



## THEME 10

# GP and local primary care services

## Theme introduction

### Background

GPs deal with a whole range of health problems. They also provide health education, offer advice on smoking and diet, run clinics, give vaccinations and may carry surgical procedures.

GPs usually work in practices as part of a team that includes nurses, healthcare assistants, practice managers, receptionists and other staff. Practices also work closely with other healthcare professionals, such as health visitors, midwives, mental health services and social care services.

The NHS website is there to provide accurate information to patients, carers and families about NHS England services and other health-related issues. These include what is available, who does what and how to register with a GP. Most GP practices will also have their own websites and information leaflets that explain what services they provide, how to register, surgery opening hours and out-of-hours arrangements.

All NHS clinical commissioning groups (CCGs), NHS Trusts (mental health, urgent and emergency care, hospitals) and community health services are expected to provide Patient Advice and Liaison Services (PALS; see introduction to Theme 9).

### National targets/policies

The General Practice Forward View (GP Forward View), published in April 2016, commits to an extra £2.4 billion a year to support general practice services by 2020/21.

It aims to improve patient care and access, and invest in new ways of providing primary care.

As part of this package NHS England is investing £500 million in a national sustainability and transformation package to support GP practices, which includes additional funds from local clinical commissioning groups (CCGs).

It includes help for struggling practices, plans to reduce workload, expansion of a wider workforce, investment in technology and estates and a national development programme to speed up transformation of services. It is a commitment to an increase in investment to support general practice over the next five years.

The plan was developed with the Royal College of General Practitioners (RCGP) and Health Education England (HEE) and contains over 80 specific, practical and funded steps to:

- channel investment
- grow and develop the workforce
- streamline the workload
- improve infrastructure
- support practices to redesign their services to patients.

The RCGP has appointed GP Forward View regional ambassadors who are making the case for investment in general practice in their areas to make sure that all practices and patients benefit from the increased funding and support. Tutors might like to update themselves on continuing development in primary care.

### **This theme**

This theme encourages learners to make best use of their GP practice. It charts the patient's progress from registering with a GP and making an appointment to communicating with a doctor about a health concern. The topics in this theme are:

- Finding a GP
- Information about a GP practice
- Registering with a GP
- Making appointments
- Recording appointments
- Talking to your doctor
- Answering your doctor's questions
- Telling your doctor what's wrong

### **Further information and suggestions**

- NHS website [www.nhs.uk](http://www.nhs.uk) section on NHS general practitioners (GPs) services
- See Theme 9 for details about PALS

## Mapping to Functional Skills/Core Curriculum

Topic	Functional Skills		Core Curriculum	
	English	Maths	Literacy/Language (L)	Numeracy (N)
1 Finding a GP	E3.2 E3.4 E3.1	E3.3	E3.4 Lr/E3.5 Sc/E3.3	
2. Registering with a GP	E3.4 E3.8 E3.2 E2.18		Lr/E3.5 Rw/E3.1 Sc/E3.4 Wt/E3.5	
3. Information about a GP practice	E3.9 E3.12 L1.14 E3.8	E3.12	Rt/E3.6 Rt/E3.5 Rt/L1.5 Rw/E3.1	MSS1/E3.3
4 Making appointments	E3.2 E3.1 E3.2 L1.2 E3.6		Lr/E3.2 Lr/E3.3 Sc/E3.4 Sc/L1.1 Sd/E3.1	
5 Recording appointments	E3.1	E2.13 E3.12	Sllr/E3.2	MSS1/E2.3 MSS1/E3.3
6 Talking to your doctor	L1.2 L1.4 L1.4 L1.7 L1.2		Slc/L1.2 Slc/L1.3 Slc/L1.4 Sllr/L1.2 Sllr/L1.3	
7 Answering your doctor's questions	E3.4 E3.2 E3.2		Lr/E3.5 Sc/E3.1 Sc/E3.4	
8 Telling your doctor what's wrong	E3.2 L1.3		Sc/E3.4 Sc/L1.1	