

**GP practices are responsible for your care as a minimum from 8am—6.30pm Monday to Friday.** Many practices are open longer.

#### What happens 'out of hours'?

- Many GPs also work 'out of hours'. In our area **HantsDoc** provides this service. It is staffed by local GPs, including two from this practice who work some shifts in the evenings or at weekends.
- In the past, GPs saw patients during the day and also provided medical cover for the practice population overnight. Responsibility for daytime and overnight working was split because it was considered not safe to be up much of the night and then be making important clinical decisions regarding patients seen in the surgery the following day.

#### In conclusion

GPs and GP practices are not perfect; we are always seeking to improve our services to meet the needs of our patients.

We need your support and understanding to achieve this.

**Please read our leaflet about what you can do to help us provide a better service**

**~ and if you have any other ideas, please let us know**

*This leaflet has been produced in conjunction with Wessex LMCs, a body that works on behalf of GPs. Our aim is to provide a more balanced and objective view for Wilson Practice patients.*



*The professional voice of Wessex general practice*

#### THE WILSON PRACTICE

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## The facts about general practice

We know that most patients value their local GPs despite what the media may suggest. This leaflet aims to provide information to balance some of the stories you might have seen or heard recently.

The NHS is not perfect and can always improve, but for every episode of poor care there are thousands of positive experiences.

**GPs are committed to provide high quality, patient-centred care. We hope we achieve this for you and your family.**

The current life expectancy in England is 80.27 years, which is significantly better than the USA. In this country, over the last 10 years, average life expectancy has increased by two years. It is acknowledged that the excellent care provided by GPs and their practice teams has made a significant contribution to this.

Social and demographic changes are increasing the pressure on all parts of the NHS. **We need patients to work with us to help us provide the best level of care we can for you and your family.**



**Over 90% of all contacts with the NHS occur in general practice**

General practice is seen by many as the *jewel in the crown* of the NHS, yet much recent media coverage has suggested that many of the current problems facing the NHS are the fault of general practice.

This year an independent US healthcare think tank, the Commonwealth Fund, praised the NHS for offering *'the best primary care services in the world'...*

#### In 2012, the national GP survey reported:

- 88% of the population's **experience of general practice** was good, or better;
- 89% of people with chronic conditions deemed their experience of general practice to be good or better; and
- the vast majority of patients were **satisfied** with practice opening times.

#### Change in general practice activity:

- There were **218,000,000** consultations in general practice in 1995; by 2009 this had increased to **300,000,000**.
- The average patient saw a clinician in their practice **3.9** times per year in 1995; by 2009 this had increased to **5.5** times.
- In 1987 the average length of an appointment in general practice was **6 minutes**. It is now **10 -12 minutes**.

**The Wilson Practice has 13,767 patients, 7.3WTE (whole time equivalent) GPs and a 6 WTE nurse/healthcare assistant team**

#### Looking at general practice consultations:

- In 1995, 86% were seen at the surgery, 3% had telephone consultations and 9% had a home visit. In 2009, 82% were seen in the surgery, 12% had telephone consultations and 4% had home visits.
- In 2013, **over 1 million people** have an appointment in general practice **every day**

In the UK there are currently:

- **10.5 million** people **aged 65 or more**; this is **expected to increase** by 50% within **20 years**—creating significant additional demand on the NHS;
- **18 million** people living with **one or more long-term condition**; this is expected to **increase by 30%** in the next **10 years**.

**The majority of patients with chronic conditions are supported in general practice.**

In 1996 there were 1.4 million patients with **diabetes**. By 2011 this had **doubled** to 2.8 m.

#### And what else?

- A full time GP in England works, on average, between 50-60h per week
- On an average day a GP will see 30-40 patients in surgery, undertake 2-3 home visits and carry out between 5-20 telephone consultations
- **Wilson Practice GPs** undertake more home visits because the practice supports patients in several nursing homes and in Alton Community Hospital.

- GPs also review blood and other test results, write referral letters and liaise with healthcare colleagues over the care of patients.
- Many GPs also lead specialist areas of interest within the practice or work in local hospitals to widen services available to patients.
- The **Wilson Practice** trains new doctors as GPs.
- Several GPs are also now involved with clinical commissioning on behalf of the local population.
- All GPs also study regularly to update their skills and clinical knowledge.
- A general practice is also a small business. **The Wilson Practice** has almost 40 staff.

**General practice receives less than 9% of the NHS budget to provide care for everyone.**

**General Practice provides many services for this small amount of the total budget.**

**We believe we could do far more with a fairer share of the total budget.**