



**Environment and Community Panel**  
**Wednesday, 12th October, 2016 at 6.00 pm**  
**in the Committee Suite, King's Court, Chapel Street,**  
**King's Lynn**

**Reports marked to follow on the Agenda and/or Supplementary Documents**

8. **Access to Rural Health Services Scrutiny (Pages 2 - 6)**

Response from the CCG is attached.

**Contact**

Democratic Services  
Borough Council of King's Lynn and West Norfolk  
King's Court  
Chapel Street  
King's Lynn  
Norfolk  
PE30 1EX  
Tel: 01553 616394  
Email: [democratic.services@west-norfolk.gov.uk](mailto:democratic.services@west-norfolk.gov.uk)

**Environment & Community Panel**  
12<sup>th</sup> October 2016

**What % of the Local Authority residents have to travel more than 5 miles to access their local GP?**

	Count	%
<b>West Norfolk CCG population estimate 2014</b>	171,485	
<b>WN CCG population within 5 miles of a GP or Branch</b>	167,285	97.6%
<b>WN CCG population outside 5 miles of a GP or Branch</b>	4,200	2.4%



WN GPs within 5 miles.pdf

**What % of the Local Authority residents have to travel more than 10 miles to access their local GP?**

	Count	%
<b>West Norfolk CCG population estimate 2014</b>	171,485	
<b>WN CCG population within 10 miles of a GP or Branch</b>	171,485	100.0%
<b>WN CCG population outside 10 miles of a GP or Branch</b>	-	0.0%



WN GPs within 10 miles.pdf

As can be seen the large majority of the population within West Norfolk live within 5 miles of a general Practice.

**Are you aware of any GP Practices that have vacant posts (Doctors or Nurses) within your area?**

Nine GP practices responded to this question. Six had no vacancies. The other three:

- Did have 2 nurse vacancies, but they have just been filled
- 2 nurse vacancies and 1 GP
- 3 GP vacancies and a practice manager vacancy

**Have any of your GP practices had posts that have been vacant for more than 2 months / 4 months / 6 months+?**

Of the above, the two nurse vacancies took two months to fill.  
The practice with the 3 GP vacancies has been trying to fill two of these for over six months

**Have recruitment or retention difficulties been experienced in rural GP Practices in the last 1 or 2 years?**

Four practices of the nine did report some difficulties, though one said only in the last six months. Nurses in particular were found to be very much in demand, and were often able to choose between job offers, and could be specific about pay, and hours they would work. Two of these four practices also said that finding locums was a particular problem for them.

**How do you support your residents to access more specialised healthcare which may only be available outside your local authority area?**

We are fortunate in having a wide range of NHS services available within the West Norfolk area including district general hospital services at QEH and local community health and mental health services.

Where residents need to attend more specialist services outside the area they are entitled to seek transport support where they meet the criteria.

**Are there community transport schemes which are specifically available for accessing healthcare services, and is it envisaged that these will continue in future years?**

Yes – West Norfolk Community Transport (WNCT) and for patients from Cambridgeshire, Fenland Association for Community Transport, FACT. WNCT extends into Swaffham as well so covers entire WNCCG area.

WNCCG provides an annual grant to WNCT for £26K to support health related journeys. Annual figures: c. 3000 service users; c. 300 referrals from GP Practices and 535 referrals from QEH (many service users contact the service directly).

In addition, WNCCG provided an additional £5K to WNCT after they were successful in a bid to the Health and Wellbeing Innovation Fund (small grants programme that was setup last year to encourage innovation through competitive bids). This was to provide a same day response service to Kings' Lynn Practices (to support patients who struggle to get to Practices of their own accord and to save clinical time through unnecessary home visits).

This has been successful – over 250 trips – and will be rolled out across West Norfolk at no ongoing cost to WNCCG.

**Are the ambulance response time targets set greater for rural areas than urban and if so what are those targets? Also what percentage of actual response times to rural areas are within the set target?**

The Ambulance Response time targets are set at a national level. They are applied at Ambulance Trust level (in our case EAAST) and therefore do not distinguish between urban and rural areas. We do not have specific information about the ambulance response times for West Norfolk and we are not able to split this into urban and rural areas.

**Have any GP practices closed in your local area in the last year?**

No

**Are you aware of any GP practices due to close within the next year in your local area? Do you know the reason for closure and the impact on patients?**

No

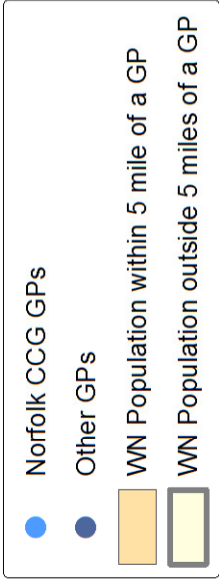
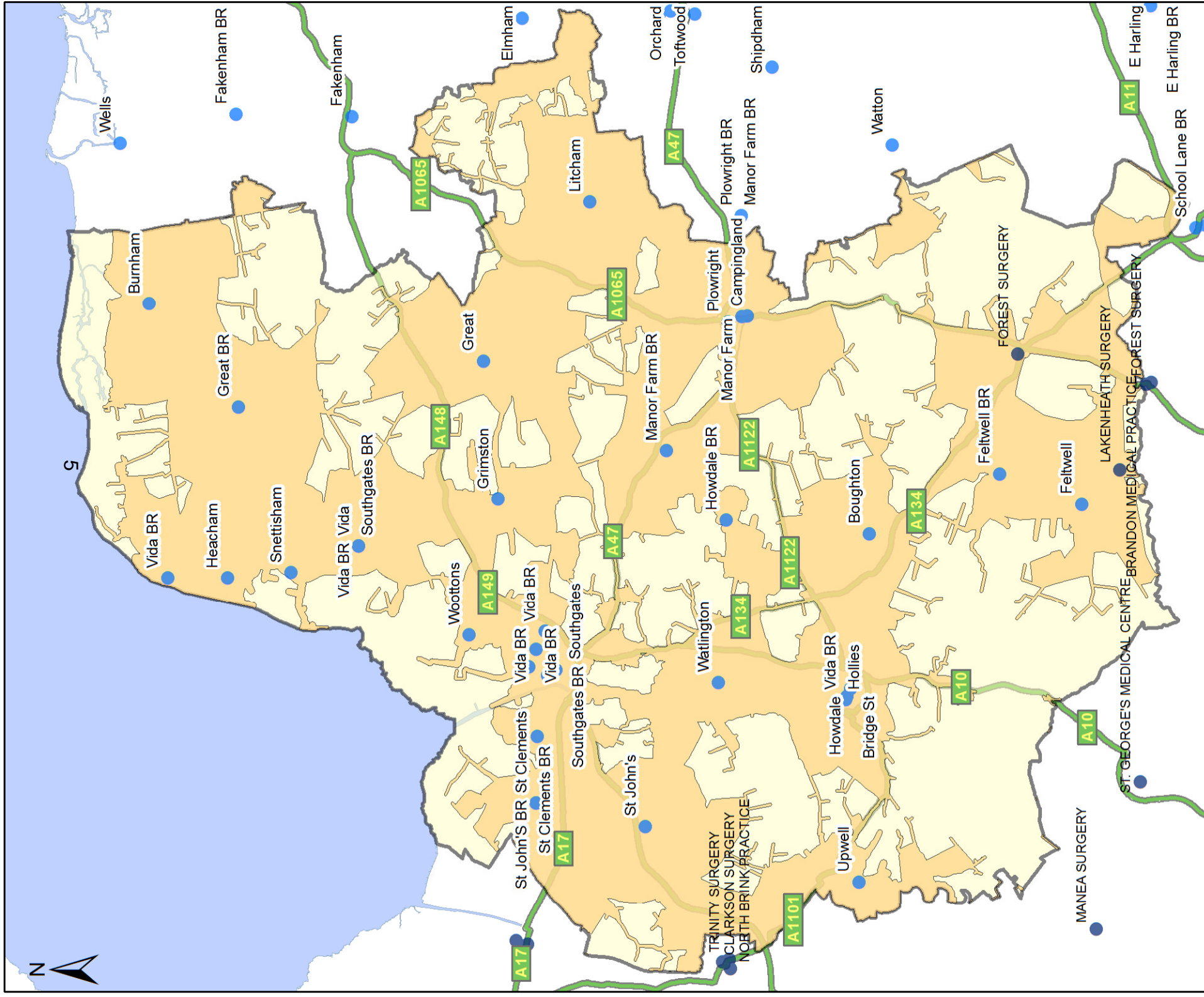
**Have you had any difficulty in recruiting clinical pharmacists to GP practices in rural areas?**

This question was not applicable to most practices who responded. One commented that they did have difficulties in the past, but hadn't needed to recruit recently.

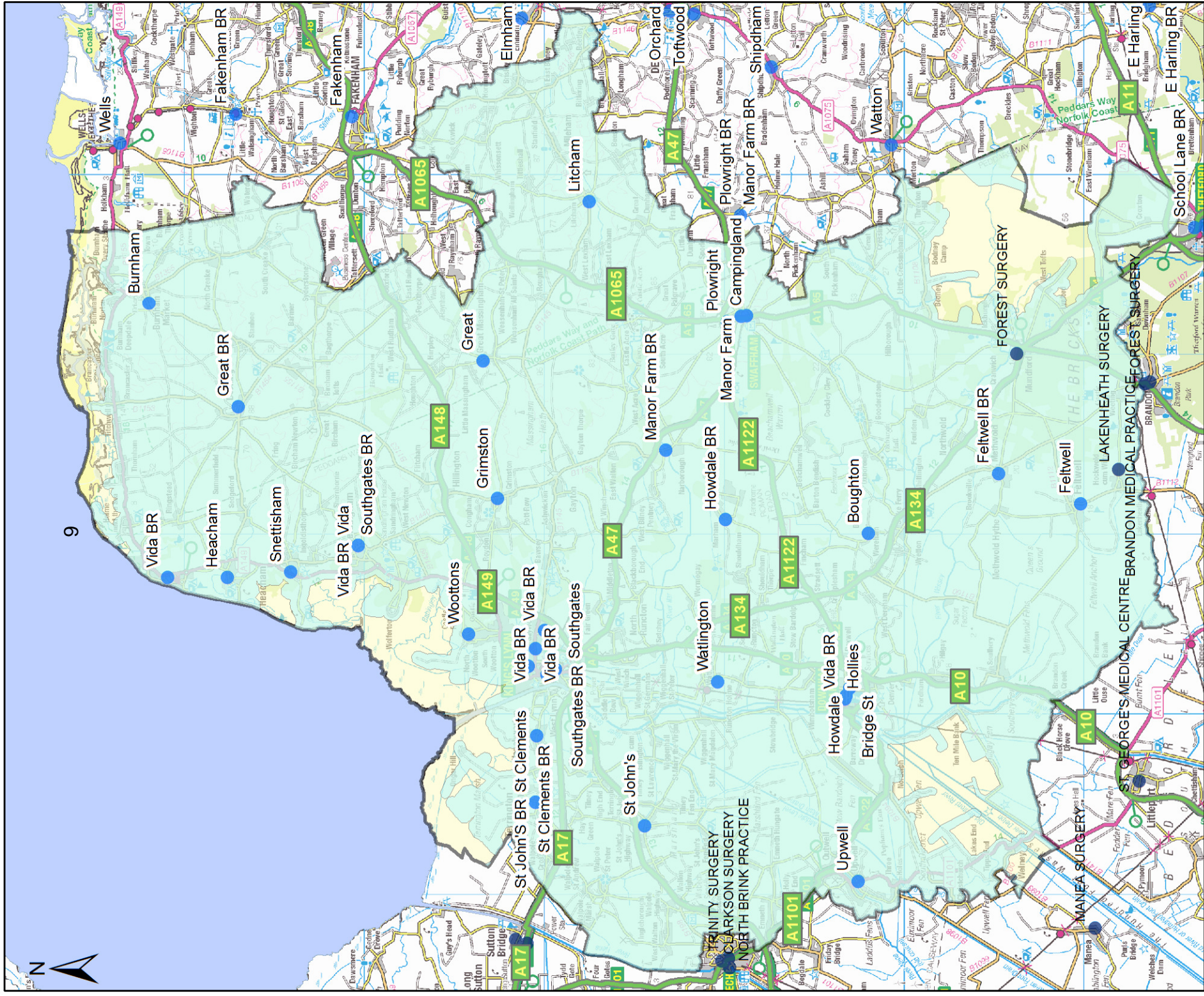
**If so, how are you dealing with the issue of recruitment?**

Practices in West Norfolk are dealing with recruitment issues by looking at how they use and develop the skills mix of their staff, for example with the employment of paramedic roles, and extending the nurse and matron responsibilities. This also includes developing the role of the Health Care Assistant, so that staff are upskilled, which in turn frees up GP time for patients who need to see a doctor.

West Norfolk CCG is supporting this by facilitating the formation of a Community Education Provider Network (CEPN) which will co-ordinate collaborative staff development and the availability of training programmes for all. For example GP Fellowships will be offered which enable newly qualified doctors to work part of the week as a salaried GP, but also to develop a special interest and continue with their training on other days, an opportunity which can attract enthusiastic new doctors.



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- Norfolk CCG GPs
- Other GPs
- WN Population within 10 miles of a GP
- WN Population outside 10 miles of a GP