

Medical Director's Notes

There is emerging consensus, led by Wes Streeting nationally and Ed Garratt locally, that our local rapidly ageing population cannot be sustainably managed in our hospital-centric system model.

'Future Shift' is the local health and social care's strategic response to the national call for Analogue to Digital, Hospital to Community and Treatment to Prevention. Currently it's a high-level aspiration with some broad aspects agreed (e.g. more crisis prevention, community and health/social care & voluntary services). No specifics are yet finalised but the Fed is staying strongly engaged in conversations as they develop.



Its worth practices starting to think about Future Shift. It is already happening accidentally with some hospital work shifting to practices ("GP please...") and to 3rd space (not-hospital and not general practice) services. More importantly, it is the main opportunity for general practice is to be grow again, after shrinking relatively for so long. If done well, Future Shift will help practices manage their core work and help to address the numerous issues we and our patients face.

Digital and automation

- **Governance** – we have previously commented that the pace of digital innovation is rapid and traditional NHSE and ICB governance struggles to keep up. The Fed now has a digital governance group which undertakes due diligence but we can only focus on a small sample of products. We are working with the ICB on a solution. In the meantime, please be careful and ask if at all unsure.
- **New patient registration automation** – 64 practices are live and over 3,000 registrations per month are fully automated.



- **Fellow AI** – this is a meeting summariser tool used by the Fed and Suffolk LMC. Unfortunately, NHSE have notified us that Fellow will not be included in their approved apps meaning it cannot be used with NHS Mail. It has now received Data Protection Officer approval so its 'one step forward one step back'.
- **Heidi AI** – this is a consultation transcription product of which there are a number around. Our Data Protection Office has referred the 'full' consult mode to the Information Commissioner Office. We can test the Dictate mode and are planning to run training for this. We are also reviewing all of the transcription products and will send a summary to practices.
- **Innovative Practice** – this is a SystemOne optimisation package being tested by DHG PCN for their long-term condition management. Its currently in the implementation phase so we will feedback learning later in the year.
- **Path results filing** - we are working with two providers but progress with both is slower than we would wish:
 1. Healthtech-1 – this provider offers patient registration so we have already completed much of the due diligence.
 2. GP Automate – we have nearly completed due diligence but now realistically will not be testing this until early 2025.
- **Monthly GP Digital & Automation Group** - please email Evans to join this group (evans.scott@suffolkfed.org.uk)

SystemOne training

The Fed's Member Services team now has capacity to offer introductory S1 training to practice staff from early 2025. Training is a support gap member practices have been consistently asking for. Aimee Longfoot is liaising with PMs to identify the priorities (aimee.longfoot@suffolkfed.org.uk). Our plan is to offer Teams drop-in sessions on a fixed day each month.

Inclisiran

In Suffolk we agreed Inclisiran would be administered by the Fed with practices identifying suitable patients. This approach mitigated the risks identified by Suffolk LMC and will enable it to be evaluated locally.

Uptake has been low. Only 14 surgeries participated with 114 patients referred of whom only 42 received their first injection. Most of these have had or are booked for their second injection. A significant number did not meet the criteria or did not engage with the service.

We are now working with the ICB and LMC to agree a plan going forward. We are aware practices are receiving an increasing number of requests from secondary care for their patients to receive Inclisiran.

Careers Fair - Thomas Mills High School, Framlingham

Dr Ruth Bushaway, Abigail Woodley-Smith and Jodi Brightwell from member practice and Sarah Hanlon, ICB Medicines Optimisations Pharmacist attended the Careers Fair on 8th October. This was a great opportunity to speak to young people looking at starting their careers and share our experiences and enthusiasm.



Suffolk & North East Essex GP Collaborative Review

The Collaborative is a GP owned and managed group consisting of Suffolk & Essex LMCs, two federations, clinical director and our two GP Integrated Care Board reps. The group is working on a review of how general practice is perceived in the SNEE system and what adaptations we might need for the future.

We have completed interviews with members of the Collaborative and leaders from the ICB and local hospitals. These have been very informative and challenging. The next phase is to identify and discuss options for how we move forward.

Suffolk Health Checks

This service continues to face teething issues reflecting the major changes in the service required by the commissioner Public Health. We are resolving these as fast as we can and please bear with us.

GP Support Hub (via info@thegphub.org)

- Join us for an evening with Dr Farzana Hussain offering insights into implementing total triage and online consultations. Dr Hussain implemented total triage in her East London practice in March 2020. Wednesday, 6 November at 7pm. To book, [Click Here](#)
- SNEE-wide Trainers meeting/Educator afternoon Wednesday, 4 December at Trinity Park. An interactive session, focussing on effective communication with trainees with diverse backgrounds and cultures. To book, [Click Here](#)