

Medical Director's Notes

During our inaugural Fed Clinical Leads workshop last week, a few things struck me. Participants were incredibly supportive of each other and, more importantly, presented a positive, forward-thinking and problem-solving attitude to the challenges we all face. This is supported by the results of our 2023 Fed staff survey, covered elsewhere in this newsletter.



What is on clinical leads' minds will not be a surprise. Lack of time tops the list - especially the challenge of leading and improving services, while also doing day-to-day clinical work. Positively, work/life balance seemed good.

What did I conclude from the session? Things may be tough in the NHS, and the issues are numerous, but effective teams and supporting each other are great antidotes. It's not complicated, and it's something which we can all facilitate.

Health Checks bid

The Fed won the competitive tender for Health Checks – which includes those completed by member practices. We will contact practices over the next few weeks once we have met with the commissioners. Public Health specified changes to the current approach, including targeting deprived communities through outreach. The budget is very tight.

Long Melford and Unity Healthcare merger

The first phase of Long Melford Surgery merging with the Fed-run Unity Healthcare has been completed. Staff have been transferred to the Fed, and we are now managing the practice. On 1 April, the two practices will formally merge.

Very Important Invitation project

This aims to increase the uptake of cervical screening and address health inequalities. The team supports practices in identifying gaps in uptake and working with those who have not responded to invitations. If your practice would like additional support, please contact Lucy Ainsley (lucy.ainsley@suffolkfed.org.uk).

Community pharmacy minor illness

This ICB-funded initiative is designed to improve relationships between practices and their local community pharmacists. It is even more relevant with NHSE's launch of PharmacyFirst. The pharmacist will observe a morning minor illness clinic and meet the practice team for lunch. This is an opportunity to explain how the practice works and agree on how it should work at a local level. Aimee Longfoot from our Member Services team will be contacting PMs.

GP Digital & Automation Group

We now have over 50 signed up for our monthly Teams meetings. Key points from February meeting were:

- **Automated path filing** - Only GPAutomate fully automates - others just delegate certain tasks. We agreed to test GPAutomate in six practices – will be looking for volunteers (email David Pannell if interested).
- **GP Automation Team Update** – a developer is joining next month meaning the team is complete. Various software solutions are being evaluated, but compatibility with SystmOne is the main issue (most don't work with S1). Diabetic eye screening results filing is in the pipeline.
- **All-Day GP Digital & Automation meeting** – a free face-to-face meeting for those interested in general practice digital and tech will be held on 14 May. This will combine training, presentations on what is happening locally/nationally and an opportunity to network. Email david.pannell@suffolkfed.org.uk.
- **Medwise.ai** – this is a search engine for medical sources. It's funded by our ICB, so please try it out.



Automating new patient registrations

Leigh Ellsmore (leigh.ellsmore@suffolkfed.org.uk) is on secondment from Wickham Market and has been busy with demonstrations of Healthtech-1's new patient automation. 33 practices across have now signed up and the numbers registering without practice input are growing exponentially. Each automated registration saves around 15 minutes of admin time which can be used for other tasks.

If you are curious or want to see how it works, get in touch with Leigh or join a drop-in demo (no need to register in advance):

- Thursday 7th March - 10 am: <https://meet.google.com/vzn-xyry-fna>
- Thursday 7th March - 3 pm: <https://meet.google.com/svz-tgvq-cku>
- Thursday 14th March - 10 am: <https://meet.google.com/iba-vjmc-hwc>
- Thursday 14th March - 3 pm: <https://meet.google.com/kno-pevc-rtx>
- Thursday 21st March - 10 am: <https://meet.google.com/cdr-wkjin-tmg>
- Thursday 21st March - 3 pm: <https://meet.google.com/qqm-pozj-kha>

Inclisiran

Inclisiran is for patients who have had a cardiovascular event - it can be used on its own or alongside statins or other cholesterol-lowering drugs. In Suffolk, we have agreed that Inclisiran will be administered by GP Fed, with participating practices identifying suitable patients. A briefing note will be going to practices in the next fortnight.

Fed senior management role changes

Your Board continues to plan how we replace our senior management team when they retire over the next few years. In preparation, we have made some internal changes:

- Julie Smith is now our Managing Director.
- Katherine Addison-Turvey, who manages our clinical services, is Fed Operations Director.

Staff survey 2023

The results of our latest survey were very positive, showing improvement from 2022. Key results are:

- 96% (up from 92% in 2022) would be happy with the standard of care if a friend or relative needed care or treatment from the Fed.
- 85%, (up from 84% in 2022) are enthusiastic about their work and 81% (up from 75% in 2022) agree/strongly agree that they would recommend the Fed as a place to work.
- 13% do not feel secure in raising concerns about unsafe clinical practice. However, 81% (up from 79% in 2022) feel confident the Federation would address any concerns raised.

Brief updates

- **Ultrasound** – the backlog has been cleared. Scanning now also taking place at Deben Road.
- **GP+** - we have been visiting PCNs to ensure the service reflects local priorities. As a result:
 - A daytime dermoscopy clinic to operate at Wickham Market base.
 - We will deliver extra care navigator training for South Rural, Bury, WGGL and Blackbourne PCNs.
 - There is an ongoing discussion regarding practice nurse slots and how we can best utilise these appointments.