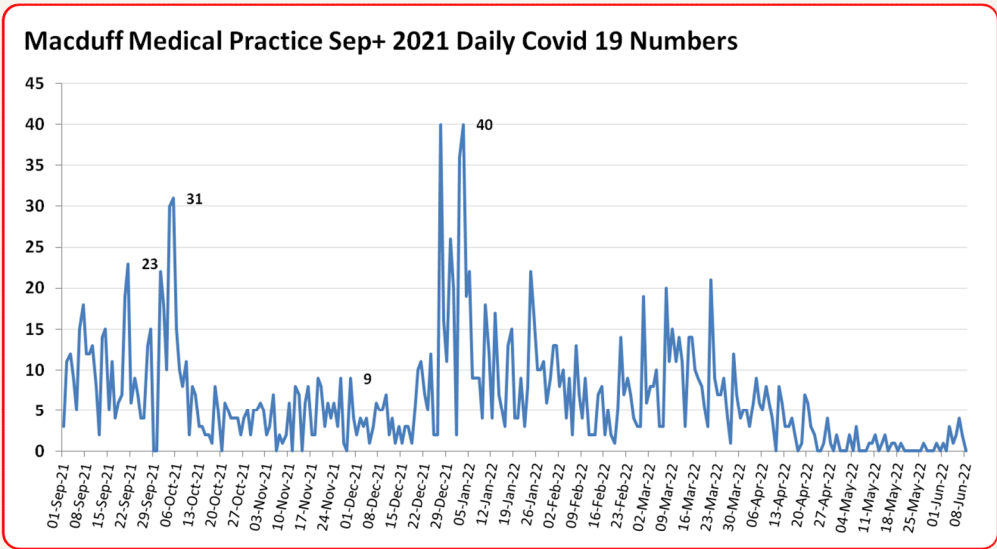
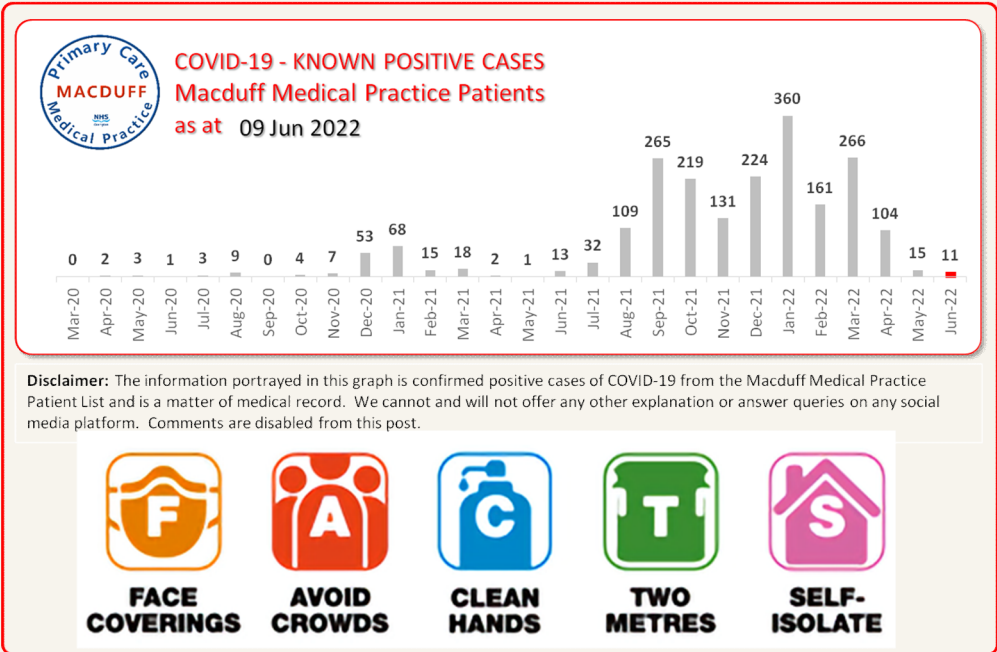
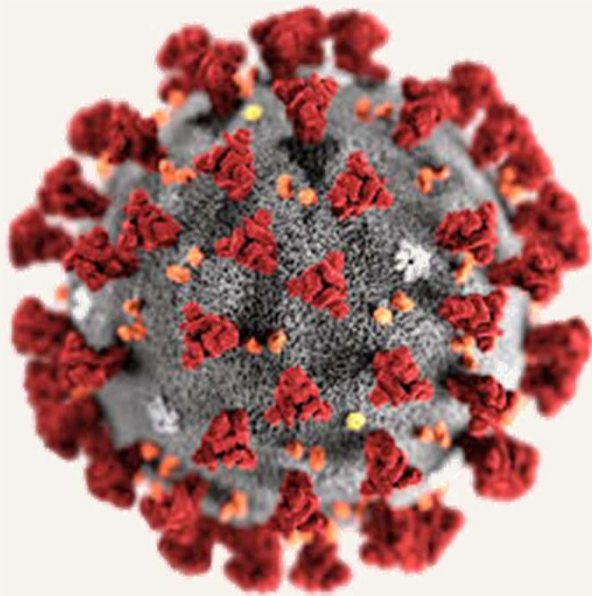
In 1977, jointly with Mary Ann Jensen, they added a 5th stage

- Adjourning and Transforming

*It's about understanding
Predictable group behaviour*



- Reality!



Establishment

Primary Care



- There is no set establishment
- Based upon the needs of the contract meeting patient demand
- How many Practices in NHSG have PAs?
- How many Practices in NHSG have ANPs?
- There is a regional shortage of GPs and;
- This places a higher demand on ANPs
- We have a full compliment of staff, and are seeking to further strengthen the team
- We now have a great team!



- 3 GP Partners and:
 - 1 Pharmacist with 1 Pharmacy Technician
 - 2 Advanced Nurse Practitioners
 - 1 Emergency Paramedic Practitioner
 - 1 Mental Health Nurse
 - 3 Trainee Advanced Nurse Practitioners
 - 4 Practice Nurses
 - 2 Treatment room nurses
 - 2 Healthcare Assistants
 - 1 Manager – with two Management Assistants
 - 16 Clinical Administrators
- c.£150k per month running costs

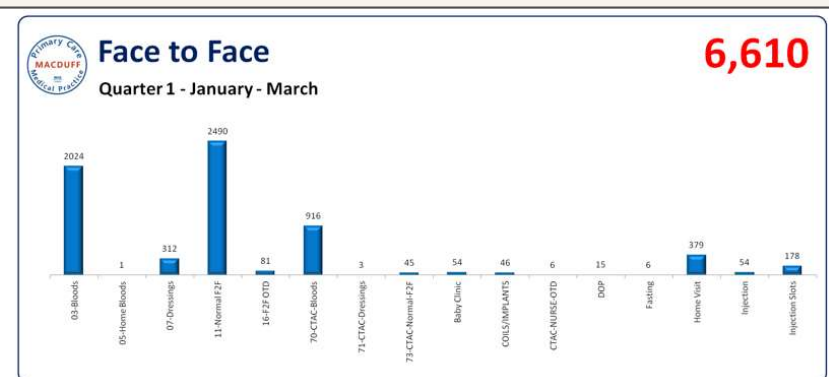
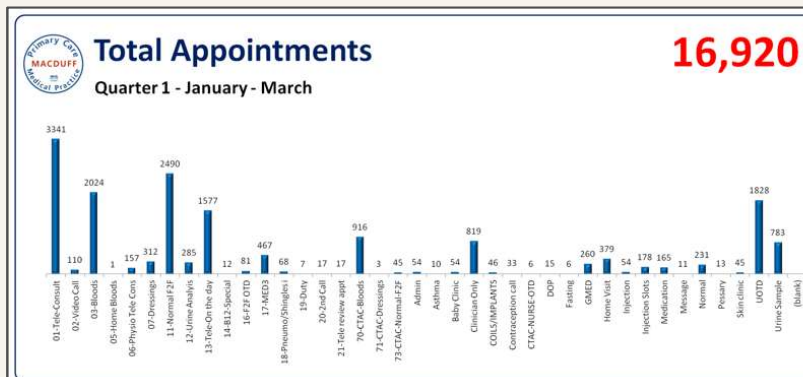


Daily Operation

Primary Care



- The 2018 GP Contract
- The lack of available GPs
- Locum availability & reliability
- Locum costs
- Statistical evidence

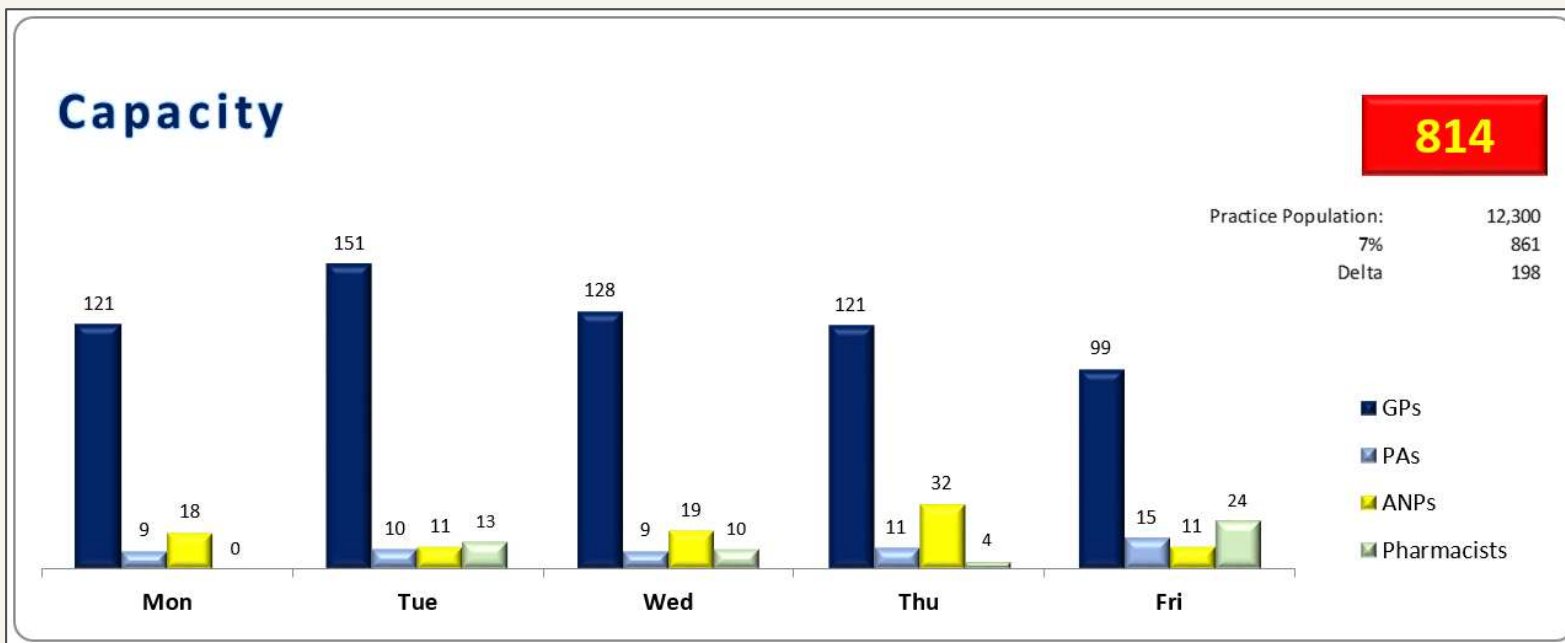
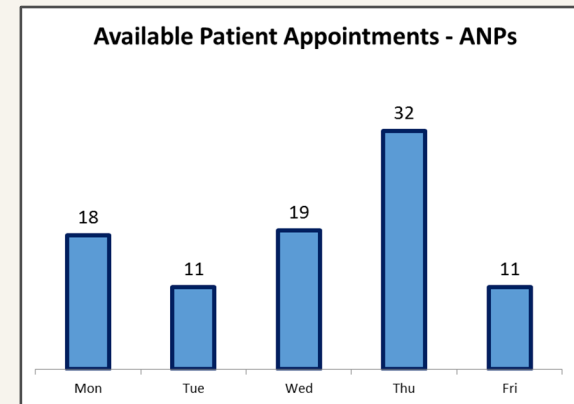
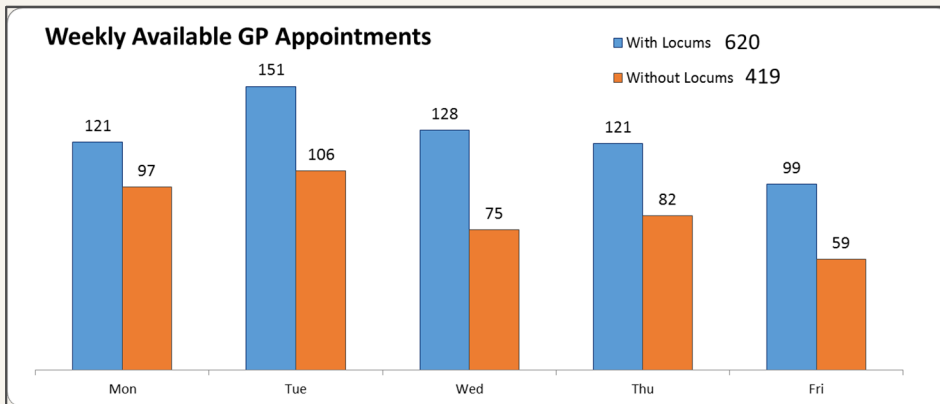


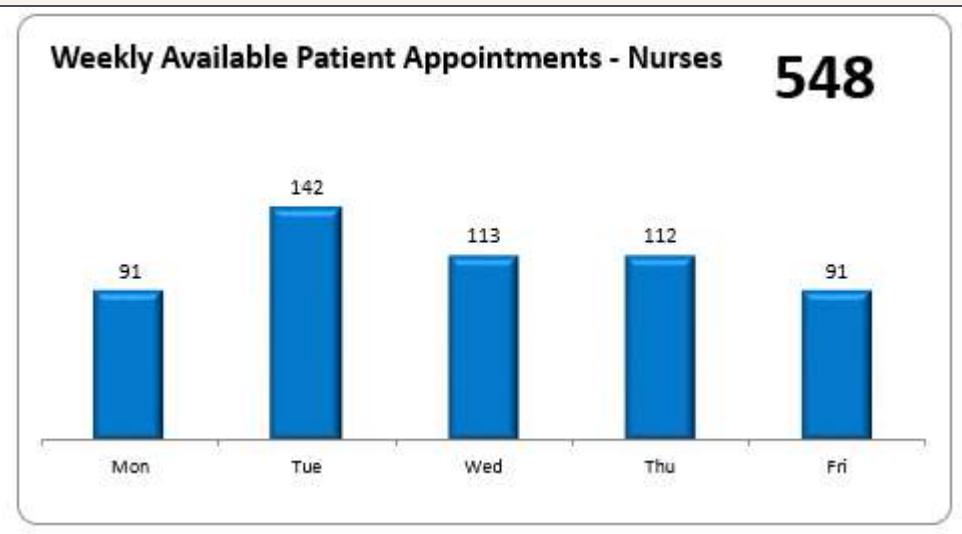
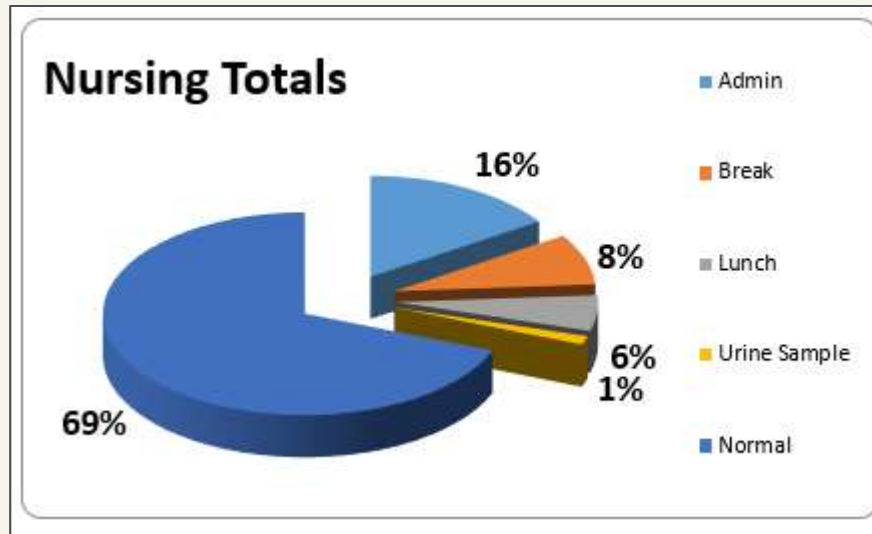
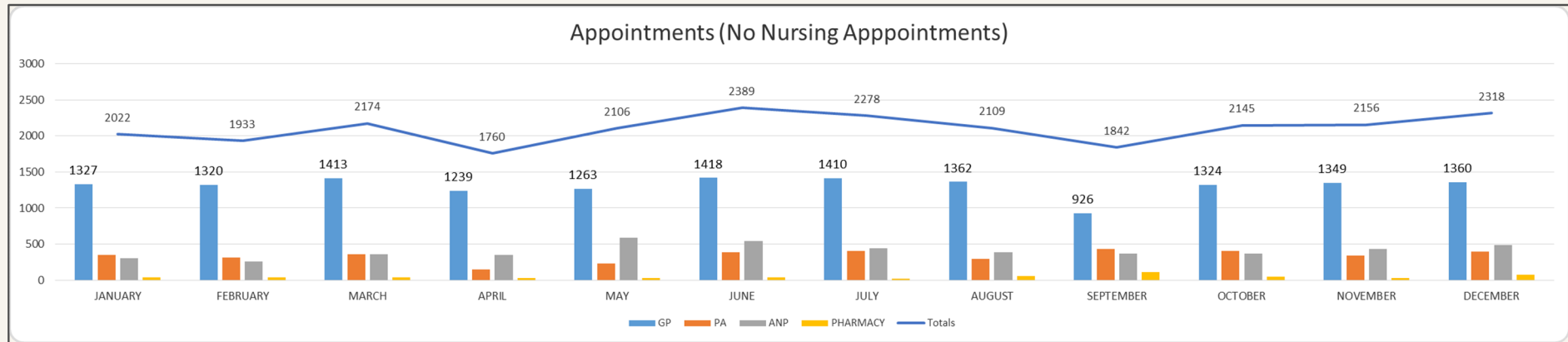
- Clinical

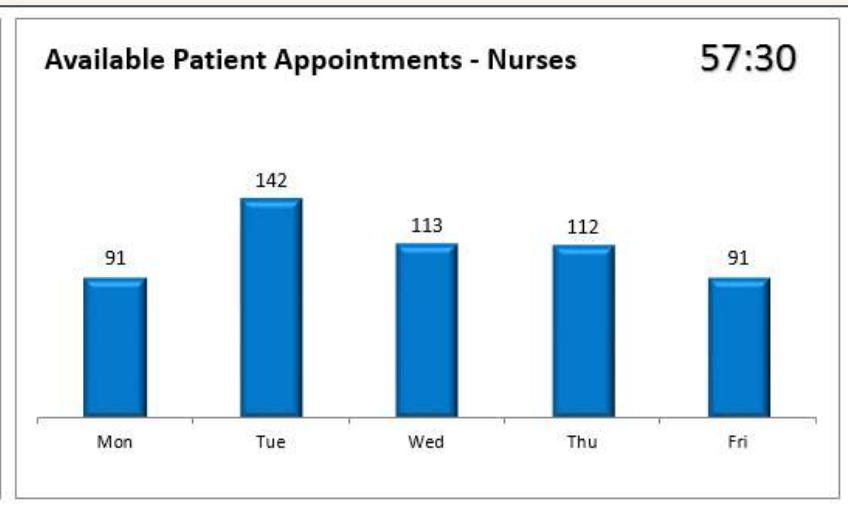
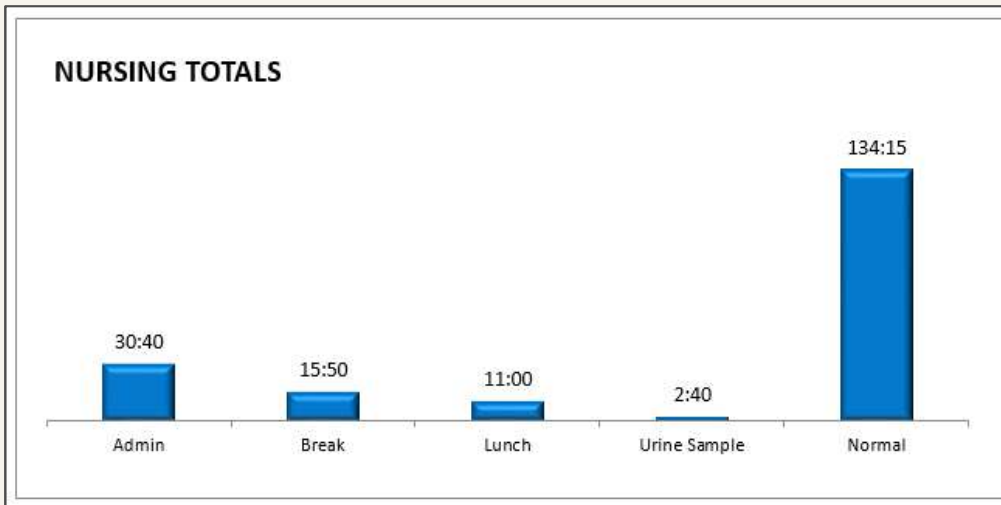
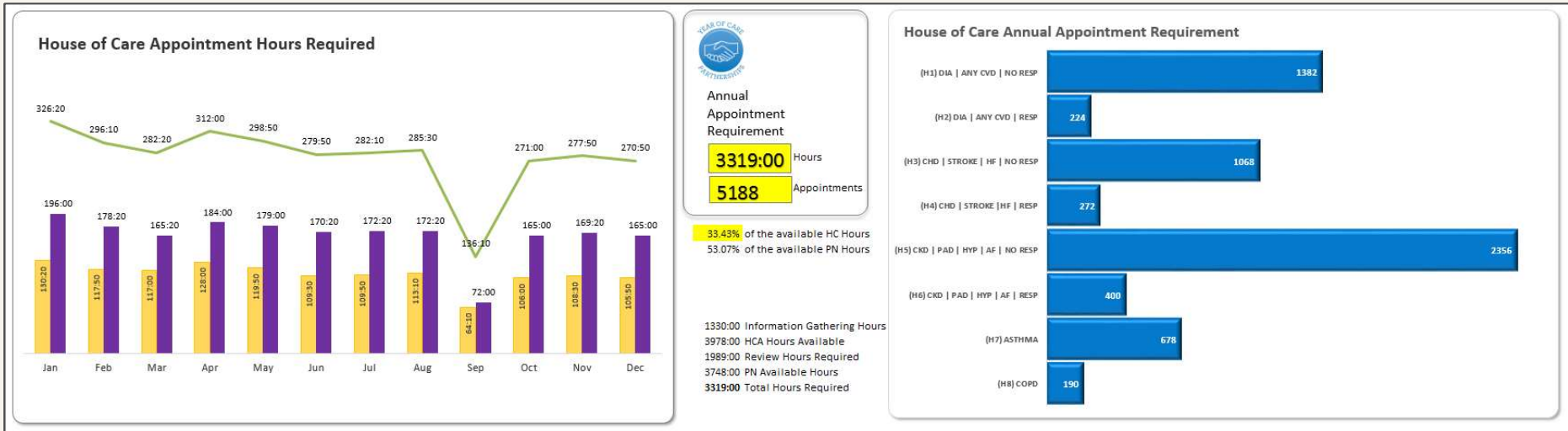
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- Admin

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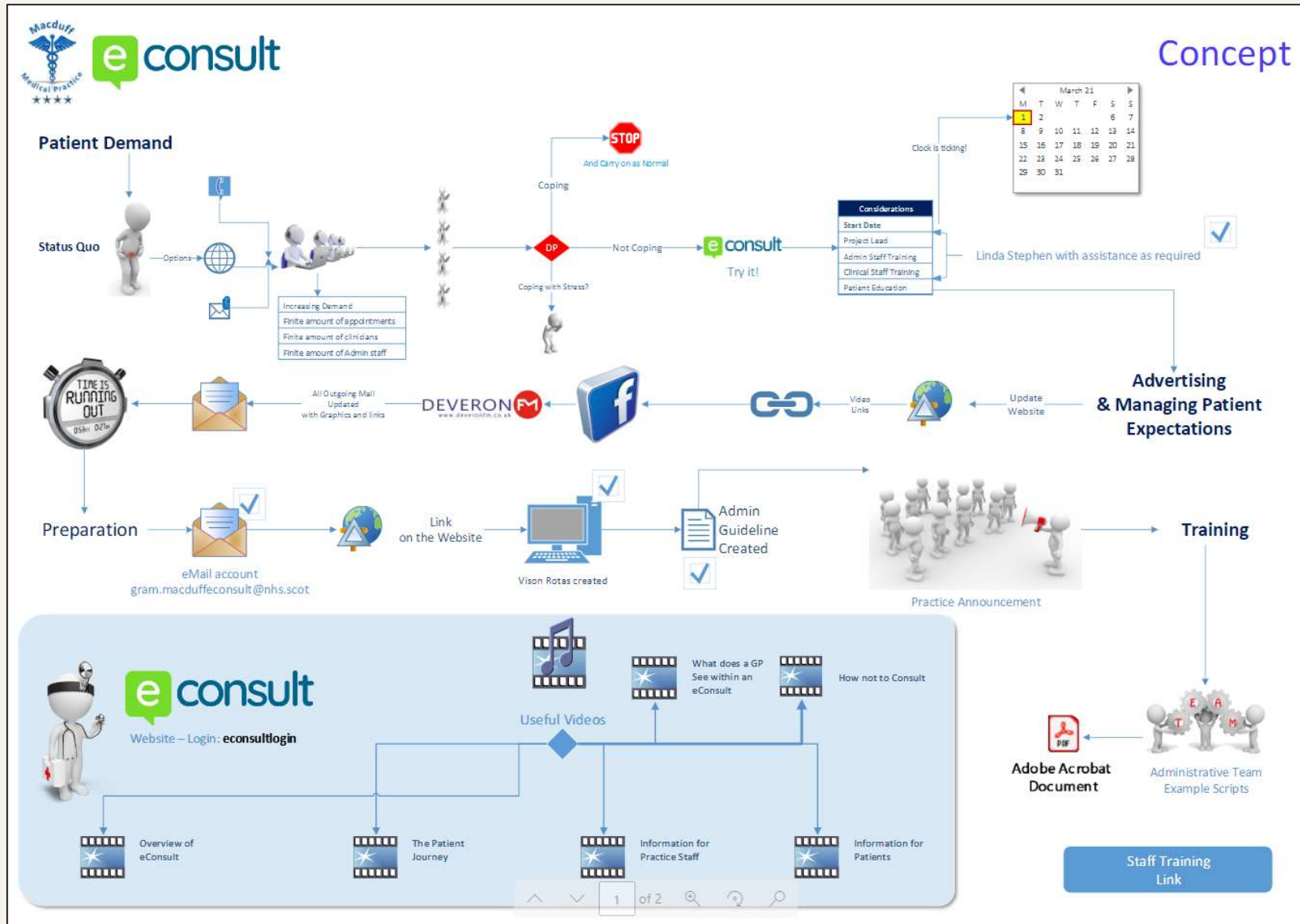






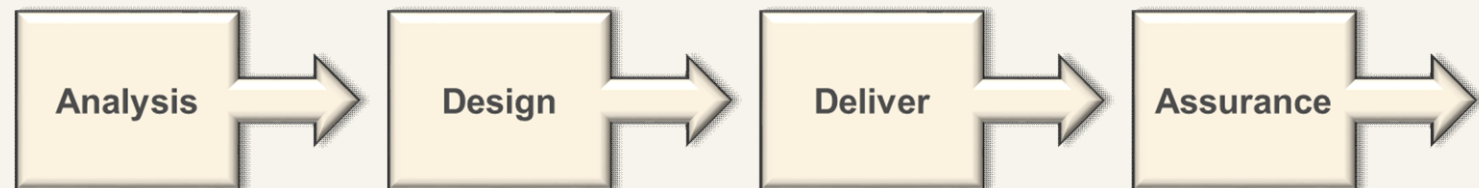
	680	122	708	47	123	557	136	1213	205	3791
	Asthma Only	COPD Only	Diabetes and NO Respiratory	Type 1 Diabetes and NO other chronic disease	Diabetes AND a Respiratory Condition	CHD, Stroke, HF, and NO Respiratory	CHD, Stroke, HF, AND Respiratory	CKD, PAD, AF, HT and NO Respiratory	CKD, PAD, AF, HT AND Respiratory	Totals
Month	H1	H2	H3	H4	H5	H6	H7	H8	H9	
Jan	57	13	74	3	18	43	7	106	24	345
Feb	62	7	72	3	6	47	8	104	17	326
Mar	65	14	65	6	16	46	9	124	10	355
Apr	62	9	57	3	14	51	14	103	25	338
May	41	11	57	3	12	63	13	94	18	312
Jun	56	10	51	6	13	48	13	94	15	306
Jul	58	7	55	4	10	44	7	96	16	297
Aug	59	13	59	3	7	50	11	81	17	300
Sep	55	8	56	3	10	48	16	126	17	339
Oct	50	10	50	3	5	35	14	99	18	284
Nov	61	15	51	4	6	47	11	87	17	299
Dec	54	5	61	6	6	35	13	99	11	290



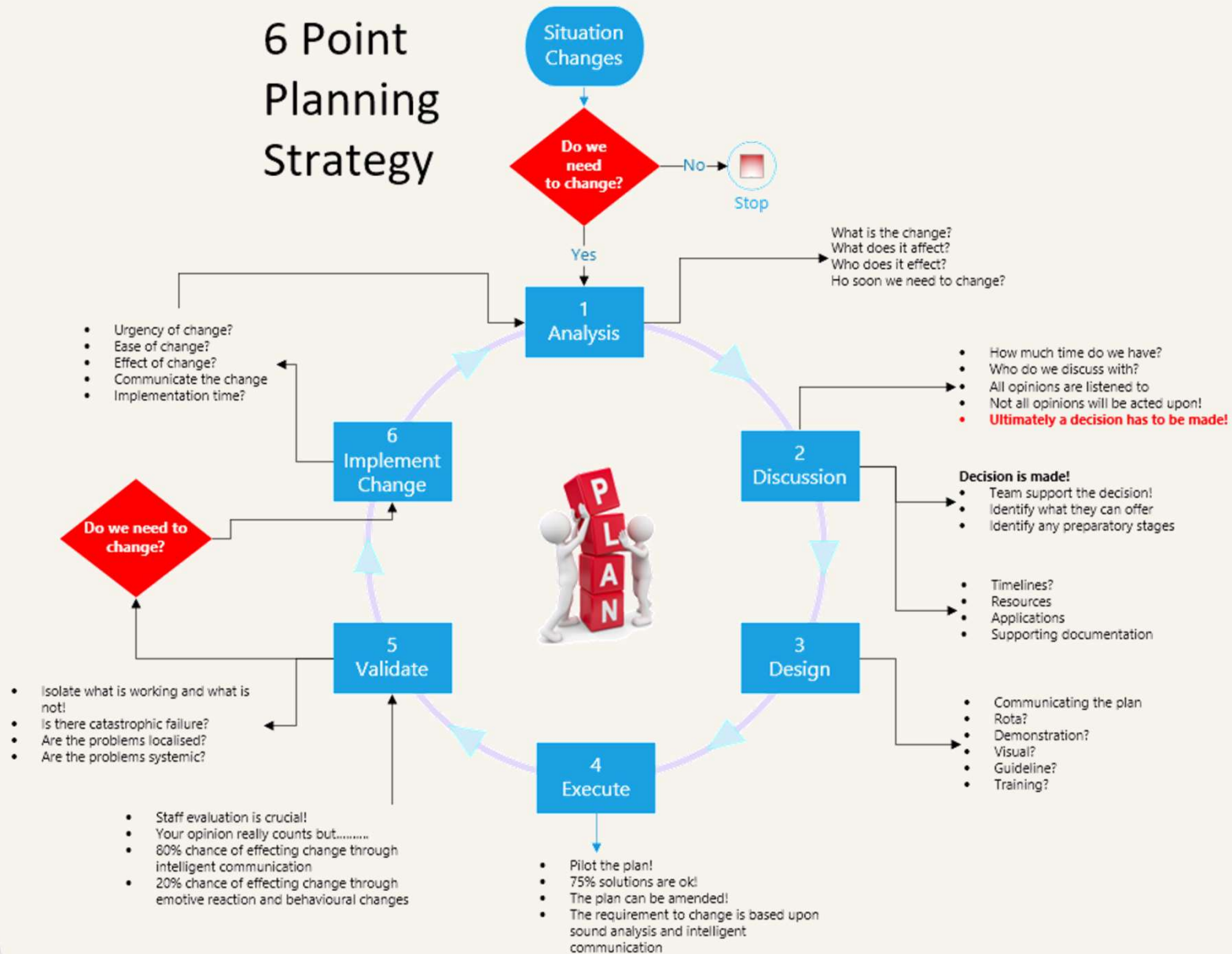


Training & Support

Primary Care



6 Point Planning Strategy



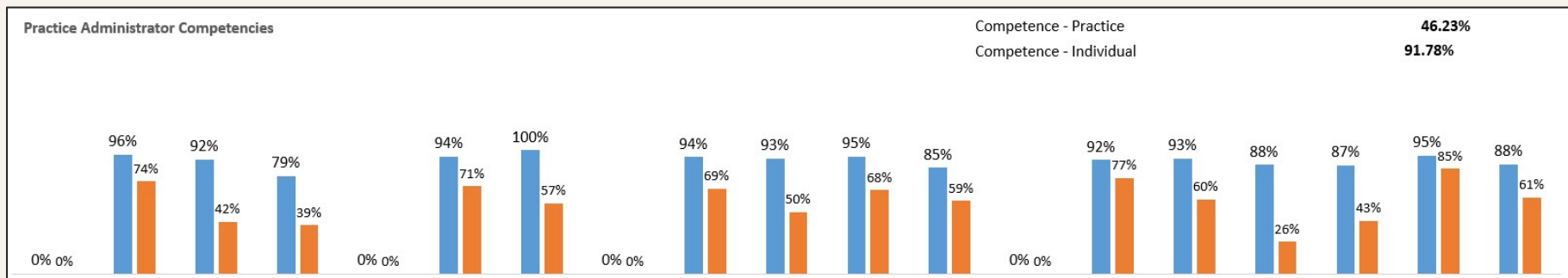
- Training is key to success
- Formal Induction
- Formal training
- Shadow training
- Consolidation
- Mentoring

***** Clinical Administrator

Staff Training Log

Guideline Name:	Clinical Administrator Training
Issue:	1
Sponsor:	Management Assistant
Date:	01 Jan 2021
Review Date:	01 Jan 2022
Staff Member:	*****
Position:	Clinical Administrator
Hours Worked per week:	37.5
Contract Start Date:	29 Nov 2021

Issues and Updates	1
Introduction	2
General Information	2
Capabilities	2
Staff Learning	2
Staff Details	2
Staff competencies	3
Section 01 – Mentoring Programme	3
Block Mentoring Programme	3
Linear – Detailed Mentoring Programme	4
Section 02 – Competencies	5



Future Vision

Primary Care



- There is no magic bullet that will solve everything; but.....
- We are analysing the requirement in order to;
- Provide better access for patients by;
- Maximising the use of our capacity using;
- All technologies at our disposal; including
 - Training
 - Communication
 - Automation
- But we need help!
 - Expectation management
 - Working differently
 - Regional advertisement

Situations Vacant: Check out our Situations Vacant page for GP, Nursing, and administrative vacancies...

Macduff Medical Practice Clinics & Services Managing Your Health About Us Contact News Home

Protected: eAppointment Request Form

Available Monday to Friday, between 6:00am – 11:30 a.m.

COVID-19
 For information about your COVID-19 vaccine, do not contact the practice – you will be contacted directly by the NHS.
 If you currently have COVID-19 symptoms, you must get a PCR test before visiting your surgery (different to a lateral flow test, for patients with no symptoms). To find out how to book your vaccine or PCR test, go to www.gov.uk/coronavirus or call 119.

Want to see online advice?
 See advice and guidance on conditions, symptoms and treatments [NHS Inform](#).

First make sure this is not an emergency
 DO NOT use this form for any medical emergencies, as your request will not be seen immediately.
 Important: Are you currently experiencing any of the following?

- Signs of a heart attack – pain like a very tight band, heavy weight or squeezing in the centre of your chest or any pain that moves into your jaw or neck
- Signs of a stroke – face drooping on one side, can't hold both arms up, difficulty speaking, or weakness or numbness on one side of your body
- Severe difficulty breathing – gasping, not being able to get words out, choking or lips turning blue
- Heavy bleeding that won't stop – uncontrollable bleeding from any part of your body
- Severe injuries – including deep cuts after a serious accident
- Poisoning – you have swallowed something you should not have (medicines, batteries, household chemicals)
- Seizure (fit) – someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)
- Sudden, rapid swelling – of the eyes, lips, mouth, throat or tongue

Do you have any of the above symptoms?*

No, I do not have any of these symptoms
 Yes, I have some of these symptoms

Please confirm you are a registered patient of this Practice*

I confirm I am a registered patient of the practice
 I am not currently registered with the practice

Next



The alternative





We're not saying our way is the only way.....

Nor are we claiming that it's the best way....

But it is a balance of many variables; based upon intelligent application of the systematic approach to operational planning

And we are here, when others are not. Doing the right thing on a difficult day when no-one's looking, and being pretty humble about it!

