



Project Update

Your Monthly Update of Projects From North Staffordshire GP Federation

Extended Access Update

INSIDE THIS UPDATE...

- **Staffordshire Physician Associate Internship Programme**
- **GP and Practice Vacancies**
- **Learning & Development Opportunities**
- **Care Home Project**
- **GDPR Update**
- **Our Annual General Meeting—Watch this Space!**
- **CCG and NHS England local team Briefing on Funding of Flu Vaccines from 2018-19**
- **Competitive Rates on your Stationery and Office Consumables**
- **Welcome to our new Director and Quality Improvement Facilitator**
- **Our Website and Facebook Page—what do you want to see?**

Work is continuing here at the Federation in ensuring we go live with all Extended Access Hubs by 1st October 2018. You should be receiving regular communications either direct from ourselves, or from the area leads working on our behalf.

To confirm the go live dates are as follows:

- Hanley Primary Care Access—Saturday 1st September 2018
- Haywood Hospital—Monday 3rd September 2018
- Leek Moorlands Hospital—Monday 10th September 2018
- Bradwell Hospital—Monday 17th September 2018
- Longton Cottage Hospital—Monday 24th September OR Monday 1st October 2018 (tbc)

Rotas are being manually collated by the area leads for September 2018, however, from October 2018 we will be going live with an automated package called RotaMaster.

To ensure that you receive RotaMaster log on details to enable you to book shifts, please contact Tracy Norton, Quality Improvement Facilitator on Tracy.Norton2@northstaffs.nhs.uk.

In the meantime, if your practice wants to start advertising extended access appointments to your patients, NHS England have a number of useful resources here: <https://www.england.nhs.uk/gp/gpfpv/redesign/improving-access/communications-guide/> and specific communications will be provided by the CCGs soon.

Whilst we can all be cynical around national initiatives, we must try and make Extended Access work to our benefit locally for both our patients and you as our Member Practices. I totally understand the workforce pressures on us all but the more of the sessions that can be done by local clinicians the better for all of us. It keeps the money in local primary care, keeps standards and quality high and hopefully means that it eases the pressures on Member Practices. It is deliberate and for that reasons that the Monday to Friday sessions are 4pm until 8pm.

We had the EMIS training day last Thursday and the system works well. Practice Receptionists will be the people who can book the appointments and a guide for you to share with them will be out tomorrow! Also Data Sharing Agreements will be out by no later than the end of the week (we are awaiting them being finalised by CCG and Information Governance colleagues) and they need to be returned ASAP so you can activate the relevant sections on EMIS. You won't be able to book appointments until this is done.

****Continued Interest for our Staffordshire Physician Associate Internship Programme ****

Last month, we were delighted to receive a visit from Dr Katharine King, Director Postgraduate for GP Education, HEE where she was able to meet the PAs and gain an insight into the primary care teaching programme undertaken by Dr Jon Wright and Alex Scrivens-Joyce.



Dr Katharine King meeting all the PAs on the Staffordshire PA Internship

At the end of the year, funding for our Internship will be complete, but we will be liaising with NHSE and HEE to see whether further funding can be made available for next year. If you are interested in hosting a PA for 3 days or 5 days per week in practice or require any further information on hosting a PA, please email: Lucy@Howbeckhealthcare.co.uk

Quote from one of the GPs included in the Internship:

*“Our PA is doing brilliantly, very pleased at how she’s settling in.
Having now worked with her she’s already well ahead of where I expected her to be....
A real credit to her training and her own professionalism.”*

Word is getting out on our Staffordshire PA Internship scheme - the RCGP has published an article in the Clinical and Research News on our pioneering scheme which can be viewed as follows: <http://www.rcgp.org.uk/clinical-and-research/about/clinical-news.aspx>.

GP and Practice Vacancies

We are kindly asking all practices to forward any vacancies to us, to allow:

- ✓ the Federation to advertise your vacancies online (<https://www.nsgpfed.org.uk/jobs/>)
- ✓ to share GP vacancies with newly qualified GPs who are in regular contact with the workforce team, and
- ✓ to share GP vacancies with new GPs moving to the area.

This is a free advertising resource to help you. Vacancies to be emailed at any time to: Lisa.Dulson@northstaffs.nhs.uk.

See our website for current vacancies (<https://www.nsgpfed.org.uk/jobs/>).

Learning and Development Opportunities

Practice Manager Opportunities

We continue to work hard to bring further learning and development opportunities for our members and as reported in our last newsletter, have recently been successful in securing £10,350 of funding from the GP Forward View Practice Manager Development Fund to aid us in offering training to all Practice Managers from our Member Practices, in the following areas:



- Leadership (one day course)

The course will cover motivating, leading and inspiring—the three essential ingredients of exceptional management. Learn how to do all these and more on this one-day programme which includes effective delegation, planning creative reward systems and dealing with the difficult behaviour that can lower morale and team spirit.

- Managing Change in General Practice (half day course)

Change is needed to develop innovation, meet the shifting and increasing demands of patients and new business needs. Prepare yourself to communicate and engage with your team and achieve successful change management. Understand the journey, the resistance and the communication strategy required to keep the team focused, up to date and motivated towards effective change plans.

- Emotional Intelligence and Personal Resilience (half day course)

Delegates will gain an understanding of the 5 key elements of emotional intelligence as well as the key principles of personal resilience. It will promote a practical understanding of how, if adopted in the workplace, these approaches could make a real positive difference. Each delegate will leave the session having drafted a personal action plan.

There will be a number of dates for each session to maximise attendance. Further details of this training will be emailed out directly to Practice Managers and publicised in our September 2018 Newsletter so keep your eyes peeled. If you would like to register your interest before this, or for more information, please contact Lisa Dulson on Lisa.Dulson@northstaffs.nhs.uk.

In addition, there is still time for Practice Managers to join our 7 Updates event being run by Conferences 4 Health.

The date for **Practice Managers** is:

19th October (all day): <https://www.eventbrite.co.uk/e/7-updates-practice-manager-training-tickets-46631932365>

Please follow the Eventbrite link to book your place, be quick as there are only a limited number of places left. Any questions then please contact Lisa Dulson at Lisa.Dulson@northstaffs.nhs.uk.

Learning and Development Opportunities

NHS Finance for Practice Managers:

In addition to the above Future Focused Finance are running two regional 'Introduction to NHS Finance for Practice Managers. The events will give delegates the opportunity to attend workshops showcasing good practice and shared learnings from their local areas. Each event agenda will be tailored to the locality it is being held in. Follow the links below for more information:

<https://www.futurefocusedfinance.nhs.uk/event/introduction-nhs-finance-practice-managers-manchester>

<https://www.futurefocusedfinance.nhs.uk/event/introduction-nhs-finance-practice-managers-birmingham>

Basic Life Support Training

We will shortly be offering a number of Free Basic Life Support (BLS) training sessions for our members. We are hoping to run around 8 sessions at various venues across North Staffordshire, so if you have any staff needing to complete the training please look for the email which will be sent over the next few weeks. Further details will also be included in the next newsletter.

However, if you wish to register your interest, then please email Lisa Dulson, PA to the Federation at Lisa.Dulson@northstaffs.nhs.uk.

Midlands Frailty Academy—2 day training courses

Midlands Frailty Academy is holding a 2-day training course on 'improving the care and management of the Frail Older person'. The training is fully funded and supports plans to improve the care of older people in Hospitals, Care Homes and the Community.

The training course is aimed at Nurses, Healthcare Professionals, care assistants and others who wish to enhance their knowledge and skills about conditions affecting older people and solutions.

For more information, please click here: <https://www.nsgpfed.org.uk/latest-news/>

How the Five Care Homes were Chosen?

The North Staffordshire GP Federation started providing comprehensive medical cover for five care homes around Hanley since early June 2018. This has shown excellent results with improved continuity of care, reduced A&E attendances and comprehensive care plans. These 5 care homes were suggested by CCG colleagues as high A&E attendance care homes around Hanley. The Hanley location is our main site (Hanley Primary Care Access Hub) so we have the necessary infrastructure and work force working from Hanley to support the service. We are may extend the service to a few other homes soon and the decision will be taken with CCG based on location and A&E attendances and unplanned admissions.

We hope to provide similar cover to all practices who have expressed interest to delegate the care home cover to the Federation in the future based on the feedback and review of the current pilot.

If you have any queries, please speak to Ian Gibson or Dr. Chandra Kanneganti or Dr. Annamalai Veerappan.

PCIG have developed a New guide in regards to Subject Access Requests from Patient to access their data under the GDPR article 15. **This guide has been updated to reflect current BMA thinking regarding SARs – especially from Solicitors and Insurance companies.**

Practices will have to change how they respond to subject access requests (SARs) under the EU’s General Data Protection Regulation (GDPR), which came into effect on 25 May.

Patients continue to have a right to see their records and as data controllers practices must provide them access to it.

However, several aspects of how practices deal with SARs have changed, as follows:

- Crucially, you will no longer be able to **routinely charge** for providing copies of patient records. Even if requested through a 3rd party should as a solicitor.
- You must supply additional information to the patient’s data – in effect the contents of the relevant privacy notice, if you have access to the PCIG resources include in the response a copy of the “how we use your information leaflet” provided, and a link to your Privacy Notice in the response letter/ if responses are electronic a link to your PN will suffice.
- Practices must now respond to any SAR within a month (instead of 40 days).
- You can now negotiate over how much information you provide – especially with solicitors who ask for everything, check with the patient first to see if you can reduce the amount of information requested, but this reduction must be freely given by the patient you can’t insist on a reduction!

The new guide can be found on the PCIG website at www.pcigconsulting.com—under the GDPR resources page.

The guide includes a step-by-step staff guidance and flowchart, an explanation of the difference between AMRA and GDPR, and all the template letters/forms and email practice may need.

Our Annual General Meeting: Date for your Diary!



We are currently putting some exciting plans together for our Annual General Meeting and hope to be able to update you on these shortly. However, if you would like to attend, please keep the evening of **Thursday 8th November 2018** free in your diary!

CCG and NHS England local team Briefing on Funding of Flu Vaccines from 2018-19

Please find a link to the latest briefing from the CCG and NHS England on Funding of Flu Vaccines from 2018-19:

<https://www.england.nhs.uk/publication/ccg-and-nhs-england-local-team-briefing-on-funding-of-flu-vaccines-from-2018-19/>

Competitive Rates on your Stationery and Office Consumables from Banner UK

Banner UK are offering competitive rates on stationary and office consumables for all North Staffordshire GP Federation members. For more information, including a price list, click on our website, under Latest News.

<https://www.nsgpfed.org.uk/latest-news/>



Hello to our New Director and Quality Improvement Facilitator

We are pleased to announce that we have recently appointed a new Nurse Director to join our Board of Directors. Response to our advert for a Nurse Director was extremely positive with a high standard of candidates.

Interviews took place in August 2018 and Rachel Viggars was appointed and will be attending her first Board Meeting on 30th August 2018.

Rachel works for Ashley Surgery as a Nurse Practitioner and has spent her whole career in Primary Care. The Nurse Director role brings our Board Membership to 10 Directors including GPs, and a Practice Manager.

In addition, we are happy to announce that Tracy Norton has also joined the organisation as the Quality Improvement Facilitator.

Tracy officially starts in the role on 10th September 2018 on a 12-month post working 32 hours per week. The job is purely focussed on supporting member practices in making quality improvements and is funded by money the LMC successfully bid to NHS England for. However, throughout August 2018, Tracy has been assisting us in the mobilisation of Extended Access.

Tracy was previously a Practice Manager at Leek Health Centre for 15 years, before taking the last 12 months off as a career break.



We are looking forward to working with both Rachel and Tracy over the coming months!

Our Website and Facebook Page

Over the next couple of months we will be working to improve our Website so that it becomes a more useful resource to our members and an extension of our newsletter, where we post the latest news, events and meeting details and other useful information such as project updates and job vacancies within the Federation and our member practices.

In addition, we are about to start work on a Facebook page. The Federation does not really have a social media presence at the moment but would like to become more accessible to our members and users of our services such as Hanley Primary Care Access Hub and the Extended Access Hubs. We look forward to going live soon!

If you have any ideas or suggestions as to content for either the website or Facebook page, please contact Lisa.Dulson@northstaffs.nhs.uk.

