

NORTH STAFFORDSHIRE LOCAL MEDICAL COMMITTEE

Releasing Capacity in General Practice Event 21st April 2106

Actions agreed from Summary Feedback

HvdL - Harald van der Linden (LMC)

VT - Vamsi Tiguti (GP Federation)

MW - Mark Williams (Combined Healthcare)

MA - Miriam Adams (LMC)

RW - Rebecca Woods (NHS England)

AM - Angela Manley (GP Federation)

AB - Angela Bath (EMIS)

CH - Cheryl Hardisty (CCG's)

AS - Anne Sherratt (LMC)

RC - Ruth Chambers (CCG)

**Red - actions from a meeting on 26/4/16
13/5/16**

Blue - updated information or new actions from a meeting on

	Activity	Follow Up By
Productive Workflows	Explore the costs of implementing Brighton model of Redirecting Workflow, number of practices interested and possible timescales. Further discussion with Dr Jonathan Serjeant has indicated that there is funding for this from NHS England. Needs to be explored further. LMC to write to Rebecca Woods.	<p>HvdL/ Federation (VT)</p> <p>Dr Jonathan Serjeant contacted. NHSE/Rebecca Woods looking to support.</p> <p>Access requested to sample practice. Reply awaited.</p> <p>HvdL to chase Jonathan Serjeant re visit to a Practice already using the process. (telephone call booked for Tuesday 24/5/16). MW to follow-up a contact at AT Medics re same. RW to check costings for workflow redirection training. RW will pump prime the initial training.</p> <p>Agreed that small number of Practices send staff to Brighton to be trained and then test out the training and provide an evaluation.</p>
Active Signposting	<p>1.Directory of Services to be accessed from CCG and then placed on Federation website. LMC to contact CCG.</p> <p>2.VAST has a directory of Services for the voluntary sector which is kept up to date and</p>	<p>HvdL</p> <p>Written to CCG and info requested.</p> <p>CH & MW to discuss access to MiDOS for all Practices with Vicky Graham (CCG). Also to identify any additional costs.</p> <p>HvdL has written to Kellie Johnson to request support with training staff.</p>

	<p>can be accessed via their website http://www.vast.org.uk/support-services/</p>	
DNA's	<p>All practices that have EMIS web to access the text messaging service (which is free) to remind patients about appts and to send test results (where appropriate). Federation to take forward.</p>	<p>Vamsi Tiguti & Angela Manley Angela Bath (EMIS) contacted. Has provided guidance on DNAs. Advice on use text messaging for test results awaited.</p> <p>AB has provided protocols which HvdL will send to VT and AM</p>
Partnership Working	<p>1.Evening meeting with the 2 Birmingham GP Super Partnerships to be organised by the LMC to discuss how these work</p> <p>2.We will explore activities to encourage practices to work together locally.</p>	<p>HvdL 1.MA asked to contact speakers for presentation in June. Email to practices to gauge interest. CCG asked for support. Decision made not to invite speakers at the moment.</p> <p>2.Moorlands locality has started to explore how to develop 'joint back office' functions and VT offered them to pilot this approach. RW offered financial help/support for this and MW offered help from Combined Healthcare. AS to contact all Practices to gauge interest.</p>
Personal Productivity	<p>1. LMC to develop a GP support network with a regular evening meeting to share information, experiences, issues etc. To include a fun activity. An additional aim is to start to develop the necessary interaction between Practices to encourage working together.</p> <p>2. Pull together a training programme for personal productivity/resilience for GP's & senior Practice staff. LMC to contact Dr J Singh and Dr A Ralphs.</p>	<p>HvdL</p> <p>AS Written to CCG for support. Also E-mail to AR on 28/4/16. Response received. AS to now contact Wynne Thomas at Keele. Also to investigate the course available through the RCGP. Costs/outcomes to be identified for discussion with CH to see if financial support can be provided.</p>
Quality Improvement	<p>1.Development and agreement of the Patient Charter.</p>	<p>HvdL 1.Awaiting feedback from SSOTP, CHC, CCGs and patient congress before further discussion with UHNM in June.</p> <p>Feedback needed from the Patient Congress and Healthwatch - CH to take forward and feedback to HvdL. HvdL to send updated</p>

	<p>2.Practices need help and support to develop their own quality improvement expertise.</p>	<p>copy of charter to CH. HvdL hopes to have this finalised within next 4 - 6 weeks</p> <p>2.RW will take this forward and investigate how the Supporting said in principle he would be willing to Improvement in General Practice Team can help this process. She will also contact a Practice Manager who has gone through the Productive General Practice process to get some feedback. (Latest update - RW has spoken to Steve Bradder (NHSE) who has agreed in principle to look at developing a workshop covering various QI tools)</p> <p>HvdL has written to Robert Varnam NHSE re process mapping.</p>
New Consultation Types	To be taken forward by GP Federation and	<p>Vamsi Tiguti and Ruth Chambers RC has submitted a paper to the joint planning board. VT to contact RC re outcome.</p>
Develop the Team	<p>LMC to write to Kellie Johnson to ask her to facilitate the development of the role of HCSW's. Information needs to be gathered from all Practices to identify the full range of work HCSW's actually carry out so that additional training can be arranged if appropriate.</p>	<p>HvdL Written to Kelly Johnson and reply received. Further exchange of thoughts needed.</p> <p>Patient self referral and direct access to physiotherapy to be explored with CCG. Meeting in the process of being arranged with LMC, Paul Jolley and SSoTP.</p> <p>Practices to consider how the role of their own HCA's might be further developed to transfer work from their Practice Nurses so that PN's can take some work from GP's.</p> <p>RW to arrange a meeting with a small group of Practice Managers to discuss PM development needs.</p>
Social Prescribing	<p>Directory of voluntary services is held by VAST and kept up to date by them. This can be accessed via their website http://www.vast.org.uk/support-services/</p> <p>Practices can also access Purple Pages</p>	<p>All Stoke & North Staffs Practices to note</p> <p>All Stoke & North Staffs Practices to note</p>

	<p>which are on the Staffordshire Cares website www.staffordshirecares.info This website provides a myriad of information about all aspects of life including health, finances, disability, safety, family etc.</p> <p>Developing some social prescribing activities will need additional resources if the voluntary sector is to be involved at a significant level. CCG funding will be needed for this and LMC to progress this.</p>	<p>HvdL</p>
<p>Self-care and Management</p>	<p>1. Directory of Services needed to support clinicians (see above)</p> <p>2.CCG to fund supporting Practices to develop patient involvement. This can be linked to the concept of Practice Champions, expert patients and using PPG's and the Patient Congress. LMC to progress with CCG.</p> <p>3. Introduce a signposting service with a central navigation hub - call centre format</p>	<p>1. HvdL Information requested from CCGs See Active Signposting above.</p> <p>2. HvdL Written to CCG asking for support HvdL to have further conversation with Alison McGregor re Practice Champions. AS to contact David Cowan, Wakefield Care Navigation, re training etc for local Practices.</p> <p>3. Needs further exploration and consideration as to how to progress.</p> <p>Develop a reception signposting protocol. RW to obtain a copy of the original questionnaire used to produce the Quality First document. Questionnaire to be sent out to Practices with covering letter from NHSE, CCG's and LMC. (Latest update - property rights to this questionnaire are not held by NHS. However there is a desire to run this questionnaire again nationally and we could add our local requirements - RW to follow up) GP Federation to help with the data analysis from the questionnaire.</p>