

General Practice In Aberdeen City

How you can help.



The Primary Care Team of Aberdeen City Health & Social Care Partnership are responsible for:



General Practice (26 Independent Practices & 1 NHS managed Practice for the homeless)



Dentistry (Public Dental Service & Independent Dental Practices)



Optometry (Opticians) but not hospital Ophthalmology



Pharmacy Service (within GP Practices)



Link Practitioners & Community Listening Service



Let's Work Together

- We have been working closely with the Aberdeen City GP Practices on how things are in Primary Care and what patients can do to help reduce the extreme pressures and demands they are facing.
- Please work with your GP Practice, they want to help you. They need your help to make sure you see the right person, at the right time with the right care. Let's work together.



Let's Work Together

- GP practices are working differently as they have less clinical staff and demand is unprecedented.
- Practices are still open and always have been and patients will be seen face to face if clinically required.
- There are other options available rather than going to a GP, as it may not always be the correct option. There are many other healthcare professionals at your service, such as Advance Nurse Practitioners, Practice Pharmacists & Practice Nurses. Some Practices also have Musculo-skeletal (MSK) Physiotherapists and Physician Associates who are also trained in specialised areas. Patients may be directed to another clinical member of the team who is more appropriate to treat them.



Let's Work Together

- Both receptionists and care navigators will assist with ensuring a patient is seen by the right person, at the right time, in the right place.
- We are trying to ensure stability and sustainability across Aberdeen City as we have less GPs and Practice Nurses to hand.
- Patients can help to reduce the demand on GP's when managing more simple illnesses by going to the NHS Inform Website or by speaking to their local Pharmacist for advice. [Scottish health information you can trust | NHS inform](#)



Key facts for Aberdeen City

27 GP Practices in Aberdeen City, covering 261,000 patients

26 Practices are independent businesses contracted by the Health Board

Practice populations and size of practices vary. They range from 5,000 to 20,000

We have one Health Board run Homeless Practice - Marywell - who has 300 patients - recently supporting Asylum Seeker caseload

Every practice and their population is different – services are be-spoke to that population

Increased patient choice with overlapping boundaries within city centre (different to rural)



General Practice



General practice sees 90% of all patient health contacts



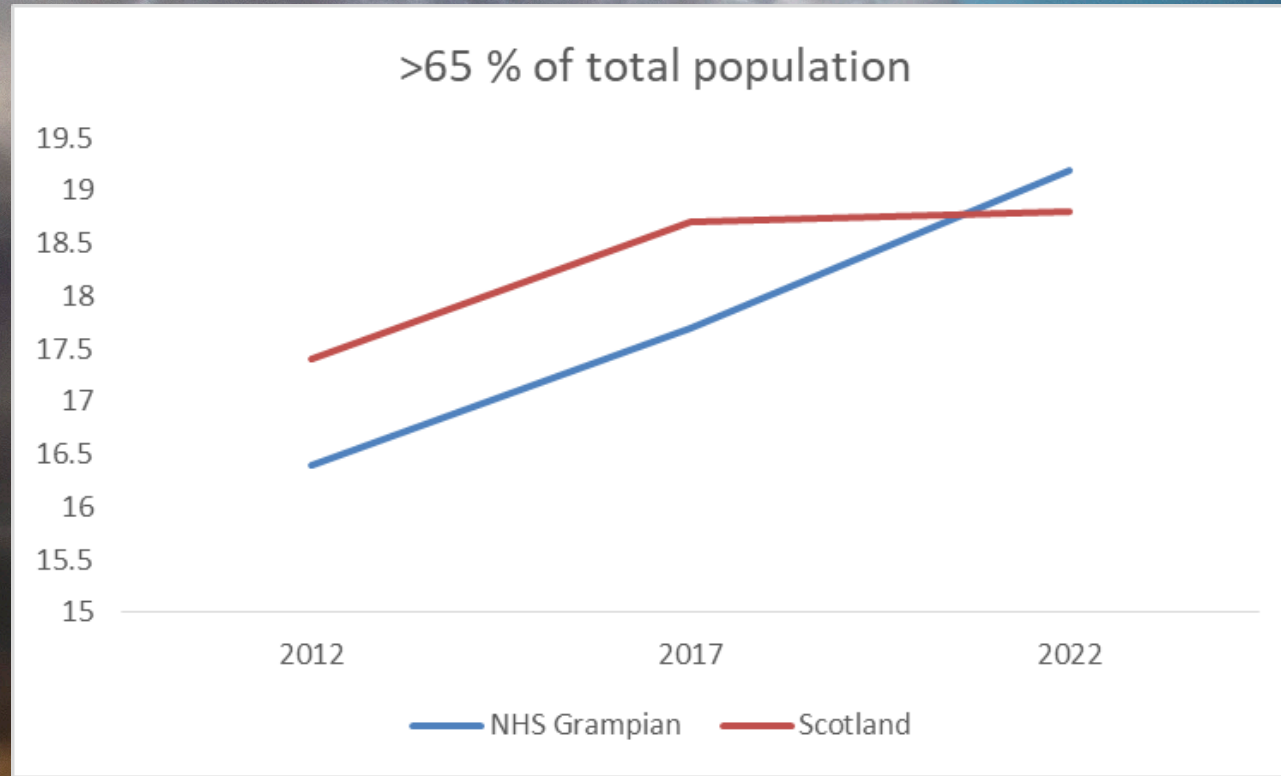
500,000 patients per week seen in Scotland in their General practice- that is almost 10% of the population



Increasingly elderly population living with more illness - increases need for health services and complexity of care



A Perfect Storm....?



AGEING POPULATION EQUALS
INCREASED MORBIDITY AND
COMPLEXITY

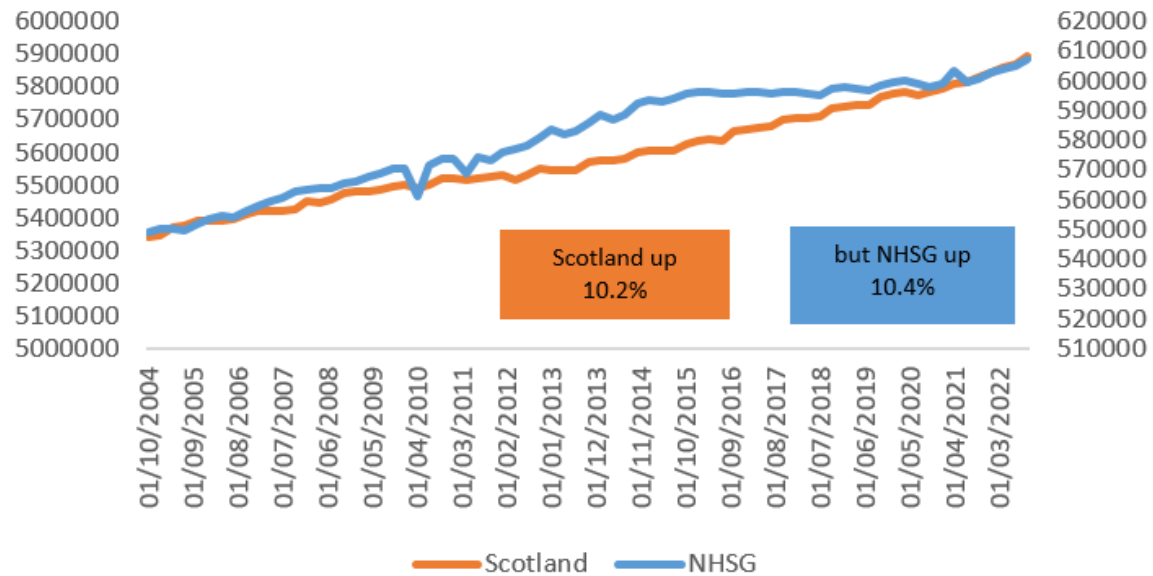
Challenges

- There is a national recruitment challenges across the clinical disciplines (including, but not limited to: GP's, Advanced Nurse Practitioners, Pharmacist and Physios)
- The head count in Grampian is up slightly but full-time equivalent is down
- Many General Practices are unable to provide all services that they used to and in some extreme cases they are having to close their business
- The number of appointments GPs are doing has hugely increased
- There are long waits for out-patient appointments and surgery - and this means GPs are having to look after increasingly unwell people in the community
- We have GP Practices in Aberdeen City that are not able to register new patients currently
 - These GP Practices are still delivering services to existing patients
 - People new to the area will be allocated a GP practice nearest to home as possible

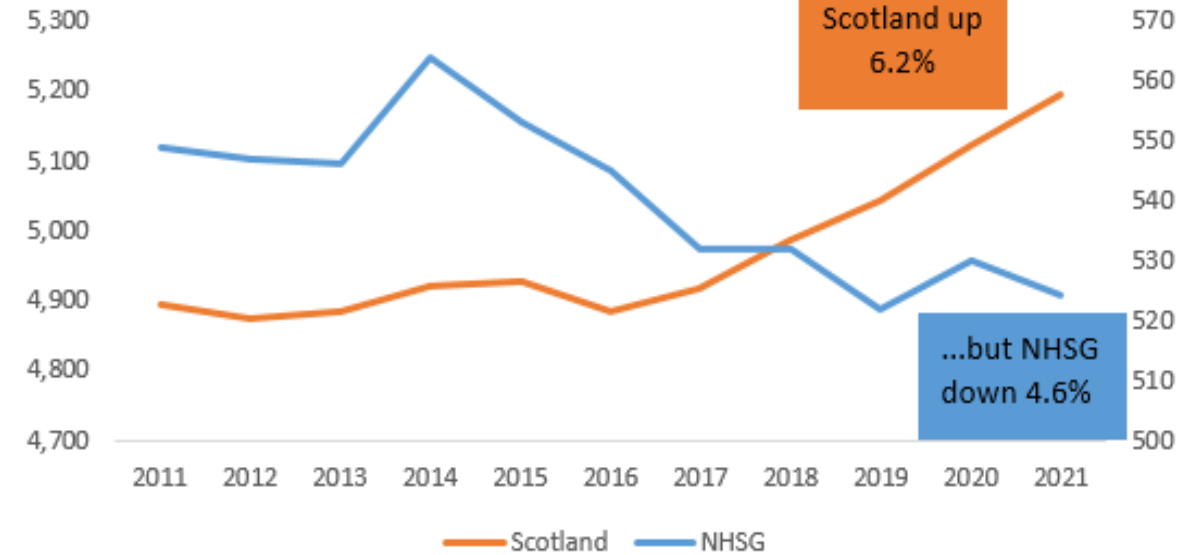


PATIENT DEMAND HAS INCREASED – GP SUPPLY HAS DECREASED

Practice List Size Increases 2004-22



GP Headcount



- GP Practices have more people to look after (larger practice list size)
- There are less GPs in the area to do this (so you may wait longer for an appointment)



GP practice staff are experiencing low morale

BMA Wellbeing survey (May 2021)



- Un-manageable Workload



- Struggling to cope and work having a negative impact physical and mental wellbeing”



- More likely to take early retirement



- 87.7% stated they had been subjected to verbal or physical abuse within the last month

The above is having a significant impact on staff retention within GP practices



How has General practice changed?



With less GP's there has been a need to widen the clinical team that looks after the population



Receptionists have had special training to better understand patient needs and direct them to the correct clinical team member



The clinical team now includes:- nurse practitioners, physiotherapists, pharmacists, physicians associates and primary care paramedics. You may be referred to one of these professionals as your first point of contact



There has been an Increased use of telephone and other IT to make things more efficient for both patients and GP practices



How can we work together, what can I do to help?

- We are all responsible for the success of the health service, we need to be responsible for how we use it
- Please understand that GP practices continue to see patients face to face if clinically required, but will use telephone appointments to get through the increasing workload
- Practice staff are people, doing their best in difficult circumstances. Please be kind
- It is OK to share personal information with the receptionist – they have the same confidentiality contracts as the GP/ clinicians and have special training to deal with your concerns



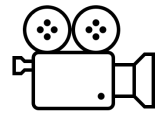
Think about how you can best look after yourself
and any condition... www.know-who-to-turn-to.com



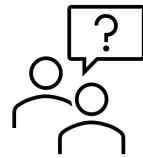
Public Engagement



- Radio Campaign with Northsound 1 & 2 which ran until the end of February 2023 [Changes at GP Practices](#)



- ['Lets Work Together'](#) Video with input from 2 GP practices, Pharmacy and Optometry



- [General Practice Q&A session](#) on SHMU FM with Jillian Evans



- [Pharmacy Discussion - Practice Pharmacy vs Community Pharmacy](#) on SHMU FM with Jillian Evans

Keep up to date with the Aberdeen City Health & Social Care Partnership on [Twitter](#) and [YouTube](#)



CTAC

(Community Treatment and Care Service)

New Community Treatment and Care (CTAC) Clinics have been opening since June 2022. This nurse-led service provides a specialist range of services, some of which you may have been more familiar with receiving from your GP.

What this means for me?

Patients will benefit from having access to expertly trained nursing staff at the CTAC Clinics for assessment and treatment, in addition to your GP Practice. This will offer you more options of locations to attend your healthcare needs, across the City. Your GP Practice will be kept up to date on your management, and involved in your care, should it be necessary.

Its a new way of receiving care - one which helps us ensure people are able to see the right person at the right place at the right time, and one which we are sure the community will come to value.



Some of the CTAC Team



CTAC

(Community Treatment and Care Service)

Provides treatment at times and locations to suit patients for:

- Blood pressure
- Blood tests
- Ear Care
- Removal of sutures/staples
- Wound care
- Some Catheter care

Locations across Aberdeen within your own GP practice or CTAC Clinics at:

- Inverurie Road
- Carden House
- Bridge of Don Clinic
- Collage street hub
- Healthy Hoose
- Airyhall (Opening soon)
- Kincorth (Opening soon)

How to book

- Call the CTAC booking line on 01224 550200 (Your Practice will advise you when you need to book)
- Contact your GP practice

Increasing capacity in our clinics

- There has been a huge increase in the demand for the CTAC service in the last 6 months.
- This has resulted in the opening of three new sites in the last 6 months.
- Feedback of the service has been widely positive but we are hosting a service review to ensure we are providing the best level of care for patients.