

Herstmonceux PPG

Dr Lis Galloway

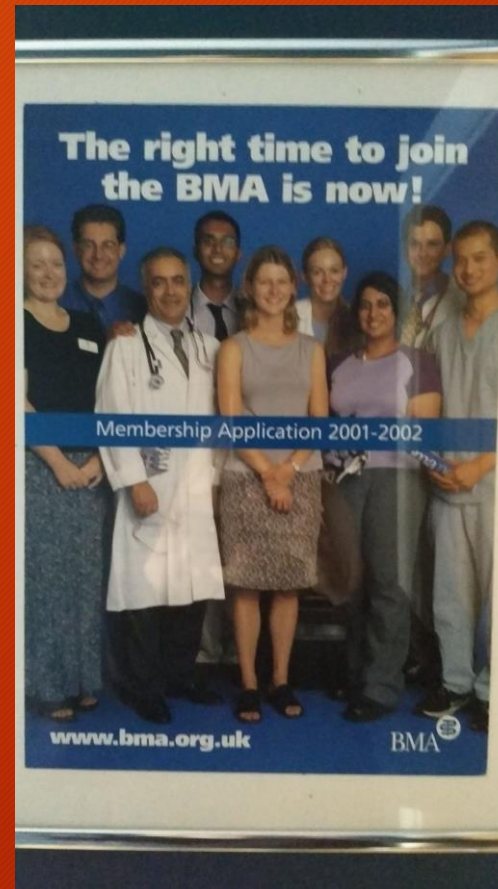
2nd April 2025

Who? How? Why? What's next?

- Introduction
- Achievements
- Challenges
- Plans

Who am I?

- Dr Lis Galloway
- Qualified St George's London 2000
- GP since 2004,
- Joined HIHC/IC24 in Jan'24





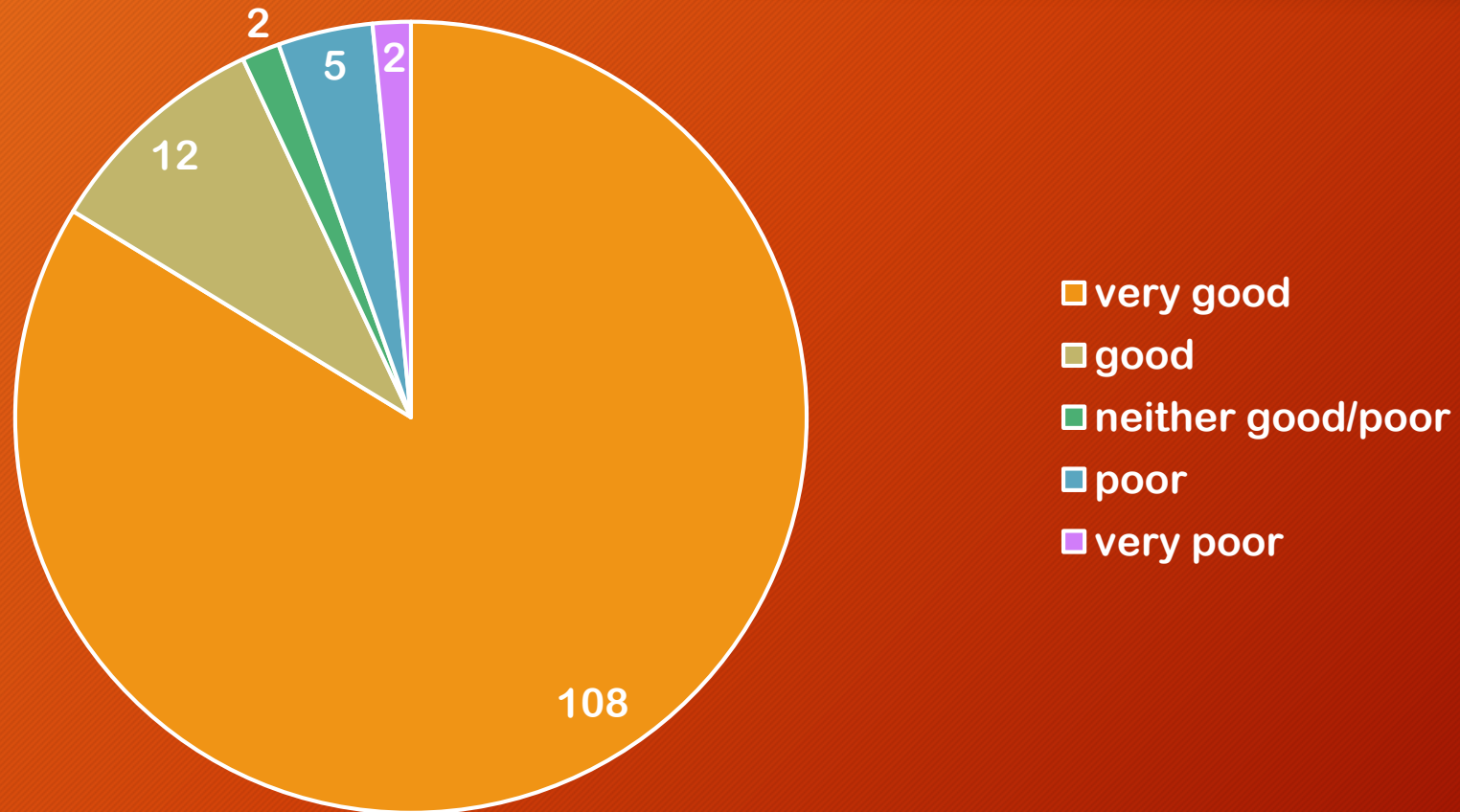
Who is IC24?

- Social enterprise
- Not for profit: all money goes straight back into front line primary care
- IC24 benefits: safety, governance and structure, accountability

Achievements 2024/5

- Doors are open!
- Retained skilled staff and recruited new team members
- Clinical achievement improved on previous year
- Online system active and very well used
- Positive feedback

Friends and Family (March) 129 responses



National GP Patient Survey Ranking 2024

Herstmonceux Integrative Health Centre

158

Out of 6307 practices

Achievements

- We never ignore the less positive feedback:

Weekly quality meetings discussions

IC24 wide learning from mistakes and complaints across all
IC24 practices

Planned safety audits and responsive to government warnings

General Practice

Work certain media sees

Work patients see



The work of
a GP

and their
team



What patients see....



The reality.....

Last week

- 714 Appointments
- 948 calls received
- 381 letters/documents processed
- 2244 Prescriptions issued
- 293 results processed



Challenges

- Getting our staff skill mix right
- Providing the right mix of pre- book/urgent care appointments
- Waiting times
- Finite funding and political uncertainty

Future Plans

- Staff recruitment underway, based on our skills matrix work
- Reduce our locum staff use- improve continuity
- Use innovation to assist with 'back office' functions to free up staff for clinical care
- Break down barriers to access for patients

What do patients want?

Access to help when
needed

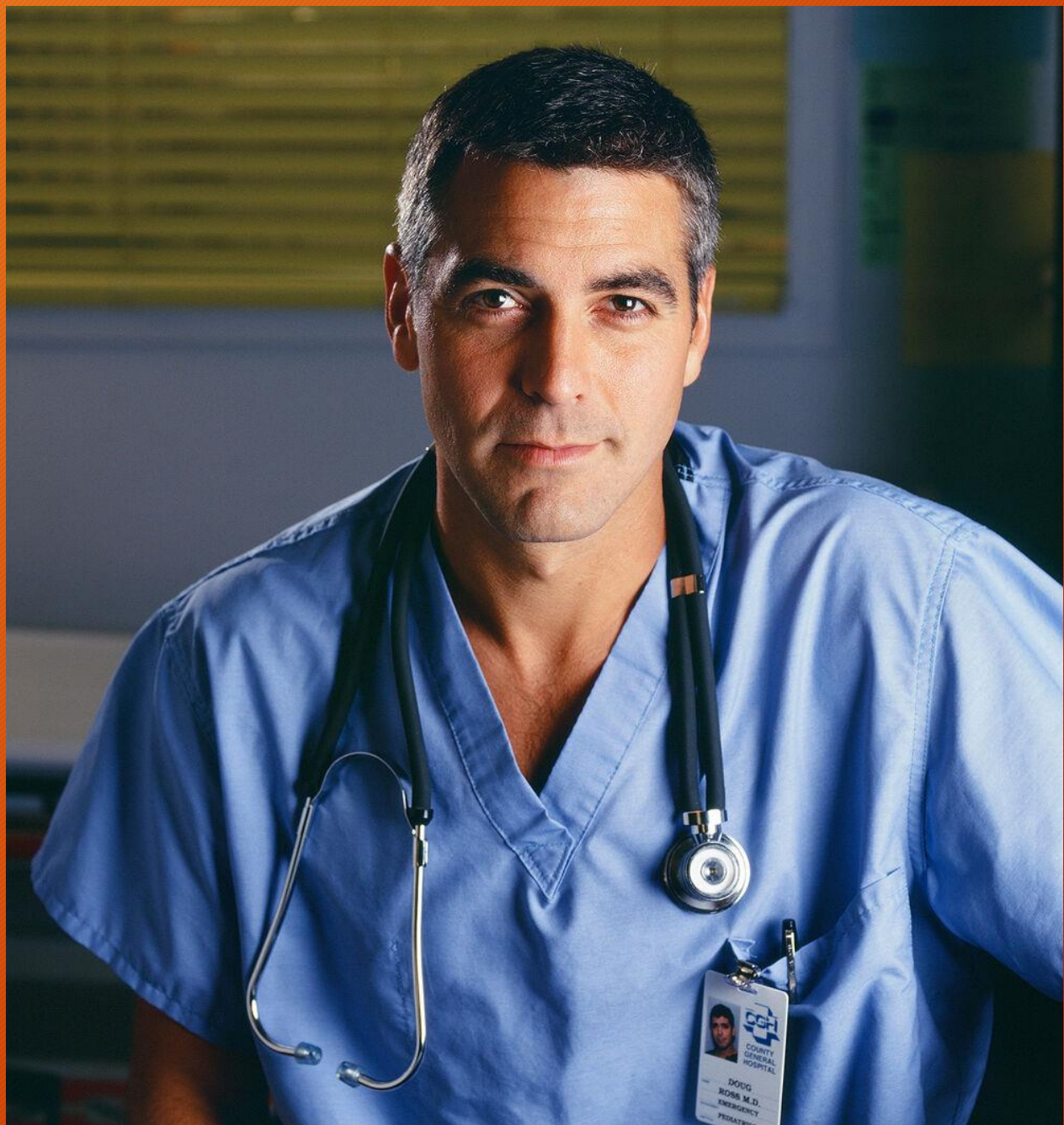
Kind and
compassionate
clinical staff

Helpful reception
teams

Competent
clinicians

Continuity

Feel listened to
and their views
respected

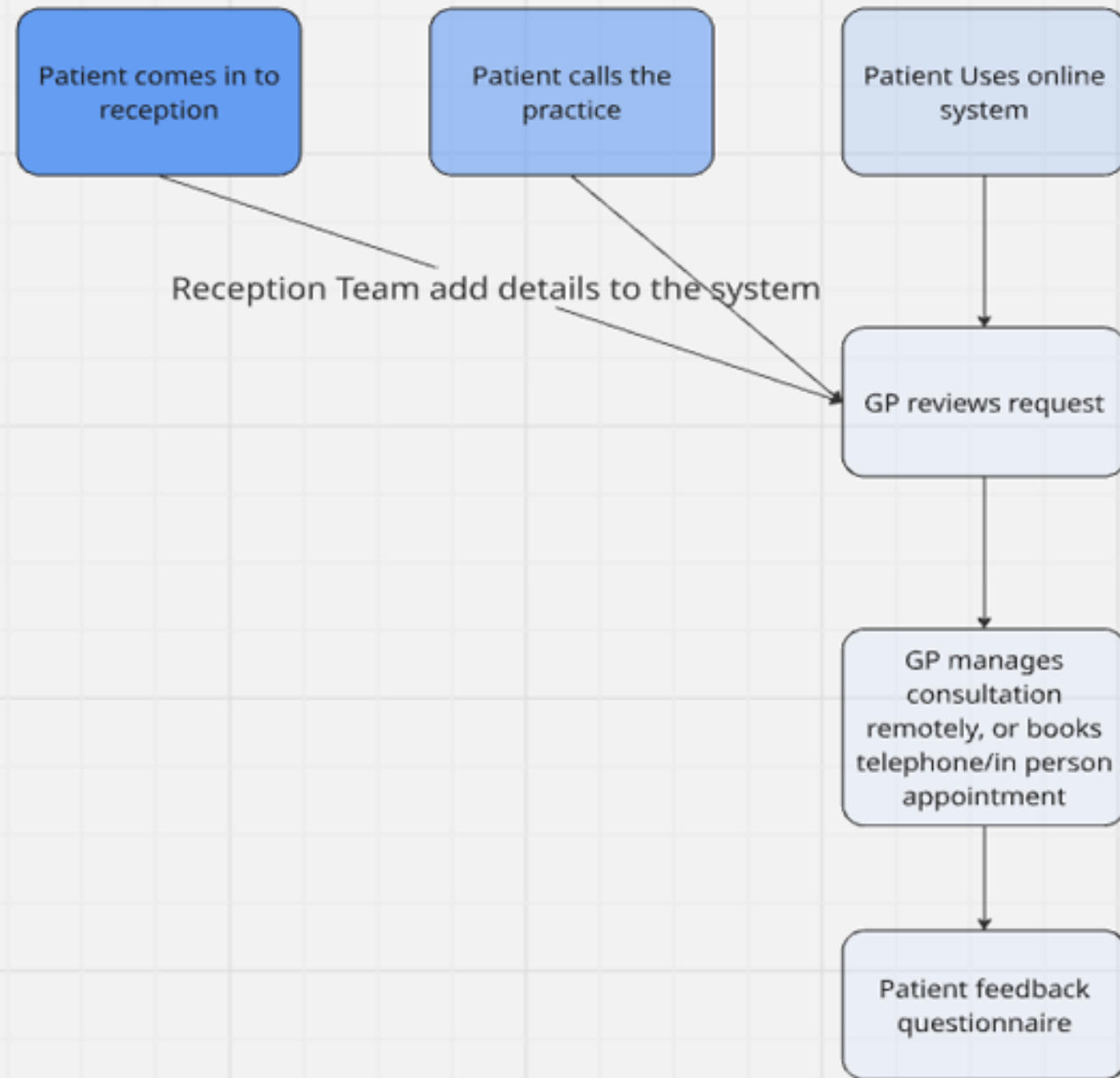


What do the team want?

- To do a good job
- To provide timely, high quality, seamless care
- To have time to understand patients
- To continually learn and develop new skills
- To manage their work-life balance and avoid burnout
- To develop special interests and become tomorrow's leaders

New system plans

- Direct access to a GP
- The right type of appointment
- The right duration
- The right time
- Same day care
- Access for all, no matter the route
- More efficient recall for long term conditions- fewer reminders
- Improved safety



Experience



- 97% Positive feedback in a similar surgery
- No increase in patient safety incidents
- Improved access to healthcare
- No more 8.30am fights for appointments
- Frees up staff to help those who need it
- Happier patients, happier staff

Long term care (LTC)

- Streamlining care: 1 annual LTC appointment (in birth month) covering all individual health needs.
 - Avoids repetition
 - Reduces unnecessary tests
 - Holistic view of a patient's needs

Political Landscape

- New GP contract agreed.
 - Small increase in funding
 - Greater focus on BP and cholesterol management
- Online access requirements
- Vaccine fee increased

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- Very little material difference to General Practice in the next year
 - BUT
 - A commitment to ‘bringing back the family doctor’ so, we shall see!

THANKYOU

A big thank you to our dedicated and friendly
PPG for all your support!