

Primary care GP streaming – proposal from Suffolk GP Federation

You may have read that come September this year all hospital emergency departments must have an onsite GP streaming service – where patients with minor illness conditions can be diverted.

Ipswich Hospital has received £495,000 and West Suffolk Hospital £1m to help fund building work for the service.

We have put together an offer for how it might work:

- The Fed would provide the service both in-hours and out of hours.
- Appointments would be kept to 15 minutes, with a maximum of four patients per hour. Once that is exceeded patients would be sent to the emergency department.
- The clinical commissioning groups will pay for the in-hours component and out of hours will be covered via Suffolk GP+.
- It would use Fed clinical governance and management, along with SystmOne with EMIS inter-operability.

The Fed does not believe GP streaming will make a significant impact on emergency departments and think it will divert resources away from primary care.

However, we understand it is something the hospitals and CCGs have been instructed to provide so it will happen one way or another.

We are interested in your views – particularly the implications that the Fed, for the first time, will be offering services in-hours. Email David Pannell (david.pannell@suffolkfed.org.uk).



Suffolk Locum Service update

Suffolk GP Federation has been working with the Local Medical Committee (LMC) to develop a new Suffolk Locum Service.

We are now asking practices to help us review aspects of the proposed new service.

- **Practice manager questionnaire.** We had 44 responses from practices across the county. The general feeling is that practices would definitely value having access to a list of Suffolk locums and a system to simplify and reduce the time taken to source, arrange and book locum cover.
- **Booking and support.** We have scoped a new Suffolk Locum Service that would consist of a Locum Booking System and a Locum Support Service and sits as an integral part of the Suffolk workforce initiatives. Both clinical commissioning groups are very excited about the service and supportive of its objectives.
- **Funding.** The two clinical commissioning groups have kindly contributed to the set-up costs and the Federation will fund ongoing costs – so it will be offered at no cost to practices.
- **Temporary Suffolk locum list.** Whilst we source the funding to take the whole project live we are creating a temporary list of Suffolk locums that we will make available via the Federation website. We have to get each locum's permission to share their contact details in this way.
- **Practice manager input.** It would be hugely valuable to have some practice manager input into aspects of the proposed service before they are finalised and we launch them to all practices.

If you are interested in getting involved to review the Locum Booking System and the Locum Support Service please email Penny Flack (penny.flack@suffolkfed.org.uk).

Suffolk GP Fed services in focus – North East Essex Diabetes Service (NEEDS)

As part of a new, regular feature we will be shining a light on some of the great work done by our teams providing primary care services across Suffolk and North East Essex. This month we take a more detailed look at our North East Essex Diabetes Service (NEEDS).

Suffolk GP Federation has been providing an integrated diabetes service for North East Essex since April 2014.

The service covers what used to be Colchester Hospital outpatients, in-patient specialist nursing, podiatry, education and specialist services such as dietetics and midwifery.

In total the service value is £2.5million per annum and 25% is paid only if we achieve certain outcomes.

The Fed's approach to managing the service has involved:

- Forming a Diabetes Service Board, with clinicians, patients and managers to manage the services.
- Greater patient involvement e.g. implementing Year of Care which supports patients to self-manage and has been positively received by practice nurses.
- Moving almost all care from Colchester Hospital into the community combined with a substantial investment in primary care capacity and expertise. In three years we have invested £740,000 directly in practices with funding transferred from secondary care.
- Practices also have a monthly dashboard giving them up to date information on their outcomes.
- Forming a single Specialist Diabetes Team including consultants, specialist nurses and other clinicians.



Sheila Smyth and Paul Driscoll at the Primary Care and Public Health conference in Birmingham



Sheila Smyth presents at the Primary Care and Public Health conference in Birmingham

Since April 2014 the service has achieved a remarkable improvement in diabetes outcomes (against a decline in performance nationally). Please note all our data is recorded without any exception coding:

- The percentage of patients receiving all eight care processes has risen from 40% in April 2014 to 74% in March 2017 (an extra 7,629 patients)
- 82.8% of patients now have on target cholesterol (up from 76.3% in 2014) – an extra 4,617 patients
- 76.6% of patients with blood pressure within target levels (up from 67.1% in April 2014) – an extra 3,648 patients
- 75.9% of patients have HbA1c levels within target (up from 69.6% in 2014) – an extra 3,815 patients
- 75.1% of patients offered a tailored care plan (up from 16.4% in 2014) – an extra 11,870 patients

An interesting fact is that all practices in 2017 had better outcomes than the best achieved in 2014.

Last year the service focused on improving foot care. This included encouraging patients to improve their foot care and focusing specialist services on high risk feet. Again, the changes have been positive, with 85.1% of high-risk patients referred to the specialist podiatry service (compared with 27.9% in 2014) and over 3,000 more patients now receiving annual foot checks.

Our innovative approach has led to NEEDS receiving national recognition – with service lead and Chief Nurse Sheila Smyth invited to present at the recent Primary Care and Public Health conference in Birmingham alongside Suffolk GP Fed Medical Director Paul Driscoll.

Last year the NEEDS team was also shortlisted for 'Pathway Innovation of the Year' at the National Primary Care Awards. The service was also featured as one of only two case studies by Diabetes UK.

We are hoping that there will be an opportunity to introduce some of the ideas that have worked in North East Essex into Suffolk practices.

If you would like more information about NEEDS, please email Sheila Smyth (sheila.smyth@nhs.net).

Sharing Ideas workshops

This is another reminder that we are restarting our 'Sharing Ideas' workshops which provide an opportunity to hear about interesting initiatives and new innovations happening in Suffolk primary care.

The first workshop will be on Wednesday, June 21st and include speakers from Suffolk Primary Care and Ipswich Primary Care who have agreed to attend and share their experience of practices coming together in closer partnership and establishing a new enterprise.

It takes place between 7pm and 9pm at Stowhealth, Violet Hill Road, Stowmarket IP14 1NL. Email Linda West (linda.west@suffolkfed.org.uk) if you would like to attend.

UPDATE ON WORKING AT SCALE INITIATIVES

Ipswich Primary Care (IPC)

IPC has asked the Federation to project manage development and implementation of 'On the Day' hubs and a home visiting service across Ipswich – with a care home service coming later. The aim is to get services going in the early Autumn. This work will be facilitated by Dr Tim Reed who led the development of the Felixstowe 'On the Day' service, supported by David Pannell. The Fed will also manage IPC's funding until it can set up its own bank account. As with Suffolk Primary Care, the Federation will not be charging for any of these services.

Ipswich Future GP Leaders programme

There is Resilience Funding earmarked to run a GP Future Leaders Programme for Ipswich. The programme would involve a group of 10-14 GPs, who have senior leadership potential, as a means of developing a critical mass of future leaders to help take general practice forward in Ipswich over the next 2-5 years. The programme consists of three units of two days each. The Federation has already run two programmes and it has been really successful in developing future leaders including individuals involved in the LMC, Federation and SPC. If you are an Ipswich GP and are interested please contact David Pannell (david.pannell@suffolkfed.org.uk). He can also provide more information if needed.

Suffolk Primary Care (SPC) partnership

SPC formed on April 1st consisting of 46 partners from 11 practices (Brandon, Combs Ford, Deben Road, Debenham, Haven Health, Howard House, Leiston, Norwich Road, Oakfield, Orchard House and Stowhealth). The partnership has been asked how other practices can join and has published a prospectus covering its aims, management board and 20 strategic priorities for 2017-18. This can be obtained from Paul Brown the SPC Chief Executive (paul.brown40@nhs.net).

Election of non-executive director for Deben Health Group area

Dr John Lynch of Framfield House in Woodbridge has been elected as Deben Health Group representative on the Fed board.

He received 35 votes compared to Dr Gareth Richards, from Saxmundham, who received 33.

We would like to thank both candidates for standing and all Fed members who found the time to vote.

Closure of the ENT service

Just a reminder that the FED's Ear, Nose and Throat service will close at the end of June. The current caseload of around 60 patients will all either be discharged or referred to Ipswich Hospital by Dr Ayache.

Dr Ayache and ourselves have asked the CCG if the equipment used by the service, which is quite old and despite being regularly serviced unlikely to be used, can be donated to support medical aid in Syria.