

## Medical Director's Notes

I am convinced the Fed's founding principle and ongoing commitment to being 'clinically led' ensures we focus on safe, deliverable and quality care and services. Staying clinically led (and patient-centred) is challenging, though. Services can drift as they try to meet non-clinically relevant targets. When systems and services are under pressure, particularly when each partner has their challenges or targets, it is easy to draw protectionist boundaries, such as referral criteria, which prioritise targets over sensible clinical practice.



To ensure we maintain clinical leadership, we have reviewed our structure and are further developing the roles of our clinical leads. This will more clearly enable the voice of our clinicians within services. We also want to tighten the links between our clinical and operational leadership to ensure priorities are implemented.

Our first clinical leads meeting is in the diary for early February, and I am excited to hear what learning can be shared and how challenges can be overcome. We have very talented people, not confined to those with leadership titles, with great ideas, and I see them as a very valuable resource.

## ICB Fund – good news

We have been awarded significant funding from our ICB under NHS England System Development Funding (SDF). Key projects:

- **Self-referral pathways** - Expanding self-referral access for vasectomy, cervical screening, ADHD and diabetes education – with additional pathways once these are established.
- **Estates Community Interest Company** - Establishing an organisation that can develop and manage general practice buildings as an option where partner ownership is not feasible.
- **Community pharmacist minor illness clinics** - a pharmacist from the community will have a morning of training and then visit their local practice, meet the team and attend a minor illness clinic. The aim is to improve how community pharmacy and general practice work.
- **Robotic Process Automation (RPA)** - Implementing automation technology to streamline manual, repetitive processes and administrative tasks in GP practices.
- **Specialty training & Welcome Back to Work** – purchasing SystemOne induction training software for those returning to work and providing laptops for some GP trainees.
- **Maximising use of digital tools** - working with members to fully utilise/optimize existing tools and technologies, e.g. automating new patient registration, auto email reminders for medication requests and SystemOne capabilities.

## Long Melford and Unity Healthcare

The two practices, of which Unity is managed by the Fed, are discussing how they can work together. Long Melford currently has two GP partners, with one having a planned retirement.

## Are you using Chat GPT or Bard in your practice?

We are looking at how these can be used locally for administration or to support clinical work. If you are using them in any work capacity, please email [david.pannell@suffolkfed.org.uk](mailto:david.pannell@suffolkfed.org.uk).

## New members of the Member Services team

We are pleased to introduce new team members:

- Yemi Olatunji - Development Manager who will be managing the Member Services team.
- Leigh Ellsmore - Automation Analyst focusing initially on supporting practices with automated new patient registration (Leigh.Ellsmore@suffolkfed.org.uk).
- Amy Longfoot - our first joint LMC/Fed post. Aimee is supporting our Long Melford work and will lead the community pharmacist attending minor illness clinic project. Aimee's Fed email is aimee.longfoot@suffolkfed.org.uk (her LMC email is support@suffolklmc.co.uk).

The team are developing a portfolio of services that directly support our members. If you have any thoughts or ideas, please email either David Pannell (david.pannell@suffolkfed.org.uk) or Yemi Olatunji (yemi.olatunji@suffolkfed.org.uk).

## Make life easier - new patient automation

Orchard Street in Ipswich was the first practice to start automated registrations using a software provider called Healthtech-1. Since August, 682 of their registrations have been fully automated, which is 97% of all applications. This is a higher percentage than we expected. Stowhealth started later but is also automating 97%. At 20 mins per registration, Orchard Street saves 40 hours of admin time a month.

If you need help setting up the system, which is straightforward and takes less than an hour, please email leigh.ellsmore@suffolkfed.org.uk.

## Brief updates

- **Podiatry telephone self-referral** - this is now fully operational. In Quarter 3, 827 self-referrals were received, of which 13% were via phone. We are monitoring self-referral activity and will be in touch if we think your practice could increase the numbers who do not need to see a clinician before referral.

### GP+

- From 1 April, a new base is opening at Barrack Lane and we will run daytime dermoscopy clinics in Wickham Market.
- Following a clinician-led review of average consultation times, which are rising as complexity increases, we have added extra admin time to clinics. This addresses a concern raised by GP+ clinicians.
- **Inclisiran** - it has taken an age but we will send out a briefing to practices soon on this service.

## GP Support Hub update

- **Attending Coroners' Court** - if a member of the practice team has been asked to attend and does not have support from your defence organisation, please contact the Support Hub
- **Niche GP initiative** - supports different ways to manage practice workload and alternative ways of working for GPs. Examples here - [Niche GP | The GP Support Hub](#)
- **Tier 2 visa sponsorship** - a reminder that your fees will be fully reimbursed if you register to become a sponsor practice. This is a great opportunity to welcome international GPs to your Practice. The license lasts four years and covers any skilled health and care worker. More information via the GP Support Hub
- **Online Pension event** - 15th February 2024, 7-9 pm, hosted by Larking-Gowen and Medical and Financial, open to all SNEE staff. Please book using this link: <https://www.eventbrite.co.uk/e/pensions-event-tickets-763880917387>
- **Work Well Webinars** - SNEE Training Hub, in conjunction with Rachel Morris, are running a wellbeing series for all members of staff. Details and to sign up - [Shapes Toolkit](#)
- **GP First 5, Mid and Later career groups** - don't forget about the brilliant groups available for you to join - for more information: [The GP Support Hub | Confidential support service for GPs](#)
- **GP Support Hub Website** - our new website showcases what we have to offer, with information on our communities, events, training and resources <https://suffolkfed.org.uk/gp-support/gpsupporthub>