

## Transcript – 22/09/2022

[Presenter] That was the Health Secretary, the Conservative MP, MP for Suffolk Coastal, Thérèse Coffey, talking to BBC Breakfast's Naga Munchetty within the last hour. But let's speak to Dr Lindsey Crockett from the Peninsula Practice covering Alderton and Aldeburgh. She's with me now.

[Presenter] Good morning to you.

[Dr Crockett] Good morning, Luke.

[Presenter] So, what do you make of Dr Coffey's plans then this morning?

[Dr Crockett] Well, we all want the same thing, don't we? We all want, as patients, to have the right care at the right time. We need to see the right person, as well. Of course, Dr Coffey was describing how pharmacists might be upskilled and supported in providing an element of care, but there's a much wider health team than just GPs and I think putting the expectation and pressure, mentioning performance targets, on GPs as the caregivers only is not the only approach. And we have much wider members of the healthcare professional team and our voluntary groups in our communities that all can support wellbeing, health - physical and mental care.

[Presenter] Surely with the immense pressure that GPs are under at the moment, they don't need more targets, do they?

[Dr Crockett] We don't need more targets, but what we do need is the flexibility to be able to serve our patient population, and listen to our patients to find and understand, which we continuously do, understand their needs and provide for them. And we're lucky at Peninsula, one of the top scoring standards for access and patient satisfaction; a recent survey told us that 99% of our patients were satisfied that their care needs were met, but that's not a sustainable standard with the staffing crisis and the winter we're about to enter. We need a lot of different approaches and particularly the flexibility to be able to spend any funds available in the way that we know our patients need.

[Presenter] What's your biggest fear, then, as a GP, with the ever growing population?

[Dr Crockett] The biggest fear is capacity, and wasted resources, as well. There's an enormous amount of work we can do, we're seeing senior, mature, experienced, wise GPs leaving, taking early retirement, or not becoming partners anymore, and becoming locums which doesn't sustain continuity of care. Relationships are so important in general practice, with

our patients as people age and become more frail, we're the best at identifying those needs and working with our teams and delegating to the right person to be able to support that patient's stay, as well, and to live life, you know, fully before they die. And that's, you know, an integral part of general practice. But we also want to see our community supported, the national endeavour plans, I'm very keen to see the detail on that. Because there's an enormous power in our communities as well to support people from birth through ageing, to death.

[Presenter] And what about this new state-of-the-art phone system that they're talking about, that I've read about this morning for GP surgeries. I mean, how will that have an impact on, you know, people calling in at 8:00 o'clock in the morning, I mean are there other elements of the GP and patient experience that the Department of Health should be prioritising at the moment, rather than the phone system?

[Dr Crockett] Well, an example for my practice, and we're a very rural, multi-site practice, last week I was in surgery and my phone lines went down four times during four separate consultations with our patients and I was told it was just an internet blip, it won't last long. That's enormously frustrating and difficult, and removes the time and continuity of that 10 minute consultation that we are allocated to be able to provide. So, if a whole lot of work is done on the digital offer and we also know that there are a number of patients who aren't able to access, you know, this sort of internet care, but that has a real place in medical provision of services, as well. A lot of thought, so I'm looking forward to the detail, really.

[Presenter] I bet. If you had five minutes for Thérèse Coffey, what would be your priority for her? What would you like her to deal with to start off, because she's got a huge challenge ahead of her, hasn't she?

[Dr Crockett] I would love to have five minutes or a whole session with Thérèse Coffey sitting in with me, in one of our surgeries, so that we could share the approach of her ABCD and look at the impact it has on primary care. But in various different locations; so, the needs of the rural population will be very different to the needs of an inner city practice, and hope that she will see some of the bureaucracy really gets in the way of us being able to provide that very patient-centred personalised care.

[Presenter] Will you be inviting her to your surgery?

[Dr Crockett] Already have.

[Presenter] Well keep us posted. We look forward to seeing whether she actually does join you. Thank you very much indeed for your time this morning Dr Lindsey Crockett there from the Peninsula Practice covering Alderton and Aldeburgh, giving us her thoughts on this statement that will

be announced by the Health Secretary Thérèse Coffey a little later on today.