Patient Meeting 10th December 2024

The Ringmead MDT: Multidisciplinary Team in Primary Care

Why We Have an MDT

General Practice has evolved to meet the changing needs of healthcare. With growing complexity in health issues, an aging population, and staff shortages, the NHS must adopt new approaches. MDTs (Multidisciplinary Teams) bring together professionals from various disciplines to provide safe, holistic care tailored to your needs.

Each MDT member works closely with a named GP. If they are unable to resolve an issue, they have immediate support of GP.

Why Can't I See a GP?

You can, but GP availability is limited. Across England, the NHS has lost the equivalent of 1,333 full-time GPs since 2015. Fortunately, since merging with SGP in July 2023, Ringmead has recruited five additional GPs, with two more joining in December, bringing the total to 25.

However, relying solely on GPs would significantly increase waiting times. The MDT model ensures quicker access to specialised care for specific health issues that can be managed by allied healthcare professionals and not just GPs, such as musculoskeletal problems or mental health problems By managing specific concerns, GPs can focus on complex cases, improving overall efficiency and patient outcomes. This model is designed to enhance and support the care provided in Primary Care. If you are a Ringmead Medical Group patient, you can benefit from the extended services we offer across all five surgery sites. These services help us to provide the right care at the right time, from the right professional.

Who Are the MDT Members?

Paramedics

- **Role:** Provide urgent care for acute medical conditions, conduct home visits, and manage chronic diseases like asthma and COPD.
- **Qualifications:** Degree in paramedic science, registered with the HCPC All of our paramedics have to be on a development pathway which leads to a postgraduate education level catered to primary care practice.
- **Contribution:** Trained in paramedic skills, they are qualified to deal with everyday health concerns from coughs and minor injuries to more serious conditions such as asthma or heart attacks. Paramedics help alleviate GP workload by managing urgent cases and providing timely intervention. They free up time for GPs to handle more complex medical cases in the practice and offer urgent advice over the phone for patients unsure of whether they need to go to A&E.

First Contact Physiotherapists (FCPs)

- **Role:** First point of contact for musculoskeletal issues, assessing, diagnosing, and managing conditions for patients aged 16 and older. They can assess strains and sprains, muscle and joint pain.
- **Qualifications:** Registered with the HCPC specialised in musculoskeletal care (as a minimum, they require a BSc in either Physiotherapy or Chartered Physiotherapy).
- **Contribution:** Improve access to musculoskeletal care, reducing GP burden and give you a detailed assessment and treatment plan. They can also organise onward referrals or specialists if needed.

Mental Health Practitioners

- **Role:** Provide mental health assessments, support, and interventions for patients with mental health issues for patients aged 18 and older. They can help support patients with but not limited to anxiety, depression, stress, bereavement and grief
- **Qualifications:** Background in mental health nursing (as a minimum, they are BSc educated in Mental Health Nursing), psychology, or social work, with professional registration.
- **Contribution**: Enhanced mental health care provision, reducing GP intervention in mental health cases. Mental health practitioners liaise with other professionals to help provide support and triage the patient's mental health needs.

Social Prescribers

- **Role:** Connect patients with non-medical support services to address social determinants of health like loneliness, housing, and lifestyle. Social prescribing is to help people discover ways to feel better and improve how they feel in a manner that supports their own decision making. Social Prescribing offers help and support that doesn't come in a tube or a bottle but instead through engagement with local and community-based groups and resources to aid support, encourage participation and help reduce the impact of loneliness and isolation.
- **Qualifications:** Background in social work, community development, or health promotion.
- **Contribution:** Improve patient wellbeing by addressing social factors, freeing up GP time for medical concerns, and is an alternative to drugs and hospital referrals. Social prescribers can help with frequent attenders and reduces GP appointments.

Physician Associates (PA)

- **Role:** Support GPs by conducting patient assessments, managing treatment plans, and performing routine procedures under supervision. Assess, investigate and diagnose acute or chronic, calling on the expertise of a GP as and when needed.
- **Qualifications:** Postgraduate diploma or master's degree in physician associate studies.
- **Contribution:** Extends the capacity of the primary care team, allowing GPs to focus on complex cases. The PA can carry out many similar tasks to a GP including examination, management and care of patients.

Clinical Pharmacists

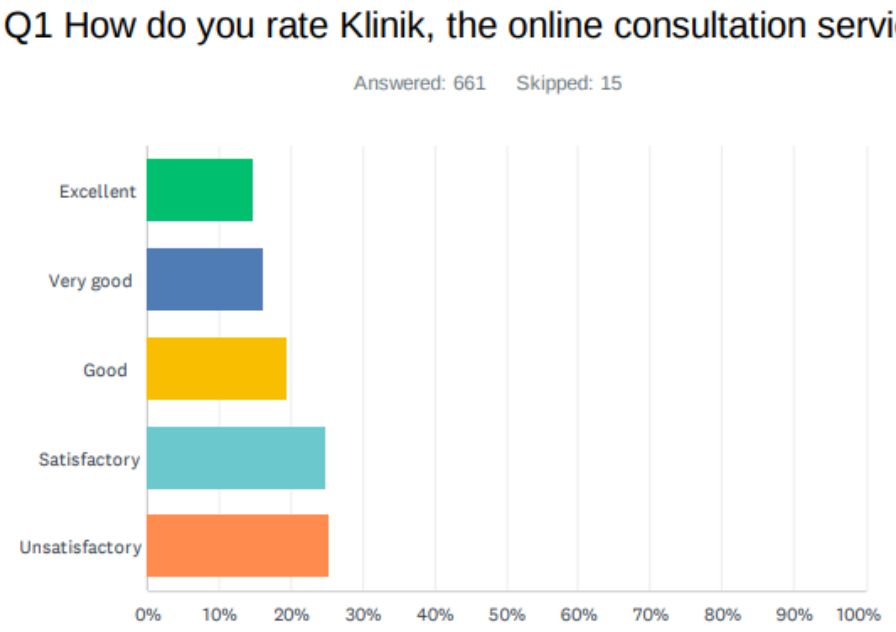
- **Role:** Manage medication-related issues, conduct reviews, and provide advice on medication management.
- **Qualifications:** Registered with the General Pharmaceutical Council (GPhC) with BSc/MSc education in primary care.
- **Contribution:** Optimise medication use, improve patient safety, and reduce GP workload related to medication management. Assist managing long term conditions, monitor requests for repeat prescriptions and medicine advice and perform ongoing medical reviews.

Summary

Each MDT member works within their specific skill set, under daily supervision by a GP, ensuring safe and effective care. This model provides a comprehensive, efficient service that enhances access to specialised care while allowing GPs to concentrate on complex cases.

Together, we are committed to providing you with the best possible care.

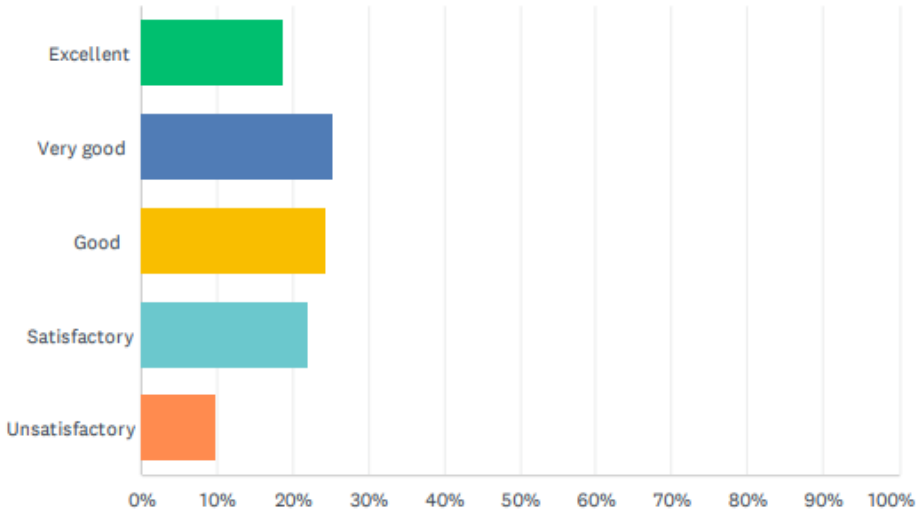
Survey question results (10th Dec 24)



ANSWER CHOICES	RESPONSES	
Excellent	14.67%	97
Very good	16.19%	107
Good	19.36%	128
Satisfactory	24.66%	163
Unsatisfactory	25.11%	166
TOTAL		661

Q2 How friendly and helpful do you find the reception team?

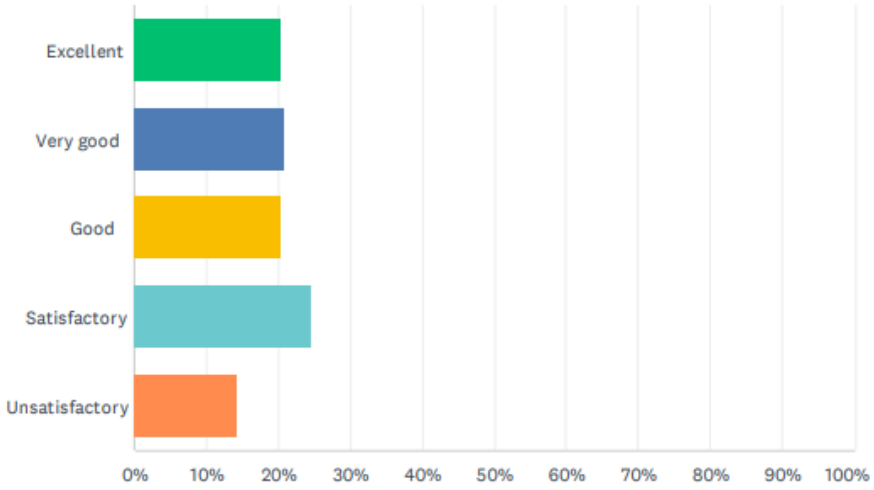
Answered: 668 Skipped: 8



ANSWER CHOICES	RESPONSES	
Excellent	18.86%	126
Very good	25.15%	168
Good	24.40%	163
Satisfactory	21.86%	146
Unsatisfactory	9.73%	65
TOTAL		668

Q3 During your last appointment, please rate how well we listened to you and involved you in the decision making about your care and treatment?

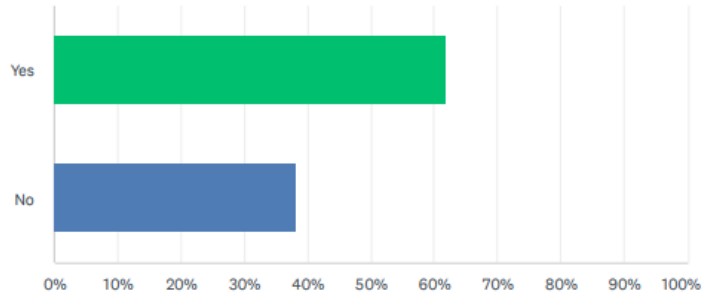
Answered: 662 Skipped: 14



ANSWER CHOICES	RESPONSES	
Excellent	20.24%	134
Very good	20.69%	137
Good	20.24%	134
Satisfactory	24.62%	163
Unsatisfactory	14.20%	94
TOTAL		662

Q4 We offer a range of clinical services across the 5 Ringmead surgeries - would you be happy to travel to another surgery to access these services?

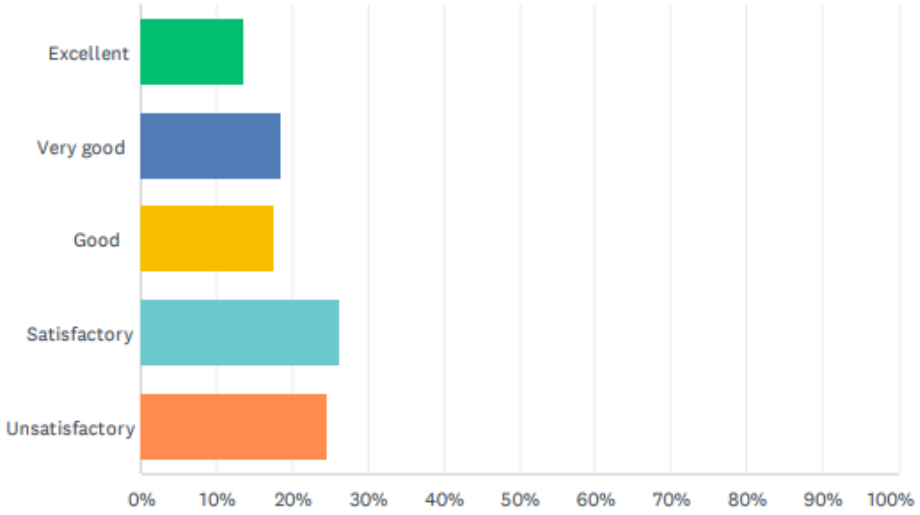
Answered: 668 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	61.83%	413
No	38.17%	255
TOTAL		668

Q5 How would you describe your overall experience of Ringmead Medical group?

Answered: 670 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	13.43%	90
Very good	18.36%	123
Good	17.46%	117
Satisfactory	26.27%	176
Unsatisfactory	24.48%	164
TOTAL		670

November 2024 activity worth noting:

- Friends and Family Test & NHS Reviews results 86% rate us 5 stars
- Online Klinik forms submitted 5435
- Online Consultation feedback 88% excellent or good
- Appointments 14623, equally spread over the 5-sites,
- 49.5% face to face 50.5% telephone
- Patient did not attend (DNA) their appointment 360 (2.5%)
- 319 home visits carried out
- Flu vaccines given 7004 Covid vaccines given 7848
- Telephone calls received 13585
- Telephone calls outgoing 17788
- Referrals made 1298
- 12,605 prescriptions processed
- Prescription turnaround /wait time 2 working days (10th Dec 24)