



Suffolk GP Fed's Executive, pictured left to right: David Pannell, Jules Styles, Dr Paul Driscoll, Katrina Pollard, Julie Smith, Sheila Smyth and Dr Nick Rayner.

Who are the Fed's Executive team?

- Dr Paul Driscoll – Medical Director and responsible for all clinical services. Paul works for the Fed two days per week and is also a GP in Felixstowe.
- Dr Nick Rayner – Deputy Medical Director and a GP in Newmarket.
- David Pannell – Chief Executive and responsible for the strategy of the Fed.
- Julie Smith – Operations Director who oversees all our day-to-day activities. She is also lead for HR and Information Governance and oversees GP+ which is our weekend and evening service.
- Jules Styles – Director of Primary Care and responsible for our GP surgeries.
- Sheila Smyth – Director of Community Care and manages all our community services. This includes the teams such as North East Essex Diabetes Service, Suffolk Podiatry and Felixstowe MIU. Sheila is also our Chief Nurse.
- Katrina Pollard – our Financial Controller who manages our finance team which includes payroll.



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Update on MDDUS group buying scheme

MDDUS has increased its rates by 5% this year. This is a significant reduction from the double digit increases of the last couple of years.

The Fed-organised group buying scheme still exists. Therefore, each of the 112 GP MDDUS members in Suffolk receive a 5% discount.

Would you like to try a mobile ECG device?

The Fed has been given some mobile ECG devices by the Eastern Academic Health Science Network. These are easy to use and ideal for AF screening, either during NHS health checks, in a clinic setting or whilst visiting. You can find out more by visiting: <https://m.youtube.com/watch?v=7erAH0L49aM>

Your surgery would need a tablet or smart phone to register, as would any patients you have in mind to trial the devices. If you are interested, please contact Debbie Paternoster (debbie.paternoster@suffolkfed.org.uk).

The devices are free, and it's first come first served.

Suffolk Locum Service

So far, Suffolk Locum Service has filled 740 hours and continues to grow. 61 GPs have signed-up, with half approved (i.e. all their documentation is in place).

Dr Nigel Gibbons is doing a great job promoting the service and can be contacted on nigelgibbons50@gmail.com for more information.

Opioid tapering in chronic pain/supporting self-management

The Fed's Community Pain Management Service has various useful initiatives:

- An opioid tapering resource pack is available and can be used by all Suffolk practices. You can find out more [here](#).
- In the West, the team is running opioid education workshops for patients. The sessions, which are held on a demand basis, are a popular choice with patients. Referrals should be made to the West Suffolk Pain Service's single point of access.
- The team is also visiting West Suffolk practices to offer a practical update on helping patients to self-manage their chronic pain, as well as opioid tapering guidance. If you are interested in booking a session, please email Christine Waters (christine.waters4@nhs.net).



Our experience of the Local Area Designated Officer (LADO)

We recently referred a GP colleague working in a Fed practice to the Local Area Designated Officer (LADO).

A child's mother raised concerns about how the clinician interacted with the child, particularly stroking the child's hair.

As clinicians in a position of trust, any such concerns are escalated to a senior team to investigate. This took several weeks, and the colleague was understandably distressed.

The investigation was concluded with no further actions, just a letter of advice to the clinician.

I have written to the LADO about the time taken for this process and my concerns have been taken on board.

It made me realise just how careful we must be as clinicians in our behaviour, particularly around children and vulnerable people, and how vulnerable we ourselves are in these situations

Dr Paul Driscoll, Fed Medical Director

Implementing GDPR

18 Practice Managers used the Fed-organised service to support their practice's implementation of GDPR.

This included a couple of workshops and phone and email support.

The service was provided by Emma Cooper who is the Fed's information governance lead. Feedback was very positive.

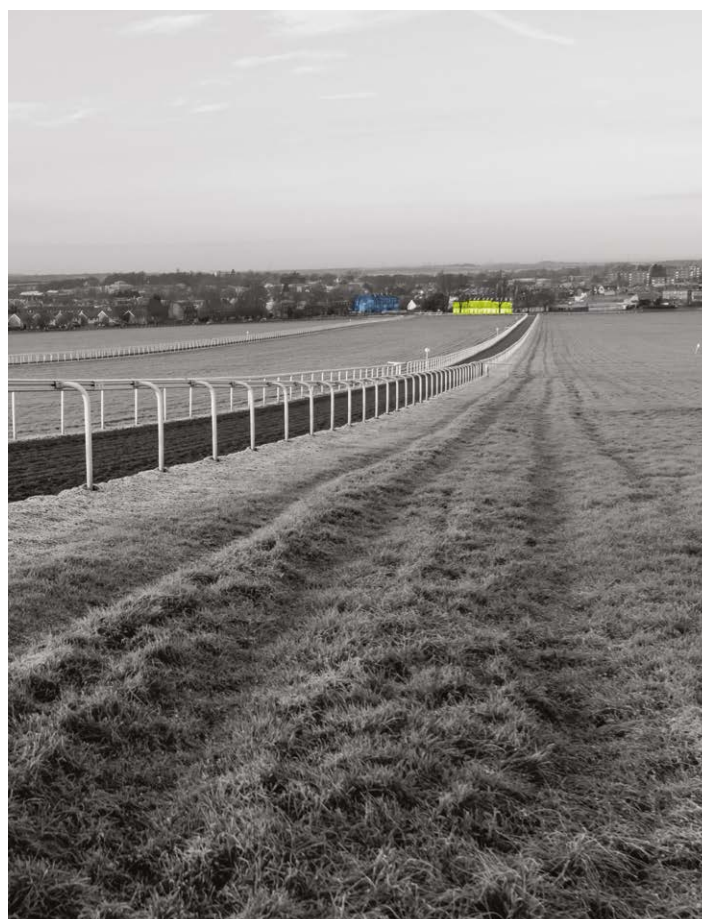
Cardiology opportunities

The Fed has run intermediate community cardiology (ICC) clinics since 2011. ICCs consist of an Ipswich Hospital cardiologist working alongside GP Clinical Assistants. These are experienced GPs with a demonstrable interest and experience in cardiology who have attended a period of additional training.

We are recruiting extra GPs to work in the service. The clinics run on Thursday and Friday afternoons.

The ICC team has full governance including CPD and regular governance meetings.

If interested, please email the Fed's Operations Director Julie Smith (julie.smith@suffolkfed.org.uk).



Update from the practice collaborations

This is a brief update on what the various practice collaborations are up to.

Coast & Country (C&C)

C&C contains nine practices representing 92,000 patients. It is a 'loose collaboration' but uses a Joint Venture contract to manage its services. The group has three initiatives:

- **Emergency Care Practitioner (ECP) visiting service** – two paramedics will start during June. Hadleigh is the lead practice, employs the team and provides clinical supervision. Each practice has a named lead GP for the ECPs to link with. The paramedics' time is allocated to practices based on list size.
- **Nurse training programme** – developed with the University of Suffolk. Training includes immunisation updates for nurses, prescribing and chronic disease management.
- **Specialist Dementia Nursing Service** – two specialist nurses came into post in March. The service has been developed with Dementia UK which has provided pump priming.

The Fed is providing banking services to C&C until it has its own account set up.

Deben Health Group (DHG)

- **Day Team pilot** – completed by Wickham Market and Framfield House in Woodbridge. The service addresses patients calling after 1pm with an urgent 'On the Day' request to see a GP. These are triaged by a clinician from one practice on a rota basis. Only 30% of contacts translated into face to face appointments, which take place at the patient's own practice. The model may be of interest to practices where rurality means patients cannot travel to a central, shared 'On the Day' service.
- **Care Navigation** – this is working well across all seven DHG practices. In the first two months it reduced inappropriate GP appointments by 36%, with good feedback from patients.
- **Sharing workload** – a manager or member of staff from one practice leads on behalf of all others. Examples include implementing GPTeamNet, GDPR, voice recognition, care navigation, workflow optimisation, patient participation groups, LES/DES and Ardens templates.

- **Future collaborative model** – DHG is reviewing which is the most suitable legal model going forward and has a facilitated workshop in June to finalise this.

Suffolk Primary Care (SPC)

Three practices in Felixstowe – SPC members Howard House and Haven Health and the Fed-run practice in Walton – are jointly launching a mental health nurse service.

- **The aim is to reduce GP workload** and improve access within primary care. It reflects the move to increase the skills mix in general practice, drawing on the expertise of other healthcare professionals. It is not designed to replace NSFT services.
- **Patients access the service via direct referral** from GPs or their surgery's reception team. Patients are added to a central triage list.
- **The team consists of two Mental Health Specialist Nurses** that ensures five days a week cover. They deal with all calls received that day, with actions including signposting, onward referral (e.g. to wellbeing), face to face appointments with the team or, if required, a GP in the patient's practice.
- **Governance arrangements** include guidance for receptionists, each practice having a named GP lead, monthly supervision sessions for each team member and monthly audits.

Ipswich collaborations

- **Ipswich visiting service** – involving Orchard Street, Barrack Lane, Ravenswood and Felixstowe Road which starts in June. Three paramedics will each have a geographical territory and see patients from any practice. The collaborative will use the new 'Hub' SystemOne solution.
- **Proposed Ipswich mergers** – including Burlington Road and Derby Road (Pinewood site) and Two Rivers with Solway & Mallick.
- **Ipswich Practices' Collaborative** – has now been established. It aims to work together on projects and joint bids.