

Quarterly Practice Update January 2018

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GP Forward View

1. Improved Access 6.30pm – 8.00pm Mon - Fri

This service currently provides an extension to essential services only

Central Halifax Locality was the first Locality to go live 4th Sept 2017 via its Hub provided by Spring Hall Medical Centre, closely followed by South Halifax Locality 6th Nov 2017 via its hub provided by Station Road.

North Halifax Locality will also be going live via its hub at Beechwood Medical Centre 15th Jan 2018

These contracts are in place until 31st March 2018.

Feedback to date from patients who have attended the first 2 hubs has been good with a number being clear that they don't feel able to attend during the day despite knowing the importance of the appointment because of work commitments.

We have been reporting to the CCG on a monthly basis, with an interim collated report provided in December 17 and a final report due in April 18. Also as you are aware the CCG has been engaging with patients for their views of the services sought going forward. We don't yet know the outcome but hope that this will mean that the service going forward will not be limited to essential services and would therefore enable more innovative delivery. We would apply for any ongoing contracts forward.

2. All training referred to in the following section is provided during a PenPals date with the full knowledge and support of the CCG. The CCG have confirmed that Practices can swap their PenPals dates provided that 6 weeks notice is provided

Reception Signposting

Audit

Baselining was undertaken within the training and attendees were advised that this would be followed up by a variety of means including 'mystery shopper' in order to identify without bias the level of implementation each practice was at and further identify any areas where additional support was required and to support the interim and final reports to the CCG.

This audit has now taken place using pre-set criteria.



PGPA Reception Signposting Lead –
Dr Nadeem Akhtar

Results were mixed but it was good to see that in nearly every case at least one of the provided tools was in use and it was clear that a number of practices had fully embraced the training, whilst others are in the process of doing so.

The PGPA Team provided individual feedback to each Practice Manager to enable further training; further improvements to be implemented or congratulations to be passed onto the team as the case may be.

It is worthy of note that most Practice Managers responded well to the feedback either noting it was useful to support internal training or to note their pleasure at an independent positive finding or to provide further explanation for example one practice had used the poster details in their patient handbook rather than displaying it.

A further Audit will be undertaken ahead of the April 18 return

Pennine GP Alliance has offered ongoing advice and support to all practices who undergo the training and we would be happy to help if any practice has any specific questions or concerns

Next Steps

At the interactive training, feedback from attendees was that a navigation template would be valuable. However, subsequent discussions at the Practice Managers Group indicated the need for a single 'repository' for places to refer too, that supports ease of search, and clear understanding of referral criteria. Furthermore it was suggested that this should be made available to practices in a way that can be shared on their websites for use by patients to support self-management.

The PGPA Team have since discussed some minor modifications to the CCG Super Template led by Caroline Taylor that would mean there was no need for two separate template and we are working with Voluntary Action Calderdale (VAC) to improve the third sector database and make a suitable link available for practice websites. We will then work to bring these two projects together, with willingness already having been indicated by both Caroline and VAC.

A proposal has been submitted to the CCG for this training to be rolled out to all practices who haven't yet received it next year

3. Correspondence Management

Training took place 13th September 17 and 14th November 17.

Feedback on this training was so positive it reached the ears of the CCG who commissioned an extra two sessions to be provided to all practices who haven't yet undertaken the training on 12th or 13th February 2018 led by the same team.



PGPA Correspondence Management
Lead – Dr Fawad Azam

An audit to establish the baseline for those practices undertaking training is undertaken ahead of each training session and then followed up a few months later to identify the impact of the changes as a requirement of NHSE

Pennine GP Alliance has offered a follow up clinic and ongoing advice and support to all practices who undergo the training and we would be happy to help if any practice has any specific questions or concerns.

A proposal has been submitted to review the Correspondence Management Protocol next year following Member Practice feedback and some significant environmental changes. We would also offer further support to any practice that was struggling with implementation.

4. Dressings Pathway and Tissue Viability /Wound Management Training

18 months ago at a joint event led by Pennine GP Alliance and CHFT, we asked the nurses what aspects of their work could be improved and how by working together. At this event the nurses present identified the importance of ongoing training and in particular wound management (dressings) training. This has now been provided.



This in turn led to the locality work, where each of the five localities led on a piece of development work. Two of these pieces of work were Dressings and Phlebotomy. The outcome of their work was to discuss with CCG commissioners the issues resulting over lack of contract clarity. This one done and the CCG representatives suggested that rather than the contract being the issue what was needed was a clear pathway and once complete discussions over finance could be undertaken.

So began the joint work on the dressing pathway, led by Dr Fawad Azam. Phlebotomy was put to one side pending the outcome of the dressing work. The draft pathway was shared with a number of practices for views and with the LMC. All agreed it was a good pathway providing long overdue clarity, but that it could not be undertaken without appropriate funding.

Unfortunately, the finances have not been so quickly resolved. It was therefore agreed that the training would go ahead but the launch of the pathway would be deferred to enable the work on the funding.

CHFT and the CCG have reaffirmed their commitment to resolving this situation and are working with PGPA to look for funding avenues and to also look at a phlebotomy pathway

The training has therefore been undertaken with excellent attendance 15th November 2017 and 12th December 2017

54 Nurses attended 15th November 2017 and 46 nurses attended 12th December 2017. In order to complete the training it was necessary to attend both dates

96% of those who feedback confirmed that they found the training to be informative

85% of those who feedback confirmed they felt confident in implementing what they had learned

Quotes include:

“Long awaited, much needed and extremely useful”

“Should be mandatory for all primary care nurses”

“I expect this training will reduce dressings appointments/costs and promote patient self-care”

Existing Projects

1. NHS Health Checks

As advised in last quarters update

“In year two from the 2nd Quarter PGPA will increase the Health Checks payment to £18 per check to those practices who achieve target; code correctly; offer appropriate referrals or record patient rejection. This is made up of £15 basic payment + £1 target for achievement of Bonus 1 and £2 target Bonus 2c achievement”

This year’s targets are:

- 80% of patients who are identified as smokers are referred to local stop smoking service, including practice based options
- 60.6% update of NHS Health Checks as a percentage of total numbers of patients invited

For the avoidance of doubt any practice not achieving target; achieving target but with incorrect coding or failing to offer a referral and code if rejected by the patient, will NOT be paid the increased payment”

We advised that in order to assist practices further to achieve target Paul Friend would

1. Code the invitations for those practices willing to provide access to their log on. If you are please contact Paul.friend@nhs.net.

Only 8 practices have taken up the offer so far so we do encourage that other practices take up this offer

2. Provide a quarterly update of individual practice progress against targets and notify of any coding issues to the Practice Managers.

We are still concerned that not all practice coding and follow up takes place in a timely manner. There are also a small number of clinical teams that we have identified, as not using the supplied EMIS or SystemOne templates. These are crucial to the service and there is no option over their use. Please reassure yourself that your teams are complying with this and they are following the correct procedures; particularly around QRISK2 on SystemOne

3. Visit Practices

Six have taken place so far. These visits include instances where we have had concerns over performance, data compliance or where teams have wanted more information or reassurance over their procedures.

The current position as at Dec 2017 is 54% of checks undertaken to the number of first invites since 1st July 2017. So if this continues we won't achieve the bonus and therefore won't be in a position to make any extra payments to practices

Tenders, bids and opportunities

1. Clinical Training Workshops

GP's, ANP's, Nurse's and prescribing Pharmacists based in practices were invited to the first of a series of clinical training workshops, on this occasion the subject was Diabetes presented by Dr Vijay Bangor Consultant in Endocrinology & Diabetes CHFT held 28th November 2017

The future workshop dates for your diaries are

30 th January 2018	7pm – 9pm	Nutrition & Dietetics
27 th February 2018	7pm - 9pm	Asthma
27 th March 2018	7pm – 9pm	Gastroenterology
24 th April 2018	7pm – 9pm	Manging Diabetes during Ramadan

2. Lantum Works - Locum Website

Since last month's update some of you have used the site successfully and we suggest others in need of locums try it

We have also received some questions and thought it might be of benefit to share some of the questions and answers with you

- Do we pay Lantum for use of the website? Do Practices have to pay Lantum to use the website? No to both questions. The only charge is if we need to use locums other than those added by one of PGPA's members. In which case the charge is 5%. So it's important that every practice in Calderdale helps to promote the site and

register every Locum known to them (with their agreement of course) for the benefit of all the practices in Calderdale

- Can Lantum control pricing? No. Practices set the rate they are prepared to pay
- Why did Pennine GP Alliance choose Lantum? Lantum technology is an efficient way to manage a bank and bookings across a big group. Lantum have a proven track record working with federations across the country that clearly demonstrates that when we share resources the collective benefits increase exponentially. The system generates invoices and keeps everything organised and consistent addressing any pension or NI35 issues.
- Can Practices continue to use Locums outside of using Lantum works? Yes. But the more we work collaboratively through the system the more effective it will be and the more it will benefit all of the practices of Calderdale

Useful Updates

1. Active Calderdale

Calderdale Council Public Health have successfully bid to Sport England for approximately £10M funding to support inactive people in Calderdale to become active

Pennine GP Alliance has a seat on the Active Calderdale Board where we will act as a conduit between GP Practices and the Board

So if any of you have ideas of services offered in other localities in Calderdale; or outside of Calderdale, that you think would encourage inactive patients to become active, please let us know by emailing Gareth.tyne@nhs.net

2. Walk in my Shoes

Walk in my Shoes an initiative to encourage stronger links between GP practices and community pharmacies. The project has shown that effective collaborative working is helped by GP and pharmacy teams understanding how their colleagues work on a day to day basis and 'Walk in my Shoes' gives GP teams and pharmacy teams the opportunity to experience life in primary care from a different perspective:

- To learn with and from each other to build relationships
- To improve systems
- To identify solutions to local problems together.

Meeting with You

Pennine GP Alliance is delighted to announce that we will be holding a Shareholders Meeting 7th Feb 2018, 6.30pm – 8.30pm at Elsie Whiteley Innovation Centre, Hopwood Lane, Halifax, HX1 5ER, with refreshments provided upon arrival; where we will update you on progress, plans and finances. We are keen to work in an inclusive way so Shareholders have been advised that they can bring any member of the practice that they want with them to the meeting, where you will all be welcome.

In order for us to ensure that we have appropriate refreshments and seating we do need you to register your attendance with gareth.tyne@nhs.net by Fri 19th Jan 2018.

Should you have some specific topics that you would be keen to hear covered please let Gareth know when registering

Representing You

We continue to represent your interests and act as your voice in strategic meetings including but by no means limited to

- Regional Primary Care and Community Services STP Group
- Regional Workforce Group
- West Yorkshire Federation Leads Group
- LMC, CCG and PGPA bi-monthly meetings
- Vanguard / ACO / Integrated Community meetings

PGPA Team

Contacting the Team:

Gareth Tyne Project Manager: 07703 471075 gareth.tyne@nhs.net

Paul Friend Business Manager: 07949 463935 paulfriend@nhs.net

Only available on a Tues & Thurs and should only be contacted about Health Checks related matters

Rosemary Cowgill Chief Executive Officer: 07703 464697 rosemary.cowgill@nhs.net

Hearing from you

We continue to value and act on your feedback. So should you have any feedback or anything that you would like to share with regard to the above please do get in touch [Hello@PennineGPA.co.uk](mailto>Hello@PennineGPA.co.uk)