



North East London

Improving access to Primary Care Update February 2024

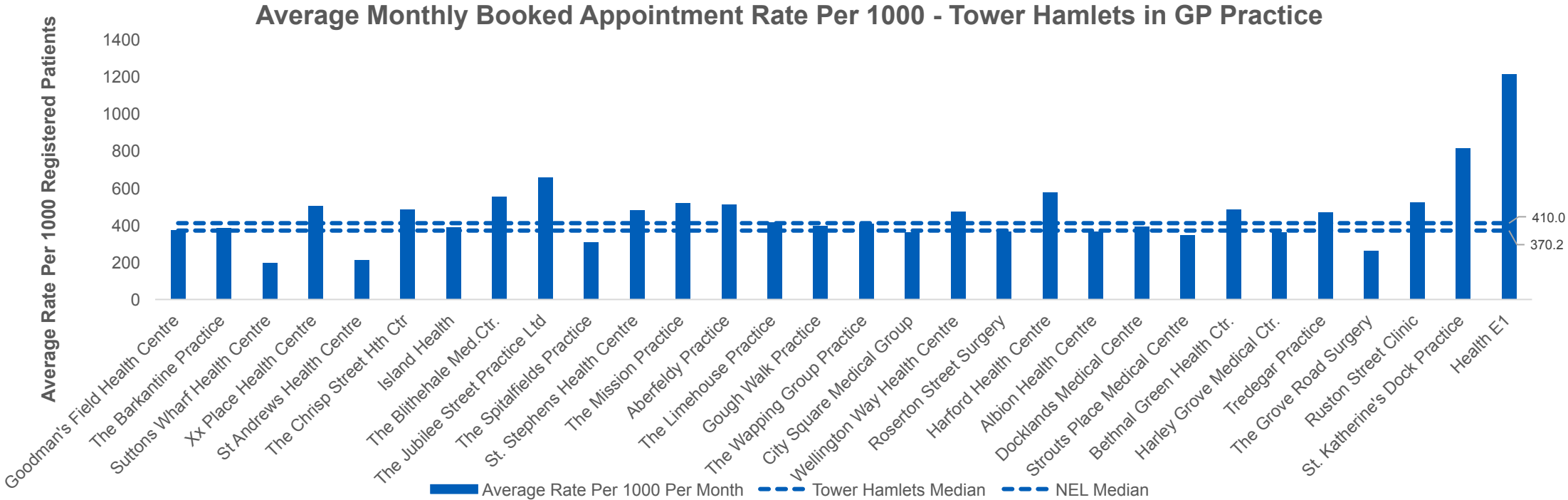
Tower Hamlets

Challenges

- Rapid population growth
- Mobile population leading to high turnover of patients (30%)
- GP and Nurse workforce crisis – exacerbated by the cost of living/housing compared to outside of London
- Hospital waiting lists add to existing pressures in primary care
- Telephony and access biggest post pandemic issues
- No single approach to access

Booked Appointments by GP Practice in Tower Hamlets

- The chart below shows the monthly average rate of booked appointments per 1000 in each GP Practice in Tower Hamlets.
- The data represents activity between January 2023 and November 2023.



Source: GPAD & Discovery Primary Care Data Set (for List Size)

Mode of Contact Percentage Breakdown (%)

- The table displays a breakdown of the percentage of appointments by mode of contact between January 2023 and November 2023 in Tower Hamlets GP Practices.
- Unknown appointments are appointments that have been marked as “Not an appointment” in the clinical system by the GP practice (e.g. EMIS, TPP).
- For more information on appointment mapping standards, please see link below:

<https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice/appointments-in-general-practice-supporting-information>

PCN Name	Practice Name	Face-to-Face	Home Visit	Telephone	Video Conference/Online	Unknown
Tower Hamlets Network 1 PCN	Bethnal Green Health Ctr.	42.63%	0.43%	56.60%	0.00%	0.33%
	Strouts Place Medical Centre	41.69%	0.05%	58.26%	0.00%	0.00%
	Suttons Wharf Health Centre	77.89%	0.13%	21.83%	0.00%	0.15%
	The Mission Practice	71.06%	1.13%	27.81%	0.00%	0.00%
Tower Hamlets Network 1 PCN Overall		60.32%	0.55%	39.02%	0.00%	0.12%
Tower Hamlets Network 2 PCN	Albion Health Centre	91.94%	0.57%	7.48%	0.00%	0.01%
	Health E1	61.40%	0.00%	38.58%	0.00%	0.03%
	The Blithehale Med.Ctr.	82.29%	0.00%	17.70%	0.00%	0.00%
	The Spitalfields Practice	63.03%	0.81%	36.16%	0.00%	0.00%
Tower Hamlets Network 2 PCN Overall		77.82%	0.32%	21.85%	0.00%	0.00%
Tower Hamlets Network 5 PCN	Harley Grove Medical Ctr.	83.11%	0.47%	16.42%	0.00%	0.00%
	Ruston Street Clinic	62.09%	0.00%	37.91%	0.00%	0.00%
	St. Stephens Health Centre	50.96%	0.87%	43.63%	4.53%	0.01%
	The Grove Road Surgery	99.34%	0.00%	0.66%	0.00%	0.00%
	Tredegar Practice	92.98%	0.00%	7.02%	0.00%	0.00%
Tower Hamlets Network 5 PCN Overall		69.68%	0.46%	27.94%	1.92%	0.00%
Tower Network PCN	City Square Medical Group	55.07%	1.30%	43.22%	0.00%	0.42%
	Goodman's Field Health Centre	60.34%	2.82%	29.31%	7.52%	0.01%
	Harford Health Centre	40.06%	0.65%	59.29%	0.00%	0.00%
	St. Katherine's Dock Practice	92.97%	0.00%	7.03%	0.00%	0.00%
	The Jubilee Street Practice Ltd	30.97%	0.09%	68.10%	0.00%	0.84%
	The Wapping Group Practice	91.47%	0.50%	5.91%	1.93%	0.19%
Tower Network PCN Overall		54.83%	1.24%	40.95%	2.69%	0.28%
Tower Hamlets Network 6 PCN	St Andrews Health Centre	58.40%	0.27%	40.64%	0.56%	0.14%
	St. Paul's Way Medical Ctr	52.52%	0.50%	46.99%	0.00%	0.00%
	Wellington Way Health Centre	39.31%	0.26%	57.88%	2.03%	0.53%
	Xx Place Health Centre	75.97%	0.59%	22.29%	0.03%	1.11%
Tower Hamlets Network 6 PCN Overall		59.87%	0.42%	38.56%	0.59%	0.55%
Tower Hamlets Network 7 PCN	Aberfeldy Practice	39.35%	0.28%	60.36%	0.00%	0.00%
	Gough Walk Practice	60.10%	0.20%	39.70%	0.00%	0.00%
	The Chrisp Street Hth Ctr	51.39%	0.89%	47.72%	0.00%	0.00%
	The Limehouse Practice	67.20%	0.37%	32.42%	0.00%	0.01%
Tower Hamlets Network 7 PCN Overall		53.35%	0.48%	46.17%	0.00%	0.00%
Tower Hamlets Network 8 PCN	Docklands Medical Centre	51.27%	0.40%	48.15%	0.00%	0.18%
	Island Health	49.70%	0.00%	49.97%	0.21%	0.11%
	Roserton Street Surgery	54.18%	0.54%	45.27%	0.00%	0.00%
	The Barkantine Practice	45.56%	0.00%	54.44%	0.00%	0.00%
Tower Hamlets Network 8 PCN Overall		48.82%	0.15%	50.93%	0.05%	0.05%

Delivery plan for recovering access to primary care

Empower patients by rolling out tools they can use to manage their own health

- NHS App
- Expand self-referral pathways
- Pharmacy First launched Jan 2024 - community pharmacies can supply prescription-only medicines for seven common conditions, in addition to blood pressure checking and contraception services [NHS England » Launch of NHS Pharmacy First advanced service](#)

Implement ‘Modern General Practice Access’ so patients know on the day how their request will be handled, based on clinical need and continuing to respect their preference for a call, face-to-face appointment, or online message

- Move to digital telephony
- Care navigation training
- Training and transformation support to all practices through a new National General Practice Improvement Programme

Cut bureaucracy to give practice teams more time to focus on their patients’ clinical needs.

- Reduce time spent liaising with hospitals
- Reduce requests to GPs to verify medical evidence, including by increasing self-certification

Build capacity so practices can offer more appointments from more staff

- Additional Roles Reimbursement Scheme (ARRS), including physician associates, pharmacists, care co-ordinators and social prescribing link workers.