

# Primary Care

## presented by Roberto Tamsanguan, Clinical Director

Reflections and achievements	Priorities for 2024/25
<ul style="list-style-type: none"><li>• Digital Exclusion Policies now in every Practice and updated annually</li><li>• General practice teams trained to support young people to understand the transition from parental to personal responsibility for accessing health care</li><li>• Cloud based telephony in all practices, including queue functions, enabling practices to proactively manage peaks in demand through real time data monitoring, and providing a better patient experience</li><li>• Pride in Practice – LGBT+ training sessions for every TH practice will ensure Primary Care is more easily accessible for this cohort of residents</li><li>• Access focused patient experience surveys with a minimum of 2,668 responses across the Borough led by PCN's</li><li>• The winter 'Acute Respiratory Hub' provided an additional 2,632 Primary Care appointments to TH residents between Jan and March 2024</li><li>• Extended Access provision provided 20,117 additional hours of Primary Care provision in 2023/24</li><li>• Primary/Secondary Care interface – working group to enact solutions to remove/reduce friction. This continues to be a priority.</li></ul> <p><b>*Tower Hamlets has 7 Primary Care Networks. PCNs are groups of 4-6 Practices collaborating together</b></p>	<ul style="list-style-type: none"><li>• Finalising the model for Same Day Urgent Care – improving access and availability of Primary Care for all residents to improve patient experience and reduce pressures in ED/UTC</li><li>• Information events for every practice/PCN to further support patients to engage digitally if able to do so</li><li>• Children and Young People – Continuing work informing CYP of their rights in healthcare via leaflet distribution to all 14 year olds and staff training.</li><li>• Primary/Secondary Care Interface – continuing to work with RLH senior leadership team</li><li>• Winter comms planning across system – pharmacy, self care etc to help with system winter pressures</li><li>• NHS NEL preparing for potential industrial action</li></ul>

### Ongoing pressures and challenges

1. Rapid population growth
2. Mobile population leading to high turnover of patients (30%)
3. GP and Nurse workforce crisis – exacerbated by the cost of living/housing compared to outside of London
4. Hospital waiting lists add to existing pressures in primary care
5. Same day access to primary care
6. Revenue implications for Practices in newly built health centres