

Medical Director's Notes

I am really pleased to welcome four new non-executive directors to the Fed Board.

- Andrew Hall - GP at Felixstowe Road in Ipswich
- Mark Hunter - GP at Guildhall & Barrow in Bury
- James Pawsey - Physician Associate at Ivry Street in Ipswich
- Firas Watfeh - GP at Haverhill Family Practice - Firas is joining in July



From June, your Board will consist of eleven clinicians, two practice managers, our Chief Executive and the ex-senior partner of BDO the accountancy firm.

Over the last months I have been working with colleagues on how primary care's voice will be represented on the new Integrated Care System. These replace the CCGs and potentially dilute our voice, so its important for all of us working in general practice.

Finally, I have been working with hospital consultants, PCN Clinical Directors and a Fed team to prepare for the launch of a spirometry service. This is an exciting development which will start in the summer.

Ruth Bushaway - Fed Medical Director

Launch of the Suffolk Spirometry Service

In late July/early August the Fed will be launching a service to support practices with the diagnosis of COPD and asthma. Currently it is funded for 12 months and will have a capacity of 4,800 per annum across three sites in the West and four in the East. We will be briefing practices on it over the next couple of months.

Fed is recruiting an Urgent Care Associate Medical Director

We are recruiting a new substantive full-time Associate Medical Director for our Urgent Care services. These include ED Streaming at both hospitals, GP+, Out of Hours, ambulance crew advice line and new services such as the Urgent Treatment Centre at Ipswich. The post will combine clinical leadership, mostly from Riverside in Ipswich, with working in our services across the county. This will include one weekend shift every 4 weeks and also being on the on-call rota.

It is a great opportunity for a GP who shares the Fed's vision. Management experience is not essential but you will need a strong interest in leadership, wish to develop a medical director career and work with a great team of clinicians and managers. Our preference is for a local GP, who might already work in our services, has SystemOne expertise and is either a trainer or prepared to become one. To arrange an informal chat please contact Katherine.A-Turvey@suffolkfed.org.uk and she will put you in touch with our clinical leadership team.

Out of Hours 2021/2 outcomes

In the twelve months to March the service managed 26,048 patients of whom 99.8% were within the disposition time set nationally via 111. Most importantly, we had only four patient safety related incidents which is in line with previous years and is a strong indicator we provide a safe service. Thank you to the team and everyone who works in the service.

Unity Healthcare in Haverhill

The Fed has run Unity since 2017. We are a sizeable 18,500 practice which prior to the Fed taking on was struggling, including a collapsing partnership. We are run using a salaried model so the Fed employs all the clinicians and purchased/leased the buildings. We were early adopters of AHP teams. We have developed a great leadership team.



Timely access is the utmost priority for Unity's patients, so in 2019 we introduced a digital first total triage model. 950-1,000 patients per week (>5% total list size) use e-Consult which has freed-up telephone access which historically was a major issue that led to CQC special measures. The majority of presentations are dealt with on the day of contact.

The use of triage means we are confident that all patient NEEDS are being met promptly. But the trade-off is reduced access for patients who primarily have WANTS. Also, it comes at the cost of some of the relationship aspects of traditional GP. Overall, most patients are much happier but a small but noisy minority complain things are "not like they used to be". We realise the digital first model does not suit all practice populations, but it works in Haverhill.

The practice's clinical outcomes are now good, feedback scores and CQC ratings are improving and our 'GP to patient' ratio is in line with national averages rather being a major outlier.

We are not immune to the issues facing GP practices nationally and locally. Staff are pretty demoralised by 'GP bashing' in the media and from politicians. We don't have much more to give without breaking. We are doing our best to mitigate this and are probably in a better position than most. We have an excellent close relationship with Suffolk GP Federation as well as collaboration with partners such as the Haverhill Family Practice and Suffolk Primary Care partnership.

Dr David Brandon

Clinical Lead – Unity Healthcare

Ultrasound referral feedback

The Fed's brilliant service updated the Board and a couple of points came out. Firstly, please note additional information in the clinical section of the referral including a working diagnosis. Secondly, the pancreas can be difficult to see with ultrasound as it can easily be obscured by bowel shadow, especially the tail. This is where indicating a working diagnosis is helpful e.g. 'I think it might be pancreatic cancer or amylase raised etc vs obstructive jaundice'. If the refer has documented they are concerned about pancreatic Ca the sonographer will advise consider a CT referral but if not, they would not make any further recommendations.

Also, a reminder the referral form contains an email address if you need to contact the team or have useful feedback to them.

News in brief

- The Fed's Suffolk Podiatry and North East Essex Diabetes Services have jointly produced a great video on peripheral arterial disease (PAD) as part of a suite of planned patient advice animations <https://app.animaker.com/video/LTGAYAKYDMQIQFVX>
- Fed is now rated Good from CQC. Our practice in Haverhill is rated separately and is still Requires Improvement
- Suffolk Expo 2022 - The Fed will have a stand at this event at Newmarket Racecourse on 1 July. Come and say hello if you are there.
- Andrew Yager, who was a GP in Bury and worked in the Fed's cardiology service, has written a book of short stories on his experiences working in Suffolk. Tales of a Suffolk GP is available from Waterstones in Bury

GP Support Hub

Can you help young people applying for med school?

Our local experience is many young people need support when considering and then applying to medical schools. On Saturday 16 July 2022, at Suffolk One, there will be a launch event providing information, advice and guidance to students along with talks on the benefits of becoming a clinician. Students will be able to access mentor support and work experience placements, either 5 or 10 days, in primary care.

Can you help? We need clinicians who can attend the July event and talk about their experiences. Also, we need clinicians who can mentor students, help with personal statements, mock interviews etc. Finally, we need practices that can host placements. If you can help please contact victoria.fennell@nhs.net.

Later Career Event

Are you considering your options as you progress towards the later stage of your GP career? Thinking of changing your working arrangements? If so, we would love to welcome you to attend our third 'Later Career Event' on Wednesday 15th June. 19:00 - 21:00, food and drinks will be provided and an opportunity to talk in a confidential space to share ideas!

Wivenhoe House, Wivenhoe Park, Colchester, CO4 3FA *Not exclusive to NEE GPs, all welcome! There will also be East and West locations announced again soon, starting in September! Come and join us for a great evening. To book, click here <https://www.eventbrite.co.uk/e/after-career-event-tickets-347870900227>

Tier 2 Sponsorship

Looking to employ a someone without a current visa? Perhaps you'd like to offer a position to a qualifying Registrar who will need sponsoring? Get ready now by contacting Eleanor Ward (eleanor.ward2@nhs.net) at the Training Hub to talk through and get support with the process