

Challenges of primary healthcare



Dr Alex Rawlings

GP Partner

Founder Automating Healthcare

Digital Developer and Innovator

The NHS is a basic necessity for the well-being of the nation, so a lot of effort and resources are directed not only at solving today's problems, but also at formulating solutions to problems that will arise in the near future.



Demand

36m

appointments booked in the GP
in October 2022.

This is 1.38 m more than in the
previous year.



Demand for primary care services exceeds capacity. With increasing cost pressures, patient expectations and advances in medicine, more people are visiting their GP than ever before

Secondary care

Waiting times for treatment have doubled for most people

254 times as many waiting more than a year for treatment

Patients in deprived areas wait twice as long for elective treatment

A&E waiting times have increased

Workforce

- As of September 2023, we have 2,062 (10%) fewer highly qualified full-time GPs compared to the September 2015 baseline.
- Average GP responsible for 348 more patients than in 2015



England has around 7.8 (headcount) GPs per 10,000 people, compared to the average of 10.8. England would need an additional 16,700 GPs to be on equal footing with the OECD average.

Systems

May 2023 HSJ: 80% GP practices lack crucial technology warns NHSE Lead (digital phone systems, online messaging and modern triage, response and care navigation)

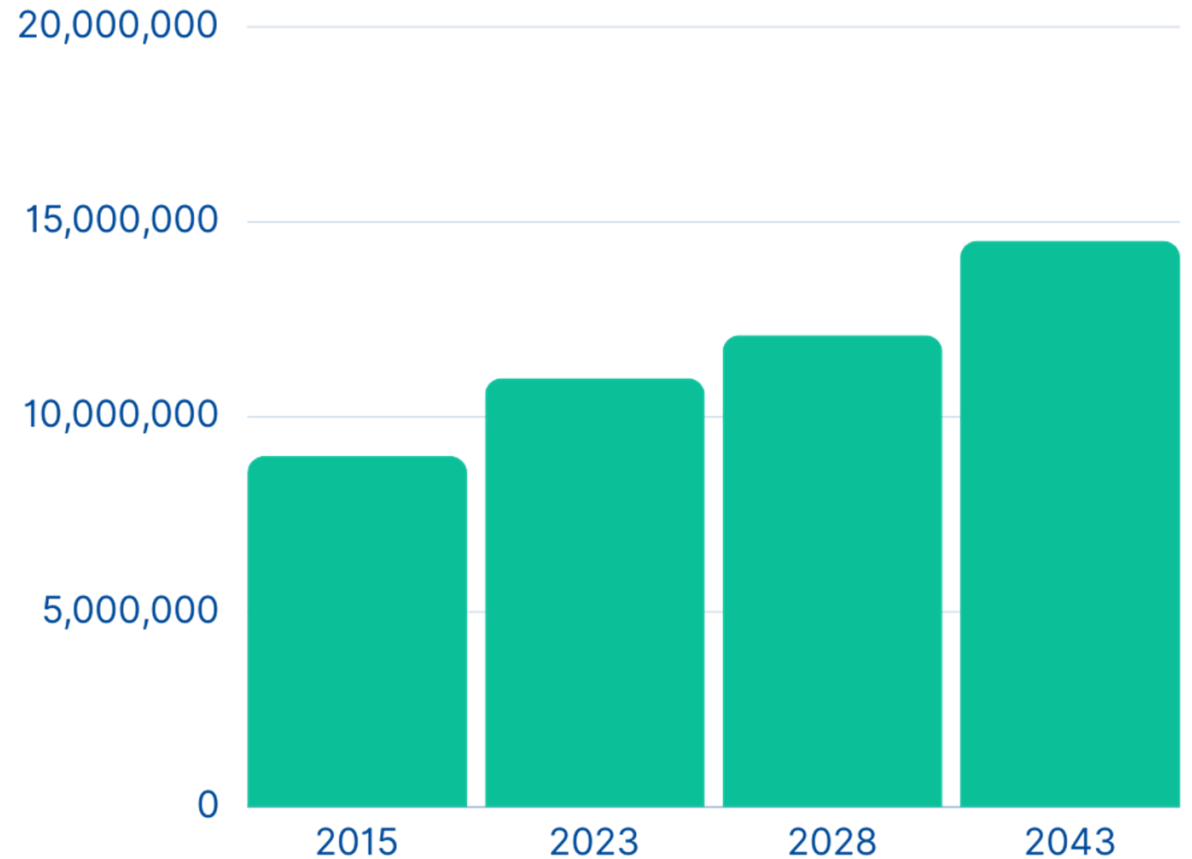
For some reason, the technologies we use in everyday life are not used in such an area as important as healthcare. Every day, specialists spend time doing routine work that could be done automatically.

Aging population

Free healthcare may be at risk as the growing age of the population will make it more expensive to care for patients.

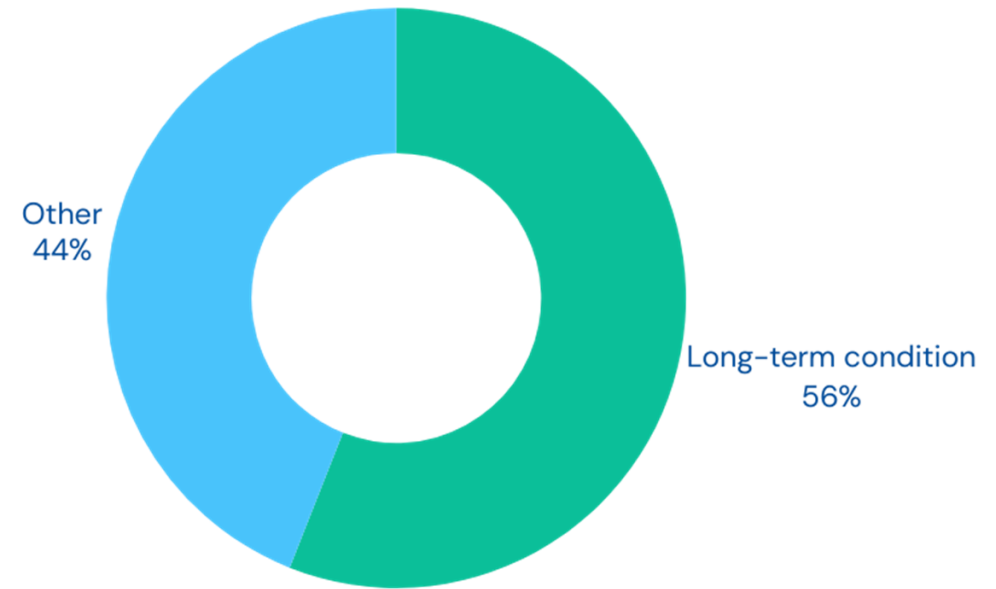
IN 2023

- 11 MILLION PEOPLE AGED OVER 65
- 10% INCREASE OVER THE NEXT 5 YEARS
- 32% RISE BY 2043
- ALSO APPLIES TO THOSE 85 AND ABOVE, WHO WILL DEMAND EXTENSIVE HEALTH AND CARE SERVICES



Long-term conditions

Managing a long-term condition is not only a challenge today, but one that will continue to grow. Covid and demand issues has led to patients becoming chronically sick.



People with long-term conditions now account for about 56 per cent of all GP appointments

Primary Care Vs Secondary Care: Supporting Infrastructure

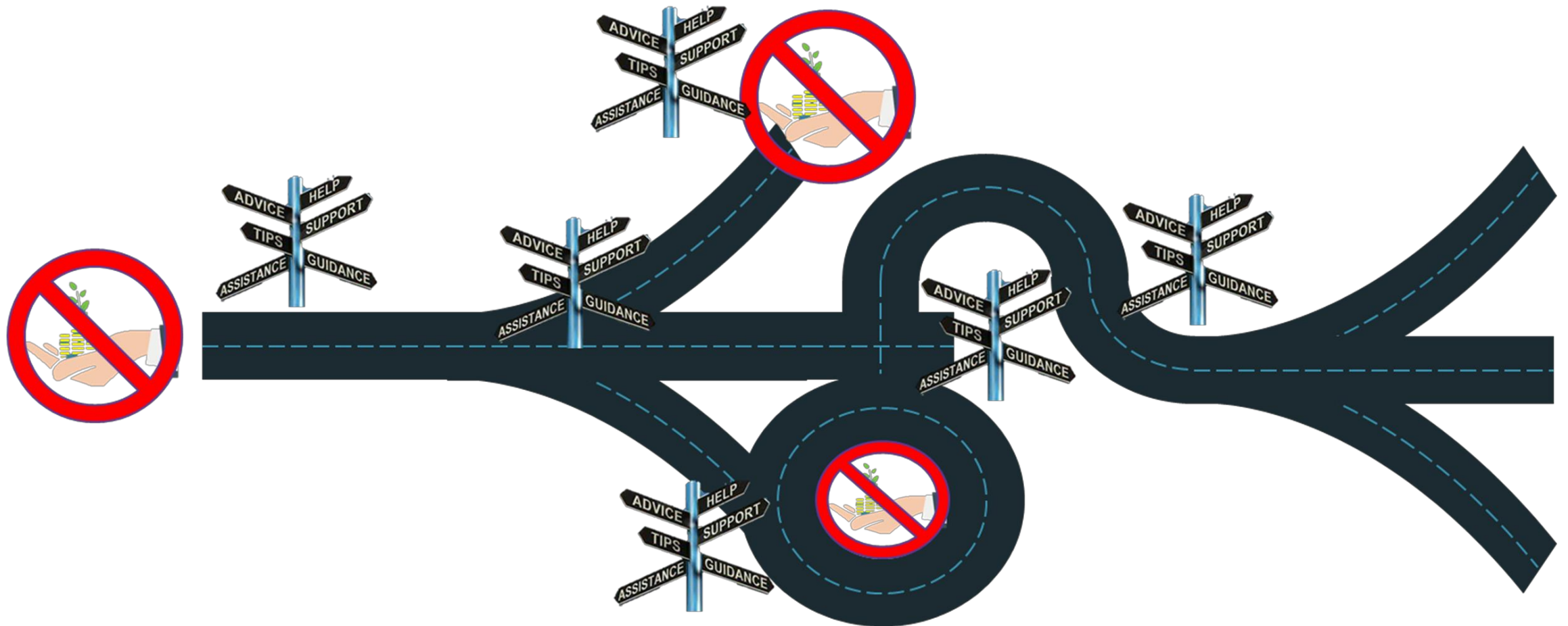
Secondary Care

- Contract & Income Certainty
- Board/Exec accountability for total budget spend and allocation and the ability to create and direct investment plans
- Research and development maturity
- Established service improvement/development expertise
- Less variation in practice/need/model

Primary Care

- Contract uncertainty
- Small individual business units with no central resource allocation coordination and no investment budget within its control
- Developing research and development maturity
- No service improvement/development resource
- Significant variation in practice/need/model

Our Experience of Digital Innovation for Primary Careforce



We have all these challenges.....

INACCESSIBILITY

LONG-TERM CONDITIONS

INEQUALITY

WORKFORCE

AGEING POPULATION

PRESSURE

DEMAND

FUNDING

**What are the
solutions?**

MAIYA

The Automated Assistant
for Healthcare Teams



Frees up clinician time to spend time with patients who most need it



Shorter waiting times for patients



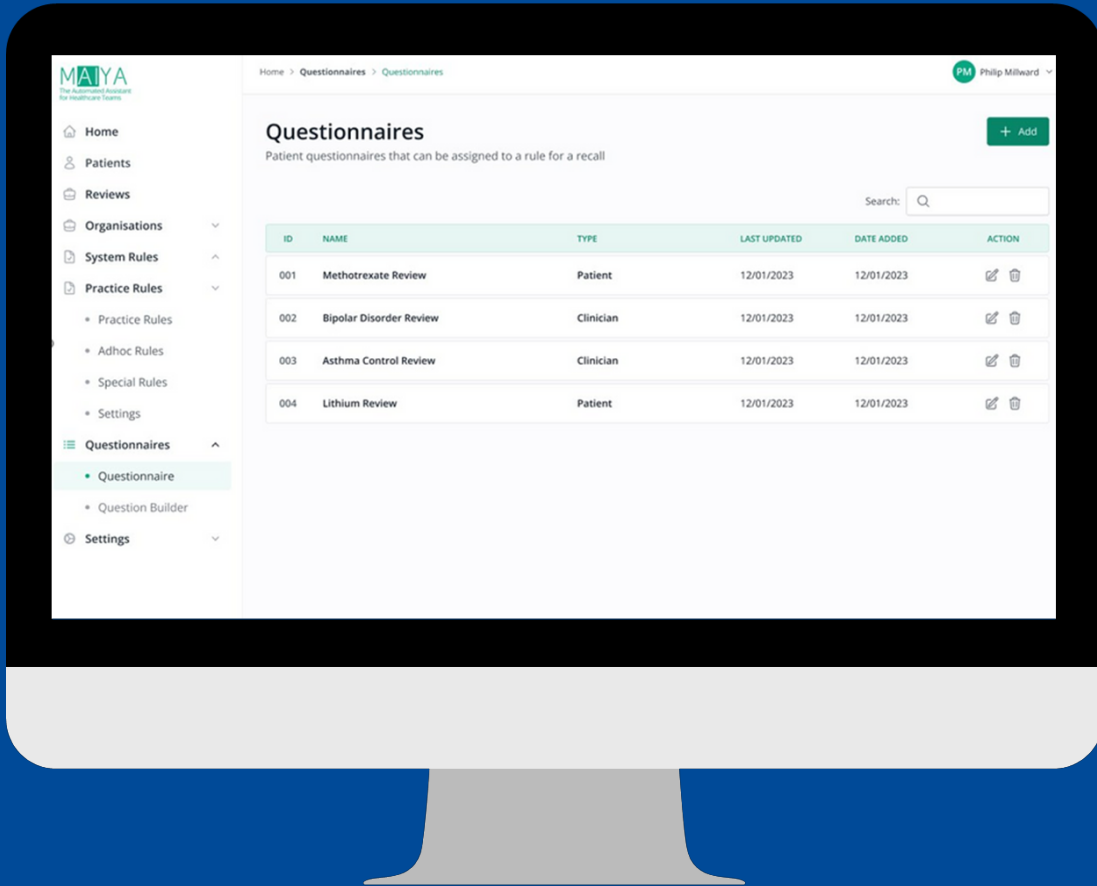
Automation reduces the risk of mistakes as it reduces the impact of human error



Automatically map the patient need to the most suitable clinician providing better care and maximising practice staff usage



Automate the recall process for patients, which means more attention to each individual patient and proactive care for different conditions.



Maiya is doing more than just inviting patients for reviews

Maiya works out the most efficient and cost effective way to complete your recalls

Maiya communicates in a language patients understand

Maiya changes to suit you, not the other way around!

The introduction of Maiya will help with the challenges faced by the NHS today

Demand

Improved long term conditions leads to reduce demand on practices and hospitals.

Workforce

Simplifying the review process for patients and clinicians through efficiency reduces the pressure on the individuals.

Systems

Automating tasks, capturing and exchanging the correct information makes the health care system work better.

The introduction of Maiya to the GP practices will help with the challenges faced by the NHS today

Aging population

Automation ensures a personalised review considering the patients complex needs

Long-term conditions

Automation ensures that each condition is managed appropriately.



While investment and attention of the NHS is more focused on secondary care, we understand that it is the development and digitalisation of primary care that is more fundamental for patients and the health of the population as a whole.



**We are building the
future of our NHS**

THANK YOU

Have any question?

<https://maiya.org.uk>