

January 2013



# Beech Tree Surgery

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# Newsletter

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## **GP COMMISSIONING**

You may be aware from earlier newsletters that the Health & Social Care Act is to transform the NHS. Primary Care Trusts (PCT's) are to be abolished from 31 March and will be replaced by Clinical Commissioning Groups (CCG's). Our contract from April this year will be with the NHS Commissioning Board not the PCT.

This level of change is unprecedented within the NHS. All practices face an increasing number of challenges this year. Revalidation for GP's, the need to register with the Care Quality Commission (CQC), a new NHS 111 service, the likelihood of an imposed new contract, the shift of work from hospitals & pressures from Commissioning Groups will inevitably lead to an increased workload with less funding.

On a local level we are one of 35 other practices who are members of Vale of York Commissioning Group (VOYCC). In order to be authorised by the relevant authority VOYCC needs to satisfy 119 criteria. Whilst the majority of the criteria have met there remain issues around finance & restoring financial balance. Commissioning groups received their financial allocations in mid December. VOYCC received £357 million which equates to £1,052 per head of population and is £2 million less than was expected. Of the four commissioning groups in N. Yorkshire VOYCC received the lowest level of funding.

It is well known that the financial situation of the NHS in North Yorkshire has been difficult for a number of years and is not going to improve in the medium term. The UK faces 10 years of austerity, the NHS the same and we and the services we currently offer will be affected in some way.

As a result of the financial deficit in N. Yorkshire KPMG were asked to review the position and submit their proposals. This report was due for publication in November last year, this was then delayed until 15 January 2013 and then further delayed until 23 January. The full report can be found on our website [http://www.beechtreesurgery.co.uk/website/B82041/files/Review\\_of\\_Health\\_Services\\_in\\_N\\_Yorkshire\\_\(2\).pdf](http://www.beechtreesurgery.co.uk/website/B82041/files/Review_of_Health_Services_in_N_Yorkshire_(2).pdf). In essence the report outlines the ongoing pressures the NHS in N. Yorkshire faces and details suggestions as to how financial balance can be achieved.

## **PRACTICE ISSUES**

You will have gathered from the above that we face severe financial pressures. We are a business like any other & need to be profitable in order to survive. However, unlike many businesses we have only one main customer, a contract with the PCT/NHS Commissioning Board to provide core General Medical Services.

Our income is being squeezed with funding for some services already cut and others under threat. As a result, like all businesses we strive to be efficient & offer a good level of service to patients. This is becoming increasingly difficult, demands largely outside our control are increasing whilst income is shrinking. It may be that if funding for services we currently offer is cut then we will no longer be able to offer that service or that the service in the way it is offered. More details of any changes will be given in our next newsletter

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## **PRACTICE ISSUES (cont)**

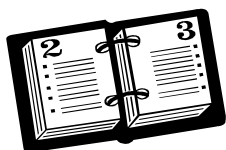
### **Use of technology**

In our effort to become more efficient & make best use of our limited resources we are increasing our use of text messages. We use this form of communication whenever we can for reminding patients of their appointments, advising of cancelled/changed appointments, recalling patients who need a review for a review of their long term condition. Please help us by ensuring we have an up to date mobile number for you. (This service is not available for those under 16 years of age)

Don't forget, for many years we have offered the opportunity to book/cancel appointments & order repeat medication 'on line'. We have in over 5,000 patients registered to use this facility & the feedback we get is very positive.

Details relating to 'on line' access & text messages can be found on reception at each of our sites

### **Did Not Attend (DNA's)**



The problem faced by the NHS when patients who have pre booked appointments fail to attend is well documented. If you have a hospital appointment which you do not cancel and fail to attend we are charged for this.

If you fail to attend a pre booked appointment in the practice this has the effect of making the waiting list to see a doctor/nurse longer. On average we currently lose 6 appointments per DAY through patients not attending. Given the pressures we face this is not sustainable in the long term, it is both wasteful & costly. Patients who fail to attend will be written to asking them to let us know if they cannot attend an appointment so it can be cancelled & offered to another patient. If a pattern of DNA's develops then we reserve the right to remove that patient from our list.

You can help us by, ensuring you attend your pre booked appointment, advising us if you cannot attend and by ensuring we have a mobile number for you so we can send a reminder text message to you the day before your appointment.

### **Partnership Changes**

Dr Hepworth who qualified as a doctor in 1977 & joined the practice in 1981 is to retire at the end of March. We wish him well in his retirement

Dr Williams who currently works 8 sessions per week is to reduce his time spent in the practice to 6 sessions per week from April. In addition to Dr Williams seeing patients in routine surgeries he also has responsibility for teaching GP Registrars and working at Selby Hospital on both the minor injuries & in patient units and works at both our Selby and Carlton sites. Please bear in mind that this change will impact on his availability & the waiting time to see him will increase.

In order to replace these sessions we aim to have a new doctor working with us from April 2013

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## **NHS 111**

This is a new service that will commence in the Yorkshire & Humber region from March & will operate 24 hours a day, 365 days a year.

From March NHS 111 will be the first port of call if

- you need help fast but it is not a 999 emergency
- you think you need to go to A&E or another NHS care service
- you require health information or advice/reassurance about what to do next
- You think you need the help of a GP 'out of hours' (when we are closed)



Calls to NHS 111 from landlines & mobiles are free & the telephone number will be advertised when you call us & on our website