

Your GP Fed Board

Chair	Dr Nick Rayner – Oakfield, Newmarket
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Chief Executive	David Pannell

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Andrea Clarke	Orchard Street Practice Manager, Ipswich
Dr Paul Driscoll	Haven Health, Felixstowe
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Dr Peter Smye	Guildhall & Barrow, Bury
Jane Wallace	Wickham Market Practice Manager
Dr Firas Watfeh	Haverhill Family Practice



NHS Ten Year Plan – what is happening?

You will have read the headlines - a focus on moving care from hospitals to communities (called Future Shift locally), digital and prevention. Publication has triggered several national initiatives to test out the new ways of working, which we expect will be reflected in the new GP contract. Suffolk general practice is in a good position to influence how this evolves. We have the GP Collaborative (LMC, GP Fed and CD reps) and a respected federation.

Usually, it's a sensible strategy to participate early in any national changes. We believe this continues to be the case but it's worth noting, the precise asks are unclear, for example there appear to be differences within NHSE on how influential general practice will be and there is little/no funding.

The two active initiatives are:

1. National Neighbourhood implementation programme

The immediate ask is a request for volunteers to be early implementers of neighbourhoods, which are central to the delivery of the Ten Year Plan. The proposal is West and Ipswich and East Alliances put themselves forward. As with all the changes, general practice would be working alongside local government, hospitals, voluntary sector, commissioners etc.

2. West Ipswich Care Management Service

This is a Suffolk initiative based on recent analysis which found 1% of our population accounts for over 70% of urgent/emergency bed days (a proxy for use of all health resources/workload). Care Management is a way of intensively supporting this group of patients, for example with proactive care co-ordinators and additional GP/ community matron capacity.

We are starting this service in the West Ipswich Integrated Neighbourhood Team area. The aims are to improve the care for these complex patients, ease workload pressures and hopefully reduce hospital admissions. In theory, these savings can then be reinvested into community services/primary care (called Future Shift).

ME/Chronic Fatigue Syndrome & Long Covid service

The Fed was successful with its bid to manage this service across Suffolk and North-east Essex. It brings together the existing ME/CFS operated by East Coast Community and Long Covid provided by ESNEFT. Caseloads will begin transferring to GP Fed from 1st August. They will be assessed by the clinical team throughout August, with plans to see urgent and complex patients. Patients will be sent a letter welcoming them to the new service and informing them how to contact us.

There will be a multi-disciplinary team including nurses, occupational therapists and care navigators with a medical expert providing oversight. The service will offer a mix of ME, CFS and Long Covid programmes with the aim of combining these where possible.

Community Ultrasound – Repeat Scans

The Fed Ultrasound team will automatically refer patients who need repeat scans at three, six or twelve months. Following feedback advising this was not happening, the team have revised the process to ensure this occurs automatically. Repeat scans recommended for more than 1 year, typically three, still needs a re-referral as the patients circumstances may have changed.

ADHD monitoring and prescribing service

Since its launch in April, 69 Suffolk and North-east Essex practices have handed-back their patients to the service. A dedicated phoneline and mailbox is now in place for patient and healthcare professional queries.

Out of Hours update

We are implementing exciting development plans:

- Making two week wait referrals (instead of asking practices). The infrastructure is in place and we are training clinicians with the aim of starting in October.
- Heidi AI – Our target is to have this up and running November
- Overnight co-location with St Elizabeth Hospice is working well and now includes joint working e.g. Fed providing end of life meds if they are in the vicinity of a patient and drug chart completion. We will widen this to St Nicholas hospice.

News in brief

- Cervical screening has been nominated for six Nursing Times awards
- Health Checks – A thank you to the participating practices for their support with the changes we made for the new year. Practice delivered Health Checks grew from an average of 1,334 per month in Q3 & Q4 to 1,650 in Q1 2025.
- Sizewell C – we are bidding to run the on-site health centre.
- Lung Cancer Screening has now launched in Forest Heath PCN and will go live with ESNEFT imminently.
- The Patient Participation Groups of Unity Healthcare and Haverhill Family Practice held a joint even raising awareness of the support for older people and their carers.



GP Support Hub

- **Tier 2 visa sponsorship** – a reminder that if you register to become a sponsor practice, your fees will be fully reimbursed. The license lasts 4 years and covers any skilled health and care worker.
- **GP First 5, Mid and Later career groups** – don't forget about the brilliant groups available for you to join



Member Services - Digital and Automation support

Heidi AI

Heidi AI is a digital scribe which listens and transcribe patient-clinician conversations in real time, extract symptoms, suggest diagnoses, medications, procedures, further tests and generate clinical notes, referrals etc. Your PM has an implementation pack with everything practices need to use the technology.

Knoby

This provides document processing and repeat script automation. Established customers report half of their letters are processed without human intervention with an expected ceiling of 70%. Higher risk letters (e.g. paediatrics) are automatically processed manually. We are initially rolling this out in Stowhealth, Unity, Deben Health PCN practices, Two Rivers and East Lynne.

Clinical Safety Officer (CSO) training

The role is to ensure the safe and effective implementation of digital solutions. If you are interested in undertaking the training (e-learning and a day face to face) please contact David Pannell (david.pannell@suffolkfed.org.uk).

TeamNet

The ICB is withdrawing funding for this software which many, particularly in the west, use to run their practice. The Fed's Member Services team is identifying if there are cost effective options for this which will help members.

GP Digital and Automation Group

This meets monthly via Teams on the second Tuesday of each month. Please email evans.scott@suffolkfed.org.uk if you want to join.