

Health in Hackney Scrutiny Commission 9 th February 2022 Challenges in local primary care post pandemic – discussion with Richmond Rd Medical Centre	Item No 5
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PURPOSE

In the context of the ongoing success of Richmond Rd Medical Centre the National GP Awards the Chair has invited Dr Gopal Mehta, the lead Partner, to discuss current challenges in primary care as we emerge from the pandemic. The aim is to explore how they're overcoming these challenges and the innovative approaches they have adopted, which has won national recognition. We've also invited other stakeholders from NEL CCG, LMC, LPC and Healthwatch.

OUTLINE

Richmond Road Medical Centre has been recognised as one of the top GP surgeries in the country by the national General Practice Awards 2021. The Hackney surgery was shortlisted for its dedication to improving healthcare in the *Clinical Improvement: Public Health and Prevention* category. It is the fifth year in a row that Richmond Road has appeared in the awards. Last year, the practice took home the prize for *GP Team of the Year*. It has also previously won *Practice of the Year* and been shortlisted for *Reception Team of the Year*. Attached please find two media reports on the awards.

We note that there are a number of key challenges **nationally** hitting GPs at the moment which Members would like to explore, among them:

- Diversion from Emergency Departments - how is the attempt to divert patients from A&E to 111 to GPs and Pharmacy First working locally
- Blend of Remote Access and Face-to-Face - has the mix changed permanently and how are patients responding
- Staff retention and/or staff burnout - major national issue for GPs but how is it felt locally
- Primary care staff being redeployed to vaccination programme - the impact and how long will this go on

Attending for this item will be:

Dr Gopal Mehta, GP Partner Richmond Rd Medical Centre and winner in National GP Awards

Dr Vinay Patel, Chair of City and Hackney Local Medical Committee and Partner at Stamford Hill Group Practice

Dr Mark Rickets, NEL CCG Clinical Chair for City and Hackney

Kirit Shah, Local Pharmacist and Member of Local Pharmaceutical Committee

Malcolm Alexander, Chair, Healthwatch Hackney

Jon Williams, Executive Director, Healthwatch Hackney

ADDITIONAL CONTEXT – Recent Healthwatch reports on GP services

Attached and linked below, for information, are two recent key reports from Healthwatch Hackney on local GP Services. The first is a detailed review of **GP surgery websites**:

<https://www.healthwatchhackney.co.uk/wp-content/uploads/2021/11/Improving-online-information-about-GP-services-in-Hackney-saving-time-for-patients-and-surgery-staff-1.pdf>

and the other is on the issue of **ease of GP registration**, an issue we have considered in the past:

<https://www.healthwatchhackney.co.uk/wp-content/uploads/2022/01/GP-registration-in-Hackney.pdf>

ACTION

The Commission is requested to give consideration to the briefings and discussion.