



Workforce update for Care, Health and Wellbeing Overview & Scrutiny Committee

North East North Cumbria Integrated Care Board

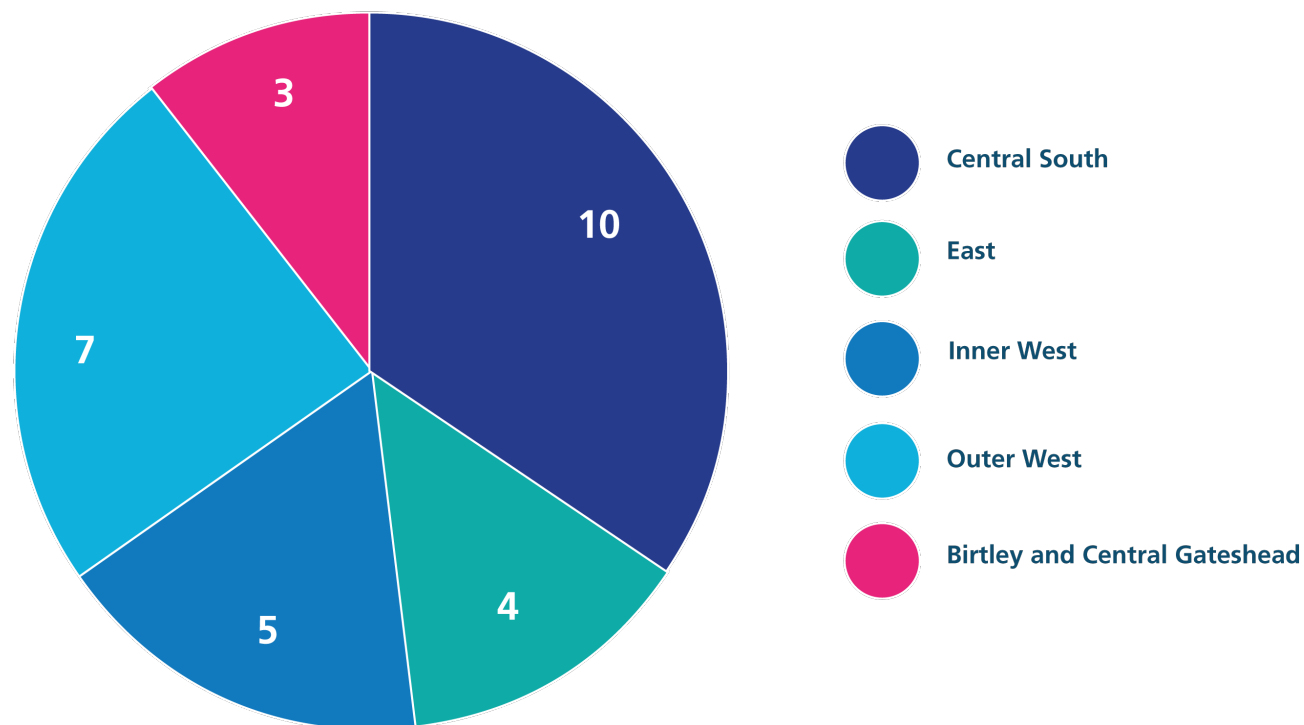
Lynne Paterson, Sangeetha Bommisetty, Georgina Butler, Neil Bunney,

Ros Goode and Nicola McDougal

Overview for today

- Update on Primary Care Networks
- Access to appointment in Gateshead
 - GP survey report – info on each practice
 - Practice staffing complement with additional roles and access to appointments
 - GPs in training – overview
- Work to attract and retain a multi professional health workforce within primary care
 - Overview of the issues and problems we face locally and nationally
 - plans for Gateshead Care Workforce Partnership – System work
 - work at practice level to support recruitment and retention

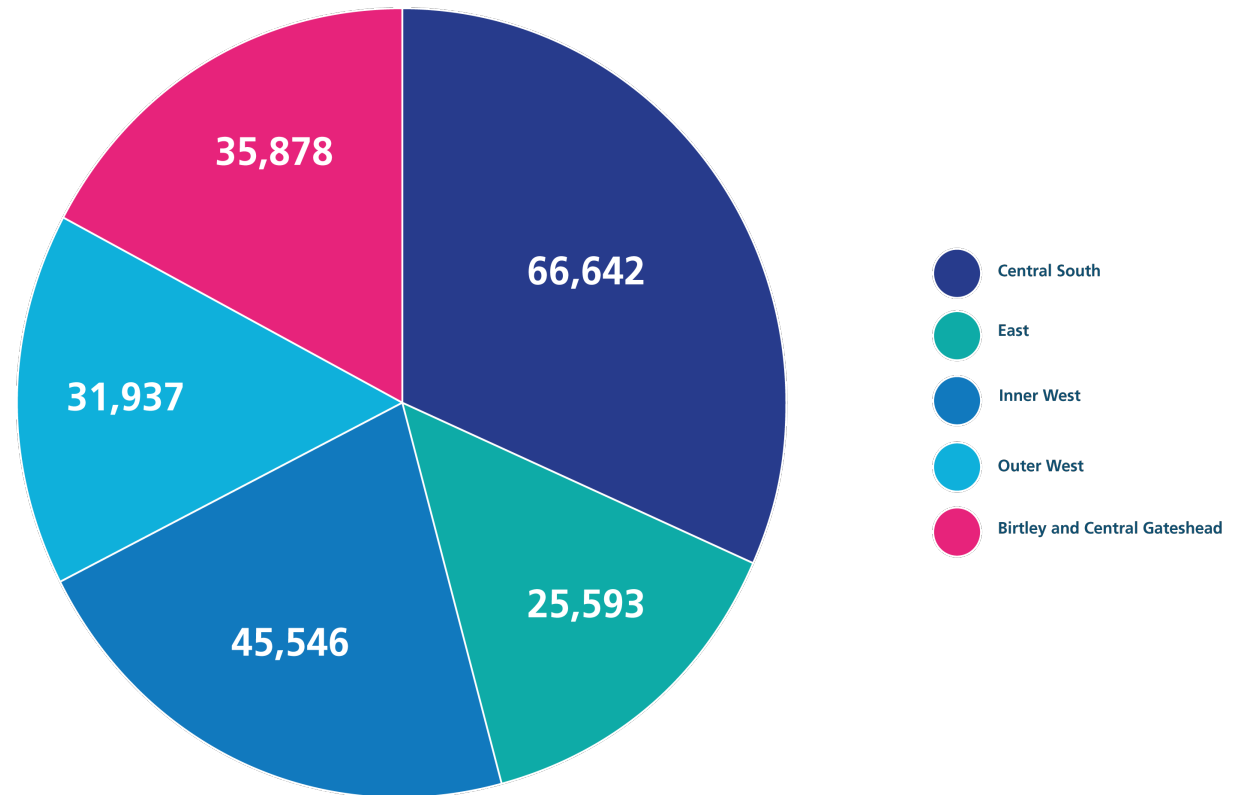
PCN Structure



The 5 Primary Care Networks in Gateshead vary in size. The pie chart shows that in practice terms, the largest PCN is Central South, with 10 practices, and the smallest is Birtley and Central Gateshead which has 3 practices

PCN Patient List Sizes

There are 5 PCNs in Gateshead. In terms of list sizes, Central South PCN has 31.8% of Gateshead's patients, with East PCN having the lowest number at 14%.



“GP services have changed fundamentally. We need to embrace what was good about the traditional family doctor model and merge it with new possibilities to deliver a service that is convenient, reliable and sustainable for the future.”

Louise Ansari

National Director, Healthwatch England



GP info for Gateshead

- If you click the link below you can find out specific information about each practice in Gateshead - <https://www.gp-patient.co.uk/practices-search>
- From the information we have we know that 10 practice in Gateshead do not have enough GPs (based on 1,800 pts per GP)
- We have evidence to suggest that despite high numbers in the GP training programme, often GPs will finish their three years of study, then move aboard or into another part of the system. The means the real numbers of GPs is actually much less.
- Our young workforce has very different needs – many of them do not want to join partnerships but happy to be a salaried GP or Locum to enable them to move between roles and build a portfolio of experiance

Supporting the issues raised

Additional Roles

Appointments other than face to face

Additional hours and services

ARRS Staff

- In order to enhance a multi-disciplinary community offer, NHS England made funding available to PCNs to grow capacity through the **Additional Roles Reimbursement Scheme (ARRS)** to support recruitment in roles including of Clinical Pharmacists, Social Prescribing Link Workers, Physician Associates, First Contact Physiotherapists, Paramedics and Mental Health Practitioners
- The table shows a summary by PCN of the ARRS staff that were in place as at May 2023.
- Although funding has been provided for ARRS staff, there is no funding available for the estate that they are required to occupy and this is an ongoing challenge due to space constraints in the current estate.



Clinical Pharmacists



Social Prescribers



Physician Associates



Physiotherapists



Paramedics

	Number of Staff	Number of WTEs
Central South	41	31.14
East	13	12.99
Inner West	36	33.37
Outer West	22	19.07
Birtley and Central Gateshead	24	23.25
Total	136	119.82

ARRS staff recruited by role

PCN	SPLWS	Clinical Pharmacists	Care Coordinators	First Contact Physios	Pharmacy Technician	Mental Health Practitioner	Physician Associate	Trainee Nursing Associates	Digital Transformation Lead	GP Assistant	Health and Wellbeing Coaches
Gateshead Outer West	6	6	4	2	1	1	1	0	0	0	1
Gateshead Inner West	7	8	12	2	1	1	0	0	1	4	0
Gateshead Central South	22	5	9	2	0	2	1	0	0	0	0
Gateshead BCG	5	6	6	0	1	2	0	3	0	1	0
Gateshead East	9	1	0	1	1	1	0	0	0	0	0
Total	49	26	31	7	4	7	2	3	1	5	1

October 2022, Gateshead Appointment Data -Source General Practice Appointments Data (GPAD)

Appointment Type	Minimum	Maximum	ICB NENC Average
Same Day	8.3%	51.1%	37.1%
Face to Face	60%	97.2%	76.1%
Telephone	0.6%	33.6%	19.7%

PCN Extended Access

- PCNs will provide extended access appointments for all patients at the following times:
 - Monday to Friday 1800 – 2000
 - Saturday 0800 – 17000
- A range of clinician appointments will be available e.g. GP, nurse, HCA
- Individual practices will also continue to offer extended access appointments

Recruitment and Retention

Recruitment and Retention overview

Recruitment issues are not just a local problem there is a national shortage of staff in all parts of health and social care system, however in Gateshead we have several plans in place to address this.

Gateshead Cares Workforce Partnership have identified many issues impacting on our local workforce and ways to overcome them.

- Recruitment from local community
- Training and career pathways
- Making Gateshead an attractive place to work
- Staff benefits and rates of pay – why work for us?

We will also be conducting an analysis to identify where the biggest gaps are in our workforce working together with system partners



Step into Work Programme January 2023

- Health Education England (HEE) is commissioning the delivery of a national programme of Step into Work, an off the shelf employability programme designed by trusts or social care organisations (or collaborations) in partnership with DWP, for adults aged 19+ receiving work related benefits to support them into health and social care roles. This work forms part of the Talent for Care strategic framework with a particular focus on widening participation for unemployed adults into entry level health and social care roles.
- 3 Year Programme
- Engaging with a total of 150 Gateshead residents who are 19+ in receipt of benefits



Training and career pathways

- Recruitment of a Practice Development Nurse to support work-based assessment, deliver bespoke training, and promotion of Primary Care careers.
- Development of a Gateshead Care Academy to offer in-house training for new employees and existing staff members of Gateshead's system workforce.
- Development and delivery of a Gateshead Cares Summer School to increase engagement of young people into system-based careers.
- System based online induction programme.
- Relaunch of GP Fellowships programme and our Gateshead place-based offer, providing individual support to practices to increase uptake of programme.
- On-going integrated placements for year 3 nursing students.
- Development of a Level 2 Medical Administrator apprenticeship in collaboration with Gateshead Council Learning and Skills.



Flexible workforce hub – practice support

- This month we are launching a system for practice to use to request staff to support when they have planned or unexpected workforce needs.
- Practices register and add the shifts and roles they would like covered to a central system
- The workforce hub recruits staff to join and ensures they are trained to work in certain roles.
- This cover is for all staff groups – administrators, nurses, and GPs
- Staff benefits – they can work flexibility around other commitments, and have an opportunity to earn additional income
- In the future are hoping to extend this wider to support other parts of the Gateshead health care system.



Any Questions?
Thank you

