



# SUTTON PRIMARY CARE NETWORKS ANNUAL REPORT 2022







# Contents

Introduction from our Chair	5
Who are we and what we do?	7
Our Vision, Mission and Values	9
Our Board	10
Our Patient Services	12
Training Hub	19
Your ARRS Staff	20
Accounts Snapshot	22
2022 GP Practice Survey	25
2023 and Beyond	34





## Introduction from our Chair



Last year the Pandemic required us to yet again demonstrate our flexibility and creativity as General Practice in Sutton rose to the challenges posed by Covid. As we emerged from the Covid lockdowns we quickly had to develop a 'new normal' as it became clear that the expectations of our patients had been transformed and pent up demand resulting from the Pandemic knocked on our door. It is clear that our patients want

access to care faster, and in new ways, and we have worked hard to shape, manage and deliver on those expectations.

In April, as we moved back to business as usual, we learned that our patients' experience of the service economy working on a 24 or 48 delivery basis now informed their expectation of the NHS. A&E became busier than ever as patients sought Amazon type speed in resolving their health needs while GP surgeries struggled with the pent up demand for appointments, particularly face to face appointments.

To increase the capacity of General Practice, the Sutton PCNs focused on securing as many new staff as possible under the 'Additional Roles and Responsibilities Scheme' (known as ARRS) in order to reduce pressure on our GPs and Nurses. At the same time we strengthened our Home Visiting Team so that time was freed up for GPs and delivered directly two rounds of Covid Vaccinations as well as the usual winter flu vaccinations for our Care Home and House bound patients.

In order to address the inexorable rise in demand from patients for General Practice services we also began meaningful work on our population health agenda through which we sought to deliver preventative healthcare through our Pro-active Multi-Disciplinary Teams (MDTs). Our first priority was to seek to identify our Core 20+5 and frail patients who either used Primary Care Services the most or in the case of frail patients were at risk of 'crisis use' of our services. Our focus is on creating personalised care plans for those patients to help better manage their health care and prevent crisis use of stretched NHS services.

In the Autumn, we began work on the Impact and Investment Fund targets which were published in October. At the same time we reconfigured what were the old Extended Hours and Extended Access services into a new Enhanced Access Service that allowed patients to self book GP and Nurse appointments outside normal GP Practice opening hours for the first time.

In the Winter we supported our GP Practices and the wider Sutton NHS through the Winter Flu and 'Strep A' crisis by increasing the number of Enhanced Access appointments (4,000 appointments offered in December 2022 alone) and by opening an 18 Bed Primary Care Community Ward - Lavender Lodge - which focused on rehabilitation therapy for our patients to ensure their speedy return to where they lived.

We have stayed true to our commitment to innovate and integrate by designing new services to meet gaps in Health needs such as the Sunflower Clinic, our Menopause Service, which we now deliver jointly with St Helier Hospital colleagues. This service has been a resounding success and from a small seed is now the Sunflower Clinic patients asked for.

We have also started the closer working journey with our partners at the Council, Community Services, Hospital and in the Voluntary/Community Sector by setting up the Fuller Report inspired Integrated Neighbourhood meetings. Each of our Neighbourhoods matches our PCNs' geographical footprint and now has a Board, regular meetings, a health demographics profile and an emerging plan. Our Health Inequalities work has seen us undertake significant asset based community development work in the Shanklin and Roundshaw estates as well as develop our Diabetes projects in Carshalton and Wallington.

Building on our Health Inequalities work we have established our Outreach Health Service for our most underserved populations including the Homeless, Travellers, victims of domestic violence, prisoners and asylum seekers. To support that work we have established a Sutton Safe Hub Scheme whereby our underserved patients can register using a streamlined process at a GP Practice and use that as a 'safe' address for communications.

The core priority for the Sutton PCNs remains connecting, informing, speaking up for and supporting our GP Practices. Our emerging Practice Support Offer seeks to address the access and workload challenges faced by GP Practices but at the same time supporting their continued viability. Through the Practice Support Offer we seek to help our practices avail themselves of economies of scale by collaborating in purchasing, choosing software or services and in delivering back-office support at 'scale' without losing their autonomy. This will help to create the financial headroom to navigate an inflationary cost of living crisis but still be able to pay staff competitive wages, increasingly in line with the London Living Wage.

I would like to commend our GP Practices and PCN Team for their continued hard work and resilience as we have emerged from the Pandemic. Contrary to the popular media narrative, we are delivering more patient appointments than ever in Sutton, with more practice and direct patient bookable appointments than ever outside of core hours in the evening and weekend - in 2020 there were 937,058 General Practice appointments in Sutton while in 2022 we saw a 19.8% rise to 1,123,110 appointments. We are caring for more people than ever, supported by the ARRS staff we have recruited, and have every reason to be proud of our Sutton General Practices.

**Dino Pardhanani**

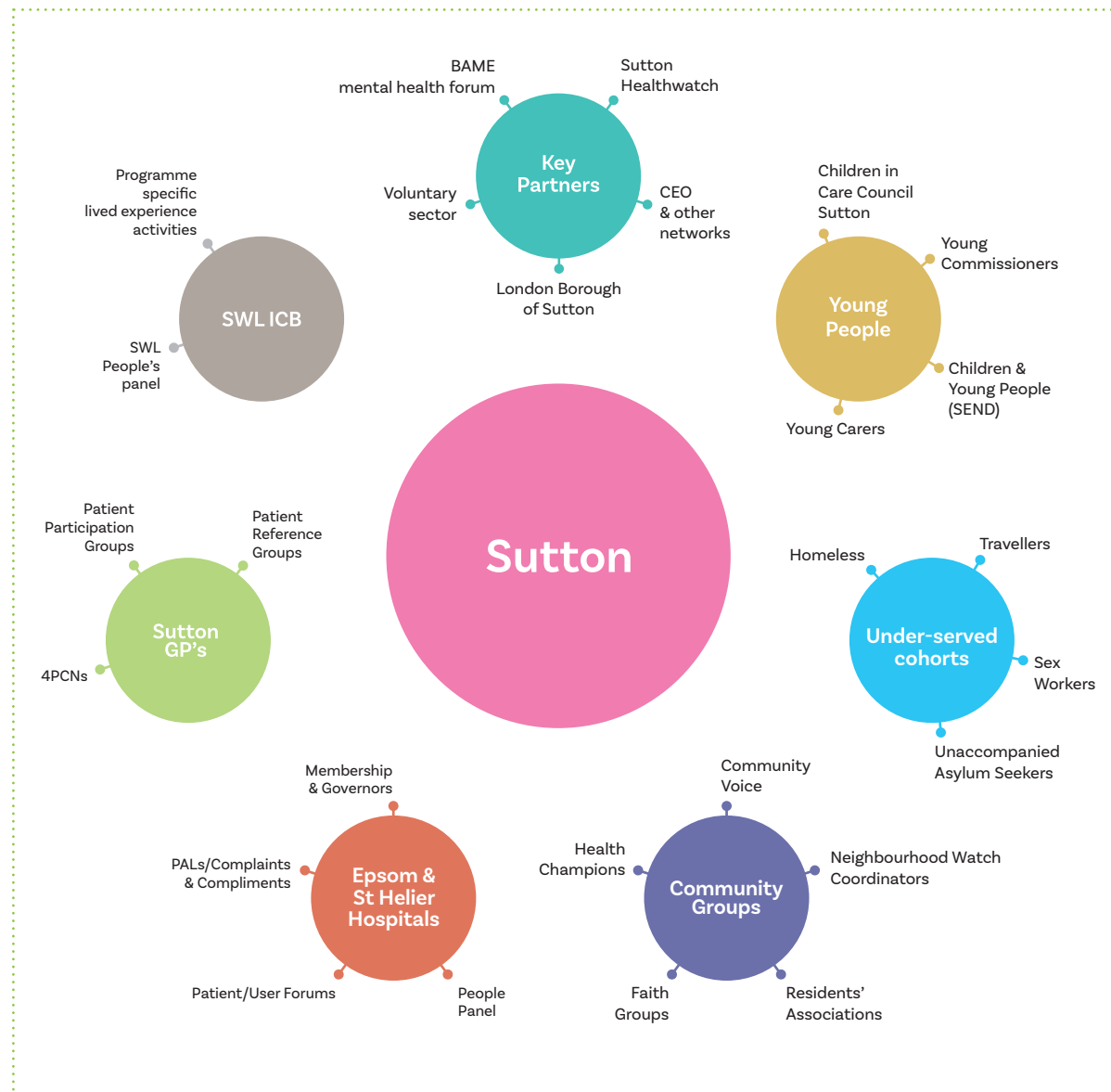
*Chair, Sutton Primary Care Networks*





## Who are we and what do we do?

The Sutton PCNs is a not for profit Community Interest Company managed by the four Primary Care Networks (PCNs) in Sutton that enables general practice to work collaboratively at scale across Sutton. We are a growing team of clinicians and non-clinicians with significant experience working in healthcare across the borough of Sutton. We help our GP practices and PCNs re networks to work at scale across Sutton, provide leadership at a borough (Place) level and provide targeted and effective patient care. We also support services and projects as part of the Sutton Alliance, enabling us to offer a broad range of support to general practice. We contribute to the health agenda for Sutton and are driving population health/health inequality initiatives across the borough, working with many partners and providers who include:





Collaboration with these organisations has become even more important with the advent of Integrated Neighbourhood Teams and targeted work to address health inequalities in key underserved populations in Sutton.

We were an active partner in Sutton and South West London programmes to tackle Covid-19 and the positive impact it has had for our residents and patients. The pressures and challenges experienced in primary care are something we have a real understanding of and we are increasingly being approached to share that with other boroughs and to deliver services outside of Sutton. Through our engagement with practices, practice managers and our practice survey we know the support that is needed for general practice and appreciate what needs to be done to provide high standards of patient care. We're committed to doing just that and you will see from this report that the feedback from our practices is being incorporated in our business plan for the coming year.

We never forget that at the end of the day we work for and to our GP practices and that they must always be at the core of what we do.





## Our Vision, Mission and Values

### OUR VISION

'Strengthen General Practice to become a leading provider of equitable, high-quality integrated health and care services that allows the people of Sutton to live the best quality of life.'

### OUR MISSION

To deliver our vision we will:

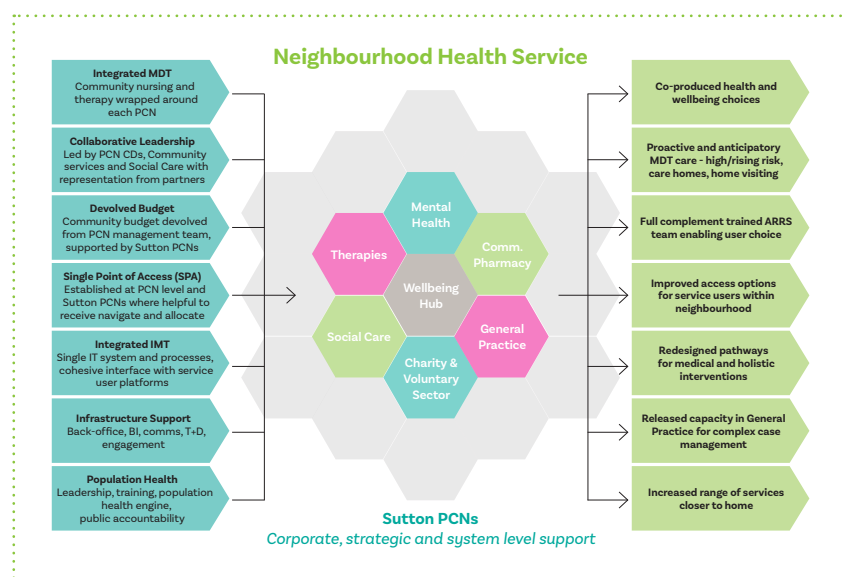
- **Co-produce** services with our neighbourhoods and partners
- **Build and support** a diverse, engaged, and highly skilled workforce
- **Reduce health inequalities** and develop person-centred care through a population health approach
- **Collaborate and lead** the development of a resilient and sustainable local health and care ecosystem

### OUR VALUES ARE

- **People:** the delivery of people centred care is our top priority.
- **Enable:** we will work collaboratively to enable people focused change.
- **Open:** openness and respect will be the foundation of how we work.
- **Professional:** we will provide an environment where learning, education and development drive the quality of our work – fostering a no blame culture.
- **Leadership:** we will lead by example.
- **Equity, Integrity, Fairness, and Professionalism** matter to us.

### OUR STRATEGY

We have created a simple revised 'strategy on a page' setting out our vision and ambition to shape care in Sutton around the PCNs to deliver the 'better, more local and easily accessed care that our patients and partners say they want:



## Our Board



### **Dino Pardhanani**

*Central Sutton*

*Chair of PCNs Board*

As Chair of the PCNs Board, I ensure that the most important points for consideration are covered and conduct the business of the meeting in an orderly manner, ensuring that the agenda is adhered to and facilitating discussion from Directors, whilst keeping to the time.



### **Jonathan Cockbain**

*Carshalton PCN*

*Chair of Clinical Governance Quality and Safety Committee*

As Chair of the CGQS Committee, I assist the Board in its duty of oversight by focusing on the areas that are within the scope of the CGQS:

- Patient experience and safety
- Service performance and improvement
- Qualitative business risks
- CQC registration and action plans



### **Dr Anu Jacob**

*Carshalton PCN*

*Chair of Finance Risk and Audit Committee*

I assist the Board in its duty of oversight by providing additional assurance to the Board. The FRAC Committees is authorised by the Board to act and review any activity within these Terms of Reference and to seek any information required from any employee or director.



### **Dr Shazma Mawani**

*Cheam and South Sutton PCN (CASS)*

*Chair of Workforce Group*

I am the Proactive Care guru for Sutton and Chair of our Workforce Committee where I support the Board in its duty of oversight of our workforce and staffing agenda by providing additional assurance to the Board.



### **Laura Rodriquez Benito**

*Wallington (to 31 January 2023)*

*Population Health Lead*

My main reason to become a GP was to help my patients to live healthier lives but as I gained experience as a doctor in the public healthcare system, pressures inevitably shaped my practice in a reactive & prescriptive way. This is the opportunity to change our practice and address the root causes of disease more effectively by adapting our local service and individual practice to our population needs proactively.



### **Karol Selvey**

*Central Sutton*

Karol is a senior nurse in Sutton and in the South West London Integrated Care System (ICS) leading on respiratory conditions and on the embedding of the new Integrated Neighbourhood Teams.



### **Raza Toosy**

*Wallington (from 1 February)*

Raza is a well known GP Lead in Sutton and across South West London ICS on digital healthcare and has successfully developed a number of commercial healthcare apps. He is leading on streamlining GP Practice back office functions and on finding new ways of working collaboratively at PCN and Place.



### **Eunice Ashley**

*Wallington PCN*

Eunice is a member of the PCN Workforce Committee and as a Physician Associate has a particular brief to look after the development of non Nurse/GP roles

## Our Patient Services



Home Visiting

### Home Visiting



NHS Health Checks

### NHS Health Checks



GP Enhanced Access

### GP Enhanced Access



Winter Pressure Support

### Winter Pressures Support



Skin Lesions

### Skin Lesion



### Community Ward



Sunflower Clinic

### Sunflower Clinic



IT Transformation Support

### IT Transformation Support

APEX, Accurx, Ardens, Universal Care Record, Hero



Diabetes Project

### Diabetes Project (Carshalton)



### Training Hub



Diabetes Weight Loss Project  
Wallington

### Diabetes Weight loss Project (Wallington)



### HR support

Recruitment, Support moving to London  
Living Wage



National Diabetes Programme

### Diabetes National Diabetes Programme



### Call and Recall

#### The new GP Enhanced Access Service

Since October, the Sutton PCNs have collaborated in running the new Enhanced Access Service which replaced the old GP Extended Hours largely delivered by GP Practices and GP Extended Access previously delivered by the old Sutton GP Federation and then the Sutton PCNs. The new method of delivery is a hybrid one where GP Practices that wish to deliver an element of GP Enhanced Access can do so with the Sutton PCNs delivering in our four PCN hubs the remainder of the 200 hours of appointments required each week.

## GP Enhanced Access Patients seen since October 2022

## EA Hubs Utilisation

Appointments Offered

**58,486**

Avg Appts Offered Per Week

**747.1**

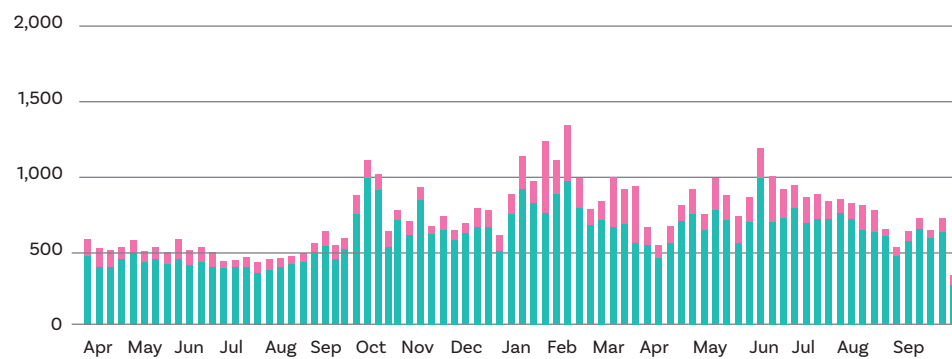
Avg Appts Time Per Week

**284.6 hrs**

Avg Slot Length

**22.9 mins**

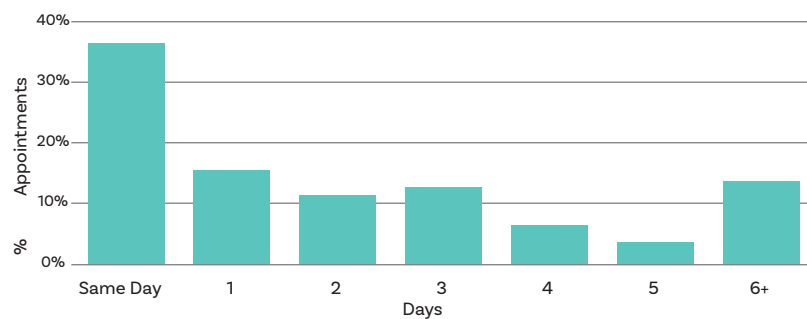
## Appointments offered per week

■ Used Slots
 ■ Unused Slots


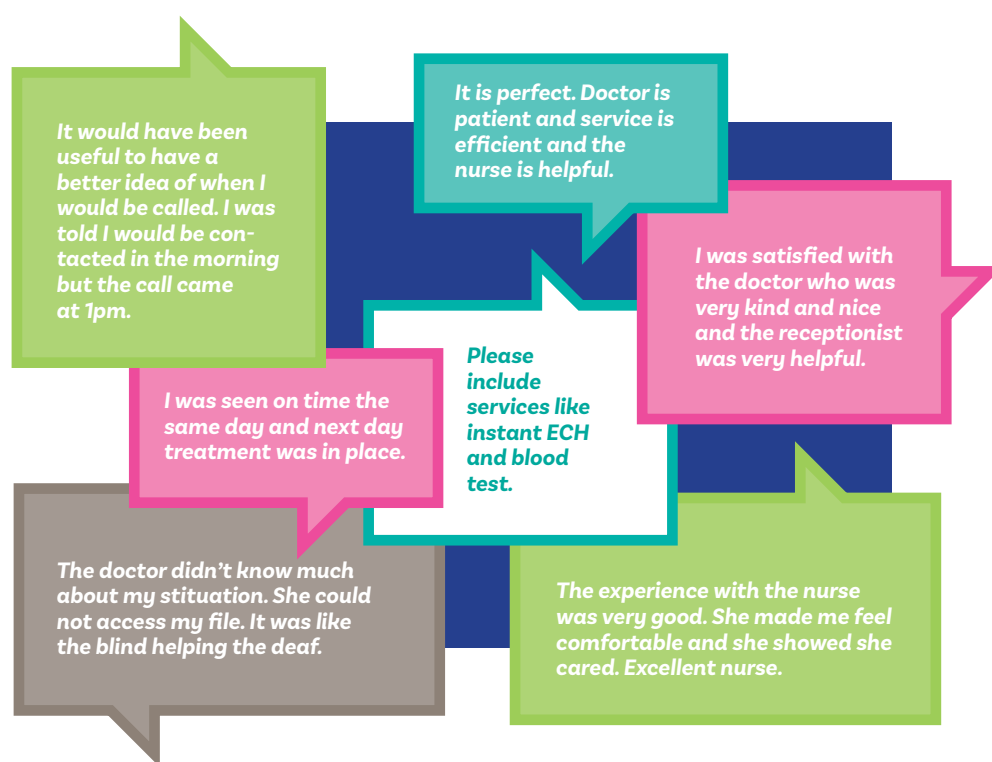
## EA Hubs Utilisation

## Demographic - booking pattern

## Booking to appointment time



A key development in the service this year has been the development of self booking by patients via telephone. We now keep 35% of all appointments for patients who wish to self book and the proportion is rising. This meets patient need but also reduces the administration burden on practices – in December that meant 1,400 appointments were booked directly with a consequent reduction in calls and work for our GP Practices.



### Home Visiting

The growing population, demand for appointments and movement of services from hospitals to primary care continues to increase pressure on general practice. Home visits are a core requirement for general practice, especially for those people who are housebound, deemed high risk, frail or vulnerable. However, home visits take considerable time and GPs usually must fit them in around other clinical commitments.

### EA Hubs - Visiting services - Utilisation

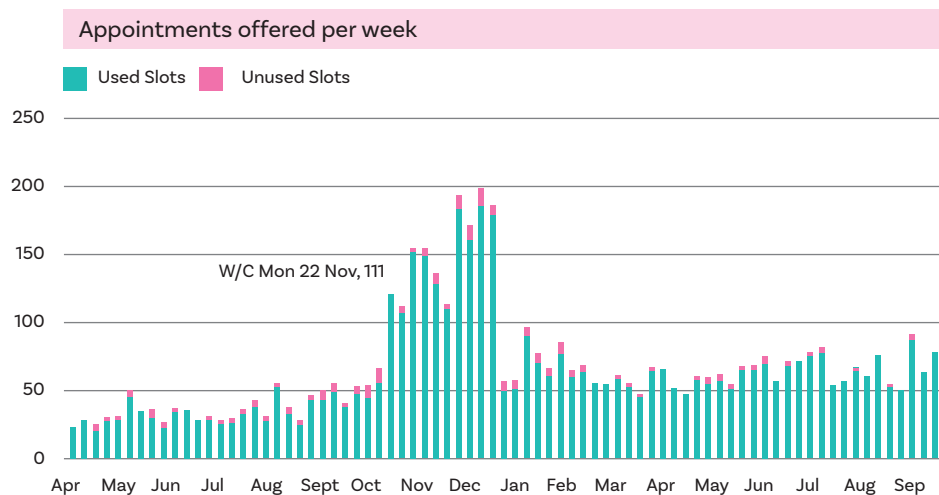
Avg patient age  
**81.5 yrs**

Appointments Offered  
**5,229**

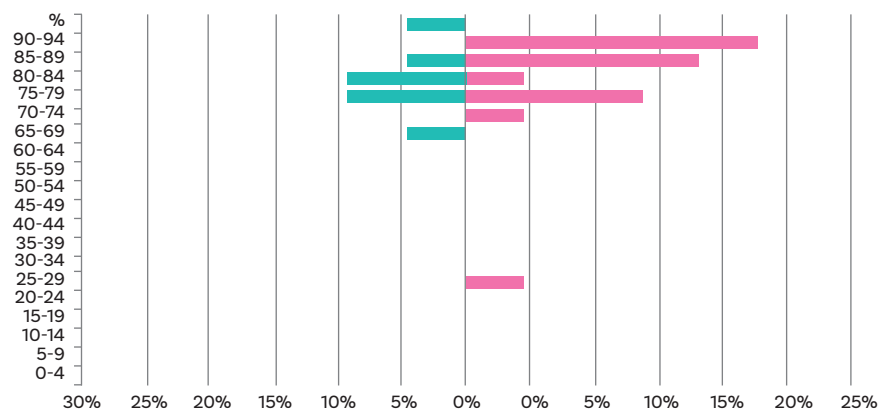
Avg Appts Offered Per Week  
**66.8.1**

Avg Appts Time Per Week  
**57.2 hrs**

Avg Slot Length  
**51.4 mins**



## % Age and Sex Patient Breakdown



## Booked vs Unused Appointments

Total Unused Appts

**183**

Weekly Avg Unused Appts

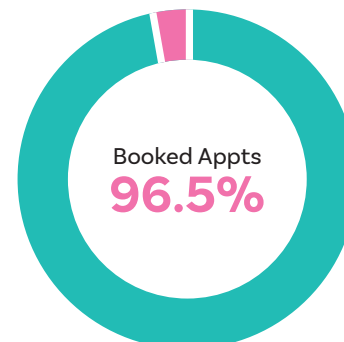
**2.3**

Total unused Time

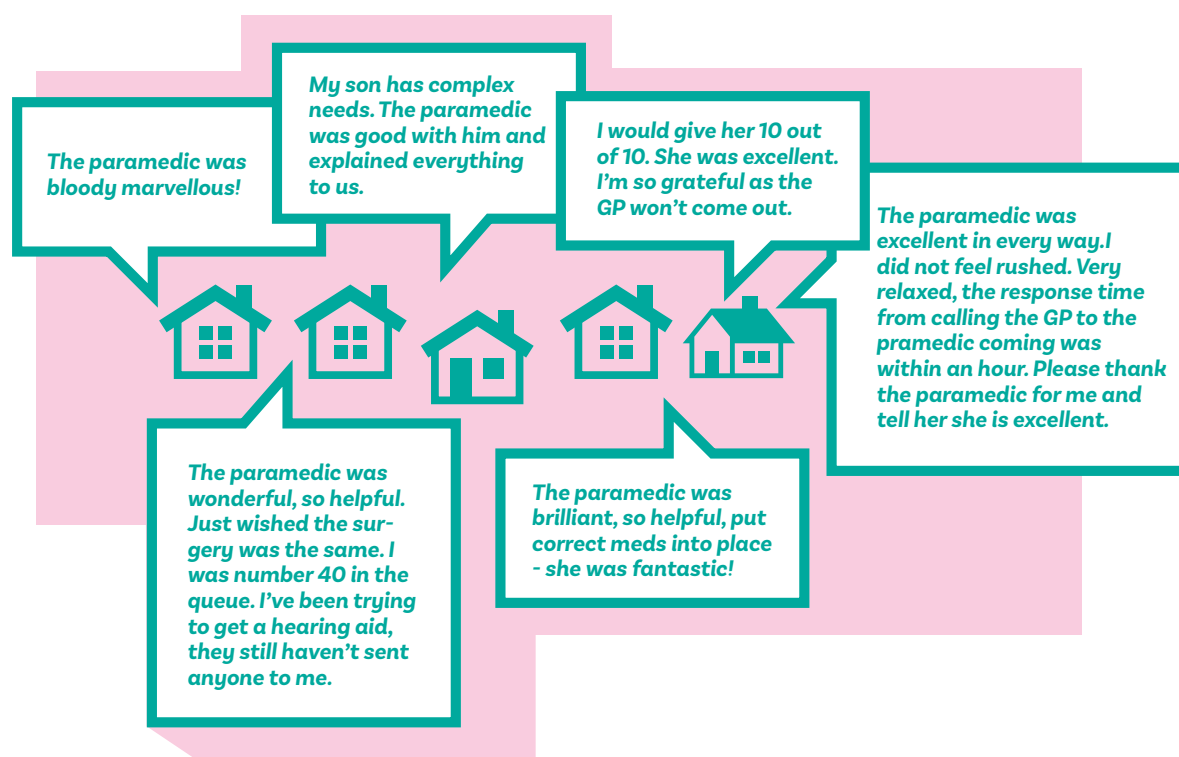
**137.6 hrs**

Weekly Avg Unused Time

**1.8 hrs**
■ Booked

■ Unused


The Home Visiting Service (HVS) is an important service for Sutton patients and practices. This service is intended to provide practices and patients with a same day and rapid access/acute (within 2 hours) home visiting solution. During the peak of the COVID-19 pandemic it provided home visits to patients with COVID symptoms to support their care and effective management of the virus. Since its inception the service has moved from a GP led to a paramedic led model. This service supports GPs to continue to support their acutely unwell patients, housebound, patients deemed high risk, frail or vulnerable.



### Community Skin Lesion Clinics

The Skin Lesion Service commenced in April 2019, seeing over 1150 patients a year and avoiding more than 5% urgent referrals to the hospital. This is a service which is valued by our GPs and Patients alike – who appreciate its rapid response and high quality care. It also provides opportunities for GPs with a special interest in dermatology to practice and develop their skills. We are now developing this service in partnership with St Helier Hospital and hope to double the number of patients seen each month in the coming year.

### NHS Health Checks

After a long hiatus, Sutton GP Practices are back delivering NHS Health Checks in partnership with the Sutton PCNs. NHS Health Checks are a key element of preventative care enabling us to identify patients at risk of developing long term conditions and offering preventative interventions. NHS Health Checks comprise blood tests alongside checks around weight, height and blood pressure. The service is commissioned by Public Health Sutton and has historically failed to reach its targets. This year we have met the target of 5,000 NHS health checks!

### Health and Wellbeing Hub

Our neighbourhood Health and Wellbeing Hub works across all GP Practices in Sutton. Our hub consists of Health and Wellbeing Coaches, Social Prescribers and Mental Health Practitioners.





Our Social Prescribers help patients to improve their health, wellbeing and social welfare by connecting them to community services which might be run by the council or a local charity. For example, signposting people who have been diagnosed with dementia to local dementia support groups.

Our Social Prescribing Team will support you holistically by connecting you to non-medical support in and around the community. Social prescribing helps those with a wide range of social, emotional or practical needs, and often focuses on improving mental health and physical wellbeing.

Patients who could benefit from social prescribing schemes include; people with mild or long-term mental health conditions, people with complex needs, people who are socially isolated, and those with multiple long-term conditions who frequently attend either primary or secondary health care. This year we supported over 1,100 patients with non-medical issues that were affecting their health.

The Health Coaches work in partnership with you to give you the knowledge, skills and motivation needed to make healthier lifestyle choices, to improve your quality of life and manage your own health.

You will be given support with goal setting, action planning, developing healthy coping strategies and building resilience. We understand that there are many factors to consider when making behaviour changes, and so we take a personalised approach to care.

We work around you and focus on what is important to the patient. Health and Wellbeing coaches use a variety of health coaching techniques to engage patients and support them by playing an active role in their health. They are able to support patients with a series of coaching sessions focusing on a variety of issues including:

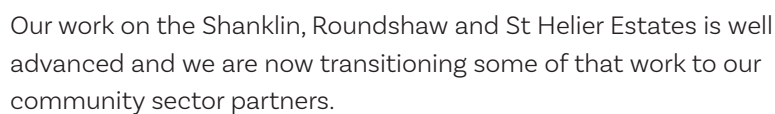
- Support to live a healthy independent life
- Achieving a healthy weight
- Support for patients with Type 2 Diabetes
- Improving low mood/ mental health support (low-level)

This year we have supported over 1,100 people with moving to healthier lifestyles!

Our Mental Practitioners support people experiencing mental ill health and offer face to face appointments and telephone consultations. They provide supportive conversations with an emphasis on recovery as well as offering coping strategies to support self management. They also support patients who find it difficult to engage with their GP.

This year we have supported around 1000 patient referrals in managing their mental health.

We have been very busy working on scoping and resourcing our work around Health Inequalities. The diagram below shows the complexity of our workstreams and of the funding that underpins that:





## Sutton Training Hub



Sutton Training Hub provides educational and development opportunities to primary care staff with the main aims of increasing recruitment, upskilling staff and retention of staff. Covering both clinical and non-clinical staff, we offer a wide range from key skills needed to perform an individual's role within primary skills, and advanced courses to help staff reach their full potential in their primary care career. We also support the training of future primary care placements by facilitating student placements across Sutton. We are independent of the Sutton PCNs but receive significant support from them for which we are most grateful.

The Sutton Training Hub also leads the South West London Training Hubs Community Interest Company which was established to bid for the Health Education England (HEE) general practice training tender for the South West London Training Hubs (which they successfully secured on behalf of the South West London Training Hubs). This involves providing training and education towards HEE and NHS England priorities to further increase recruitment and staff retention.

The Sutton Training Hub Team is made up of:

- Leah Dennis - Training Hub Lead
- Jennie Morrison - Training Hub Clinical Lead
- Heather Taylor - Training Hub Project Manager
- Jack Athwal - Training Hub Communication Officer

### Key Achievements this year;

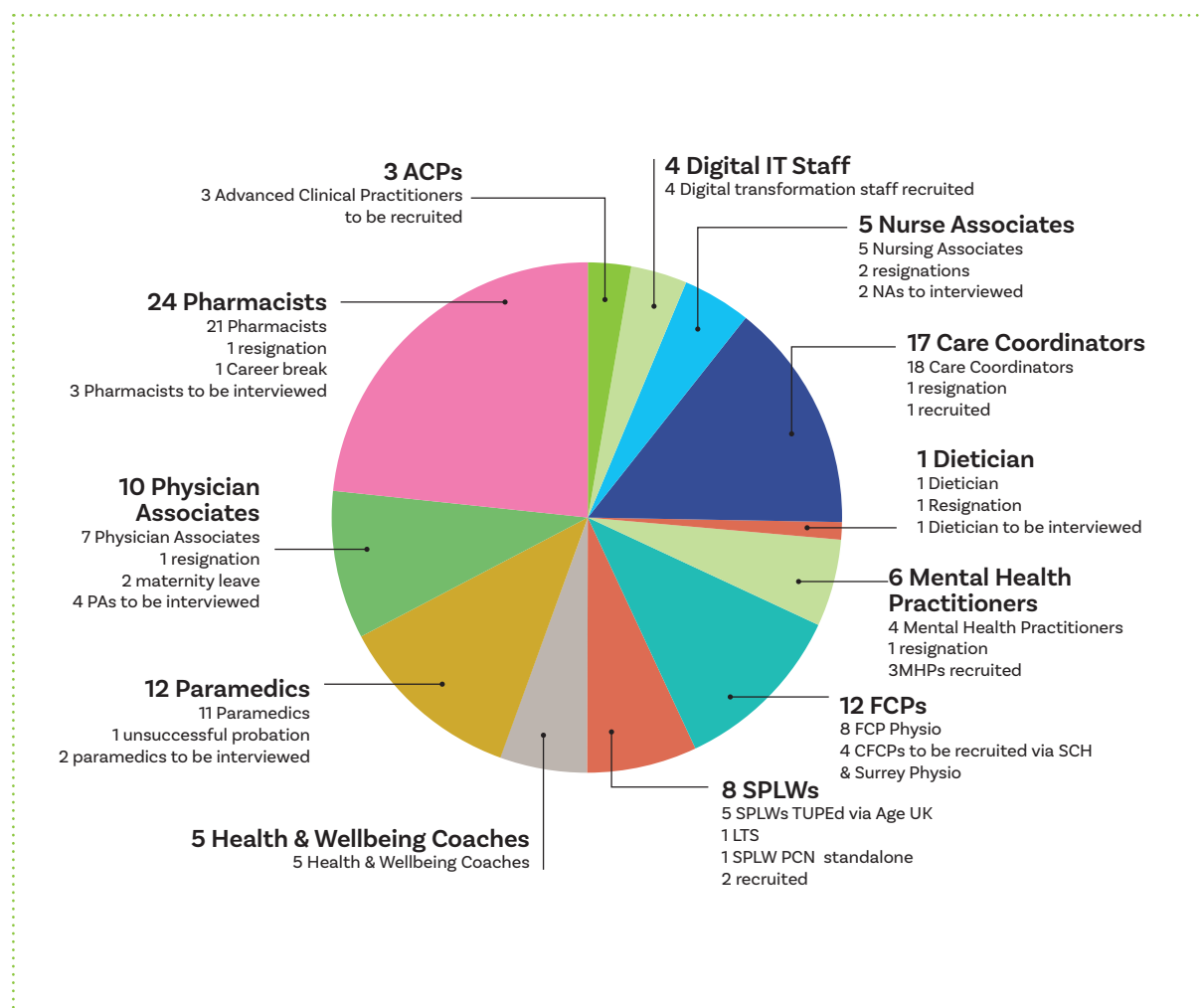
The Training Hub's highlight achievements this year include:

- Successfully supported the creation of the South West London Training Hub Community Interest Company (CIC)
- Successfully bid as part of South West London Training Hub CIC to be the South West London Training Hub, creating a collaborative vehicle for delivery of training priorities across South West London
- Supporting the Mayor's Hub & Greater London Authority Career's Event Programme and getting people into work
- Two Paramedics have successfully completed their CRIPA course, two more enrolled on a palliative care course, and the remainder enrolling on LTC training in the next 3 months - all Sutton Paramedics will be accredited First Contact Providers by July 2023
- Continued delivery of a non-clinical programme to ensure Primary Care Staff are equipped to deliver their role and access opportunities for personal development
- Contribute to the delivery of a South West London CPD programme for clinicians

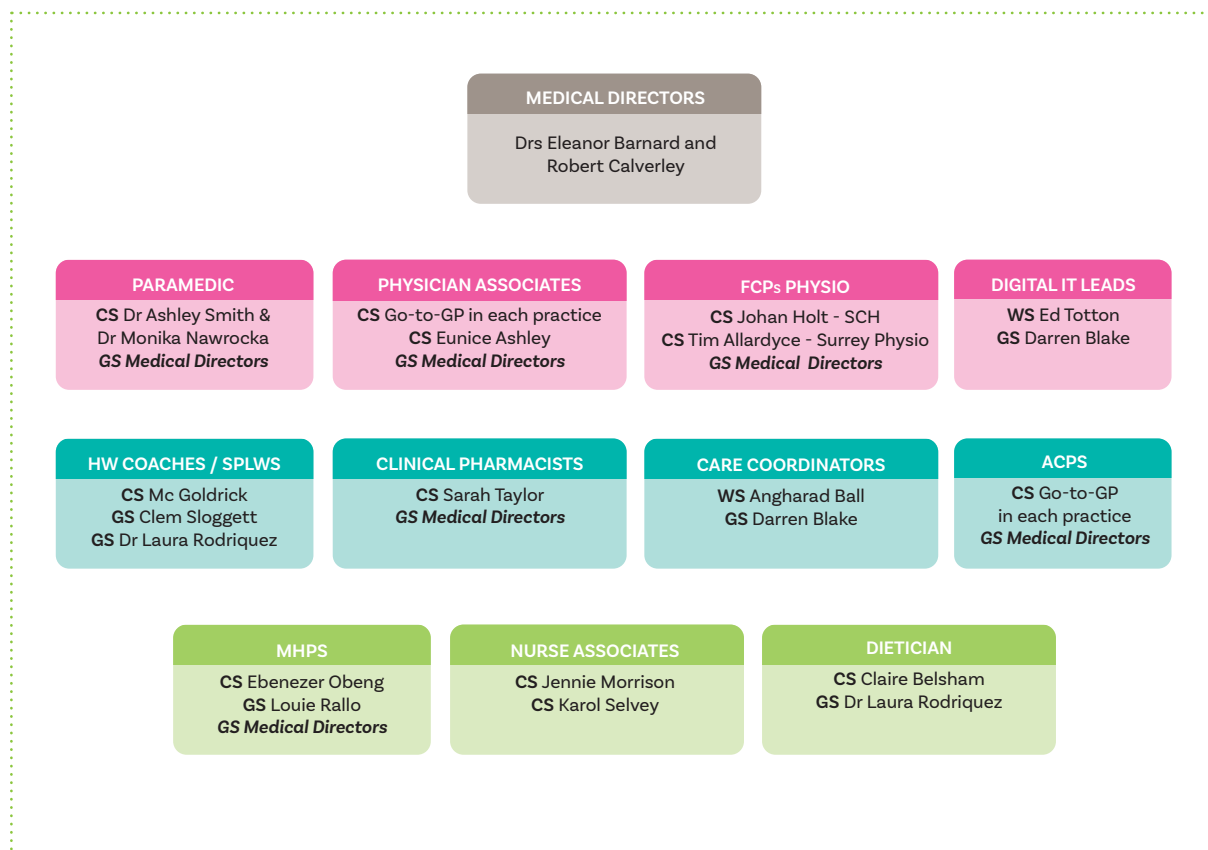
- Delivered Careers talks to Local Schools & Colleges and supported South West London Integrated Care Board ICB with a stand at the Excel London Careers Fair
- Offering unused training places to our community and third sector partners
- Developing training programmes that can generate income to support a wider training offer to the Sutton Place partners
- Developing a coaching and mentoring programme that can be offered to practices and outside of Sutton

## Your ARRS Staff

As of December 2022, the Sutton PCNs managed and supported 102 ARRS staff spread across the roles below:



Our ARRS staff are now supported through a comprehensive supervision framework:



Sutton employs the most ARRS per 1000 patients of any borough in South West London – and they are having a real impact for our practices and patients.

## Accounts Snapshot

### INCOME STATEMENT FOR THE PERIOD 1 APRIL 2021 - 30 SEPT 2022

	Notes	Period 1.4.21 - 30.9.22 £	Year ended 31.3.21 £
<b>TURNOVER</b>		7,771,319	1,638,776
Cost of sales		1,264,408	685,725
<b>GROSS PROFIT</b>		<b>6,506,911</b>	<b>953,051</b>
Administrative expenses		6,236,489	970,554
<b>OPERATING PROFIT/(LOSS)</b>	4	<b>270,422</b>	<b>(17,503)</b>
Interest receivable and similar income		40	-
<b>PROFIT/(LOSS) BEFORE TAXATION</b>		<b>270,462</b>	<b>(17,503)</b>
Tax on profit/(loss)		43,748	(3,326)
<b>PROFIT/(LOSS) FOR THE FINANCIAL PERIOD</b>		<b>226,714</b>	<b>(14,177)</b>

**BALANCE SHEET 30 SEPTEMBER 2022**

	Notes	Period 1.4.21 - 30.9.22 £	Year ended 31.3.21 £
<b>FIXED ASSETS</b>			
Tangible assets	5	95,373	3,277
<b>CURRENT ASSETS</b>			
Debtors	6	425,032	177,150
Cash at bank and in hand		1,123,573	143,541
<b>CREDITORS</b>			
Amounts falling due within one year	7	1,201,894	126,096
<b>NET CURRENT ASSETS</b>		<b>346,711</b>	<b>194,595</b>
<b>TOTAL ASSETS</b>		<b>442,084</b>	<b>197,872</b>
<b>LESS CURRENT LIABILITIES</b>			
PROVISIONS FOR LIABILITIES		18,121	623
<b>NET ASSETS</b>		<b>423,963</b>	<b>197,249</b>
<b>CAPITAL AND RESERVES</b>			
Called up share capital		44	44
Retained earnings		423,919	197,205
<b>SHAREHOLDERS' FUNDS</b>		<b>423,963</b>	<b>197,249</b>

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE PERIOD 1 APRIL 2021 TO 30 SEPTEMBER 2022

### 3. EMPLOYEES AND DIRECTORS

The average number of employees during the period was 80 (2021: 35).

	Period 1.4.21-30.9.22	Year ended 31.3.21
	£	£
Directors' remuneration	<b>37,975</b>	<b>108,198</b>

### 4. OPERATING PROFIT/(LOSS)

The operating profit (2021 - operating loss) is stated after charging:

	Period 1.4.21-30.9.22	Year ended 31.3.21
	£	£
Depreciation - owned assets	<b>52,850</b>	<b>1,325</b>

### 5. TANGIBLE FIXED ASSETS

	Fixtures & fittings £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2021	3,476	2,516	5,992
Additions	47,186	97,760	144,946
At 30 September 2022	<b>50,662</b>	<b>100,276</b>	<b>150,938</b>
<b>DEPRECIATION</b>			
At 1 April 2021	2,086	629	2,715
Charge for period	15,212	37,638	52,850
At 30 September 2022	<b>17,298</b>	<b>38,267</b>	<b>55,565</b>
<b>NET BOOK VALUE</b>			
At 30 September 2022	<b>33,364</b>	<b>62,009</b>	<b>95,373</b>
At 31 March 2021	<b>1,390</b>	<b>1,887</b>	<b>3,277</b>

### 6. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	422,115	50,291
Other debtors	2,917	126,859
	<b>425,032</b>	<b>177,150</b>

### 7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade creditors	575,626	41,054
Taxation and social security	122,063	1,048
Other creditors	504,205	83,994
	<b>1,201,894</b>	<b>126,096</b>



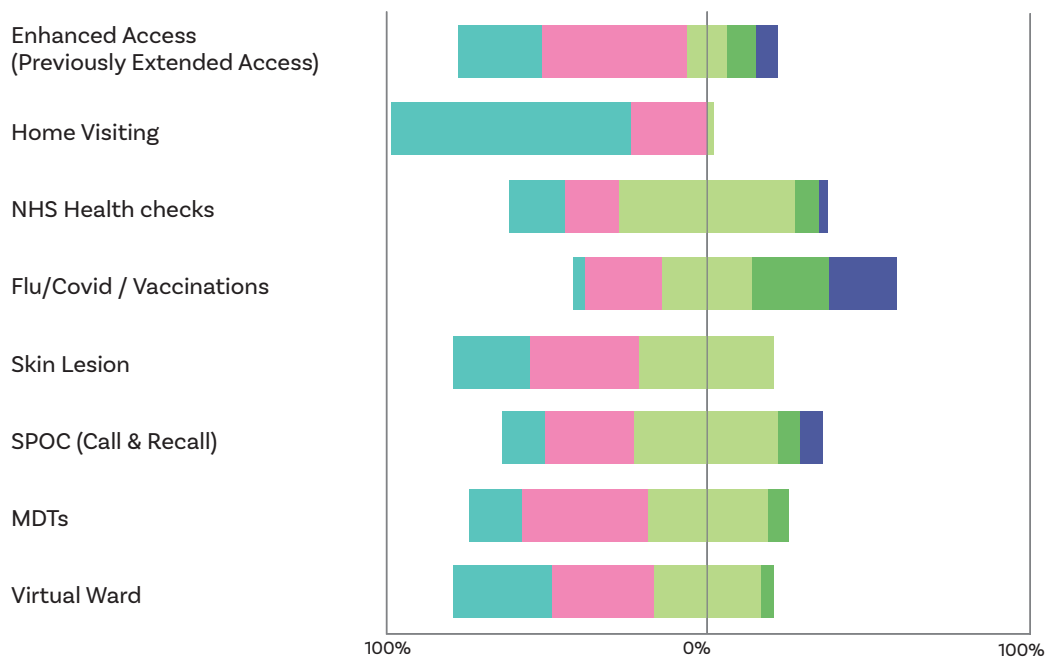


## 2022 GP Practice Survey

The Sutton PCNs conducted their first GP Practice Survey in December 2022 and January 2023. We received responses from every practice with as many as four responses from a single practice. In our survey we asked for feedback on the services, projects and support we provide for our Sutton GP Practices. There follows the responses to each of the questions we asked:

### 1. How satisfied are you with services provided and work undertaken for you by Sutton Primary Care Networks?

Very satisfied   Somewhat satisfied   Neither Satisfied nor dissatisfied  
Somewhat dissatisfied   Very dissatisfied

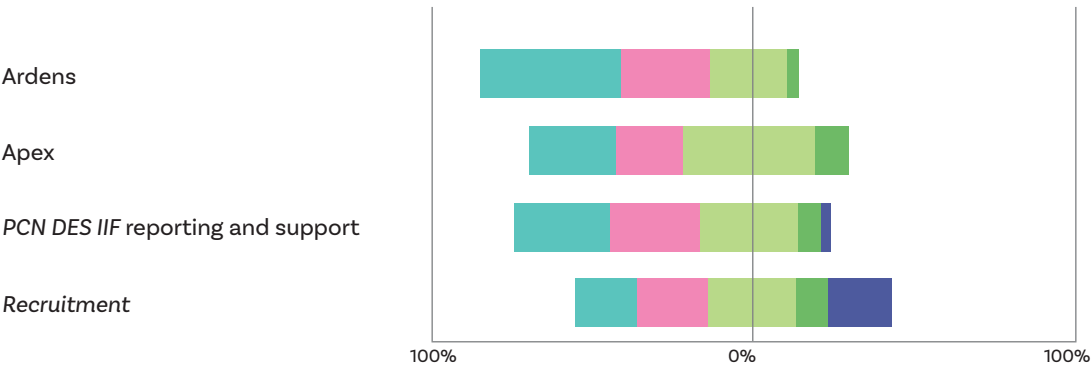


Not surprisingly, our Home Visiting Service was our most popular service with 75.9% of GP Practices saying they were 'Very Satisfied' with Home Visiting. The service that generated the least favourable response was Covid/Flu Vaccinations with 20.7% of GP Practices saying they were 'Very Dissatisfied'.

*As a result of that we will be working to come up with a new model of Covid and Flu Vaccinations starting with the Covid Vaccination round due from April 2023. That new model will be tested with Practice Managers and will put practices at the heart of delivery again.*

2. How satisfied are you with the scale of support services that Sutton Primary Care Networks have negotiated on behalf of members?

Very satisfied   Somewhat satisfied   Neither Satisfied nor dissatisfied  
Somewhat dissatisfied   Very dissatisfied

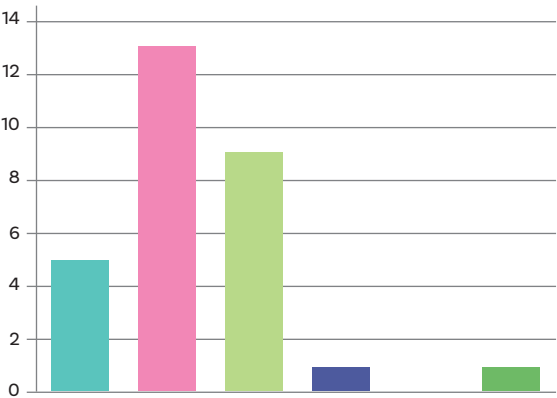


GP Practices were largely happy with the at scale support being sourced for them by the Sutton PCNs with the exception of recruitment. 44.8% of GP Practices said they were ‘Very Satisfied’ with Ardens. However, 20.7% of GP Practices said that they were ‘Very Dissatisfied’ with the support we provided around Recruitment.

*As a result we will meet with Practice Managers to see what we can do to support practices better with recruitment.*

3. How satisfied are you with the support provided that Sutton Primary Care Networks have provided to your PCN Board Meetings and neighbourhood meetings?

Very satisfied   5  
Satisfied   13  
Neither satisfied nor dissatisfied   9  
Dissatisfied   1  
Very dissatisfied   0  
Other   1



GP Practices were broadly happy with the Sutton PCNs support provided for PCN meetings and for Integrated Neighbourhood Teams. 18 out of 23 GP Practices were either satisfied or very satisfied with that support.

#### 4. What other support or services would you like to see the Sutton PCNs offer to your practice?

### 28 Responses

Latest Responses

*“More centralised reporting?”*

*“Good communication for services offered - and contact details for when...”*

*“Support with recruiting ARRS roles like PA and GP assistant.”*

9 RESPONDENTS (32%) ANSWERED SUPPORT FOR THIS QUESTION

The word cloud displays various responses from 9 respondents (32% of the total). The most prominent words and phrases include:

- support** (largest word)
- practices**
- support - help**
- support for practices**
- ARRS staff**
- General support**
- inclusive of practices**
- Pharmacy support**
- communication**
- things**
- staff**
- Level of support**
- calls into practice**
- handed practice**
- Nursing support**
- training**
- time**
- certain practices**
- bills for all practices**

We asked GP Practices what other support they would like to see for them from the Sutton PCNs. The most popular answers were:

- CPD Training, Training for all current systems.
- Better Comms.
- Clinical Support
- Recruitment

*As a result we will meet with Practice Managers to discuss how we can meet their ask in those areas.*

## 5. How easy did you find it to book into our services?

29

### Responses

Latest Responses

*“Easy when you have capacity?”*

*“Still have an issues on getting our patients into Extended Access.”*

*“It’s easy to book in.”*

14 RESPONDENTS (48%) ANSWERED EASY FOR THIS QUESTION



We asked GP Practices ‘how easy did you find it to book into our services’. 48% of responses said that access was ‘Easy’. However, other responses suggested that GP Practices were experiencing issues around:

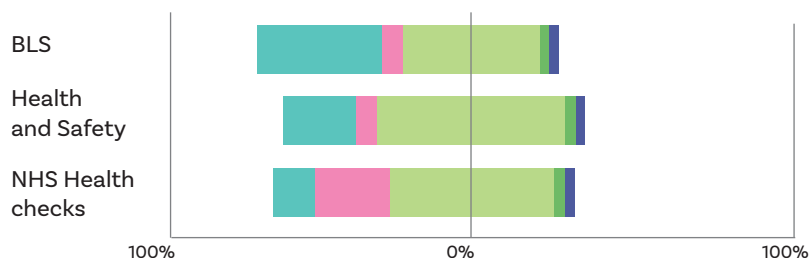
- GP Enhanced access availability being limited.
- Enhanced Access equity issues.
- Description of appointments confusing

As a result we will meet with GP Practices to explore:

- the use of Hero to protect equitable shares of GP Enhanced Access appointments for each practice to address availability and equity issues raised
- the creation of a guide to GP Enhanced Access including appointment or slot types

## 6. How satisfied are you with the training and development opportunities that The Sutton Training Hub have provided for your practice?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied





We asked GP Practices about the training and development opportunities provided by the Sutton Training Hub. 41.1% of GP Practices said that they were 'Very Satisfied' with BLS (Basic Life Support Training). Most respondents (62%) said that they were 'Neither Satisfied nor Dissatisfied' with Health and Safety and NHS Health Checks Training.

Very few GP Practices (3.4%) said that they were 'Very Dissatisfied' with Training and development opportunities.

*As a result we can see that we need to work with Practice Managers to explore the value of our training offer and how we can improve that. We will therefore be meeting with Practice Managers to establish why it is that so many were neither satisfied or dissatisfied and what we can do to remedy that.*

#### 7. What other training opportunities would you like to see the Sutton Training Hub offer to your practice team?

28

#### Responses

Latest Responses

*"Enhanced COPD training for nurses."*

*"IT training - EMIS training."*

*"BLS and good patient communication for reception staff."*

12 RESPONDENTS (41%) ANSWERED TRAINING FOR THIS QUESTION



When asked what training opportunities you would like more of. Majority voted:

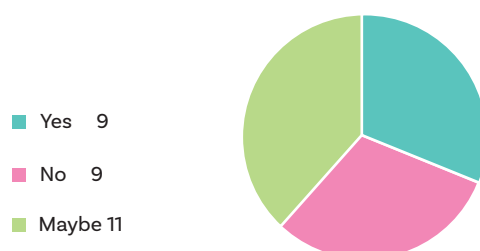
**Non-Clinical Training (Chaperone)**

**Safeguarding**

**System Training - EMIS, APEX, ARDENS etc...**

**Stat & Mandatory Training.**

### 8. Do you feel that Sutton Primary Care Networks communicates well with its members?



9 of you voted both **yes** and **no**. 11 voted **Maybe**.

### 9. How easy did you find it to book into our services?

#### 29 Responses

##### Latest Responses

“Overall very happy with the way Sutton PCN is happening?”

“It seems that you have to have an issue- for something not to work - for it...”

“We receive regular updates.”

7 RESPONDENTS (24%) ANSWERED PCN FOR THIS QUESTION



We asked GP Practices ‘why you have scored us as you have’.

The responses included:

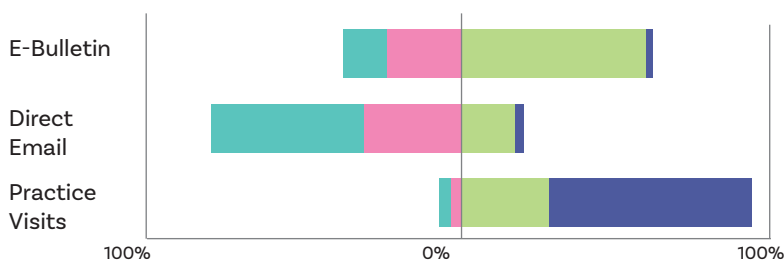
- PCNs are Developing well.
- The Monthly Newsletter is popular.
- We need to be clearer in regard to our job roles and staff, namely, a list of “Who does what?”
- Communication needs improvement.
- The PCN Board meetings need more preparation.

*In response to this feedback we will commit to:*

- *Creating a communications and engagement strategy/plan – this work is underway*
- *Creating a who does what guide – this work is underway*
- *Review the support we provide to PCN Boards – this work is underway*

### 10. What are your preferred methods and timings of communication?

Weekly Fortnightly Monthly Annually



We asked our GP Practices what their preferred method of communications from their PCNs was. The answers received showed that:

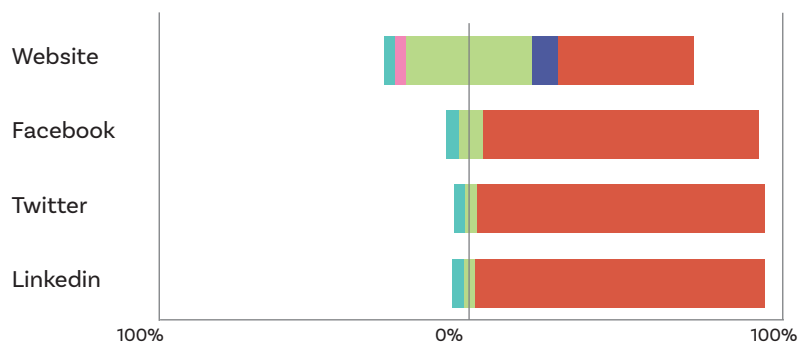
- 48.3% preferred Weekly Direct Emails
- 58.6% preferred Monthly E-Bulletin
- 65.5% preferred Annually Practice Visits

As a result we will commit to:

- A short weekly operational update
- A more detailed monthly update
- Annual meets between GP Practices and their Clinical Directors and PCN Team

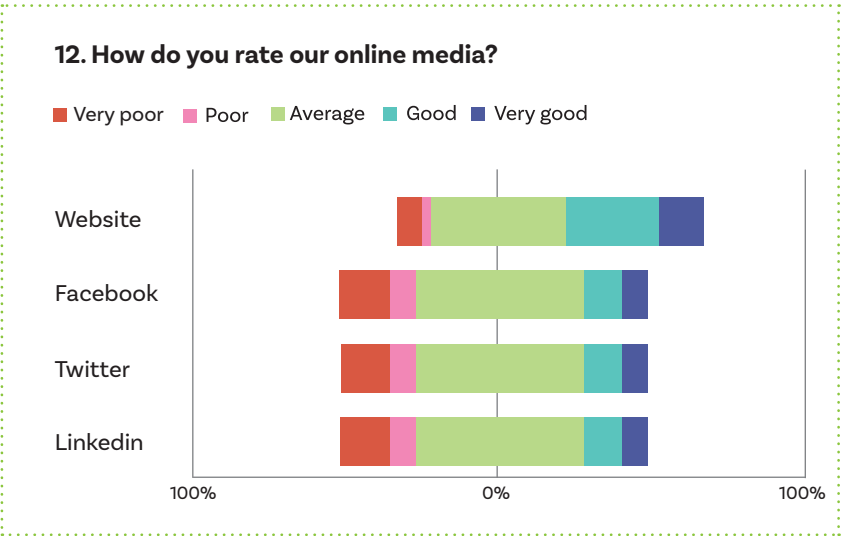
### 11. Roughly how often do you visit any of our online media?

Weekly Fortnightly Monthly Annually Never



We asked GP Practices how and how often they accessed our online media. In response GP Practices said that:

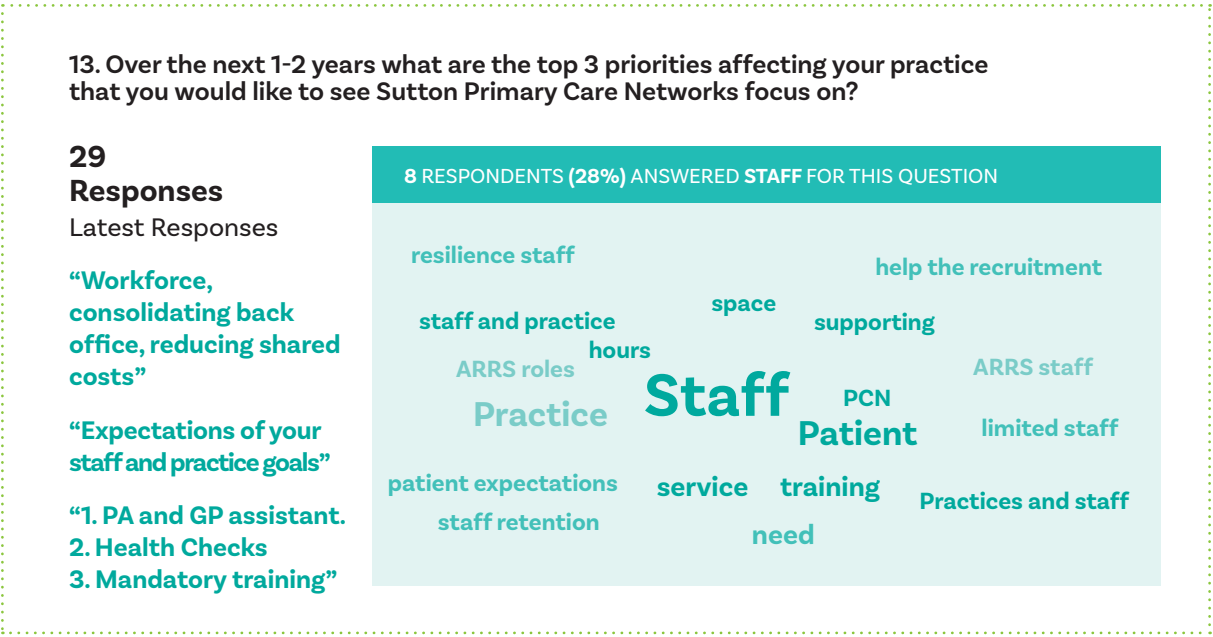
- 3.4% visited our website weekly/Fortnightly.
- 41.4% said they visit our website monthly.
- 93.1% said they never visit any of our social media pages.



We asked our GP Practices to rate our website and social media presence. In response:

- 17.2% voted our social media pages ‘Very Poor’.
- 55.2% voted our social media pages ‘Average’.
- 31% voted our website ‘Good’.

*In response to this we will seek to focus our communications with GP Practices on our website(which we will improve and develop) and Teamnet*





The top 3 priorities GP Practices want Sutton PCNs to focus on are:

- Staff – recruitment, retention, resilience and ARRS support
- GP Practices
- Training

*In response to the feedback we have received we will deliver on the GP Practice identified priorities in the Sutton Practice Support Offer.*

**14. Do you have any other comment about the work that we do at the Sutton Primary Care Networks or how we work with you that you would like us to note?**

## 29 Responses

Latest Responses

**“As we said before overall satisfied - perhaps we could do with more consistent...”**

**“Timely response to emails. Sometimes a phone call is easier - we are not all...”**

**“Please can we follow up regarding the telephony system...”**

6 RESPONDENTS (21%) ANSWERED PCN FOR THIS QUESTION



When asked if you have any additional comments, some responses included:

- Good Development
- Don't promise what you can't deliver.
- Lack of communication but other than that, very strong!
- Assist with more mandatory training staff wellbeing.
- Good Support for Practices
- Thank you for all your support so far.
- Very Satisfied all around

*As a result of that feedback we will:*

- *Deliver on the commitments made in this Annual Report and in the Practice Support Offer*
- *Communicate well about our delivery against our commitments using a 'you said, we did' approach*

## 2023 & beyond

The direction of travel for the development and growth of primary care within the NHS is laid out in the NHS Five Year Forward View, which is helping to reshape the primary care landscape in Sutton. The climate of financial challenge which seems imminent in the NHS may also act as a driver for transformative change. At the same time the Fuller Stocktake Report has set out the development journey for Integrated Neighbourhood Teams which we have embraced in Sutton. Both of those programmes indicate that over the next few years we can expect to see a significant shift to primary care of services currently provided by hospitals in hospitals. This direction of travel is in line with the 'London Vision' under which Primary Care would become central to the transformation of the NHS, something that we would wish to shape and where appropriate deliver either ourselves or with our partners in the Sutton Alliance. The first step in that journey can be seen with our development of the Virtual and Community Wards. Those developments, alongside the development of our new Neighbourhood Health Service model of care, will bring together hospital, community, primary and social care at a PCN or neighbourhood level in Sutton.

We are passionate that primary care should be at the forefront of these developments and that Sutton PCNs are the means by which primary care can make this happen. We want to continue to be a collective voice for general practice, mandated by our members, and facilitate 'at scale Contracting' and cooperative working as part of a collaborative Sutton 'Place'. We are strongly represented at the Sutton Place Board where strategy and accountability for delivery of borough wide health and wellbeing aims are determined.

At the same time we recognise rising pressures on General Practice and we will work to deliver our Practice Support Plan which seeks to ensure General Practice remains sustainable and can benefit from the economies of scale realised by procuring together at scale while still preserving practice autonomy. We will also continue to support our GP Practices to tackle the access challenge and to embed the ARRS staff whose presence can divert workload from hard-pressed GPs and Nurses by creating practice teams of specialists caring for patients within their area of expertise – Sutton has more ARRS staff per 100K of population than any other borough in South London and we will continue to expand this workforce further.

Finally, we have identified our communities who are underserved by the NHS and that as a result suffer unnecessarily worse health and wellbeing outcomes than others – especially around life expectancy and quality of life. We will have a continued focus under PCN health inequalities plans to triangulate the data insights, the lived experience of our residents and the expertise of clinicians and professionals to create a population health engine that drives improvements to care and longer term health using preventative health approaches.



