



# Project Update

Your Monthly Update of Projects From North Staffordshire GP Federation

## \*\*\*Extended Access Update\*\*\*

We are now live at 4 out of the 5 hubs, with only Longton left to go live on Monday 24<sup>th</sup> September. It is working well and appointments are already being fully utilised.

This means that we are yet to hit full capacity with our focus being on getting the GP appointments right and resolving any teething problems with these. The next phase will then be to concentrate on getting the Nurse appointments live, with initial thoughts being that these will be done via specific nurse clinics such as smear clinics, pill checks, diabetes reviews, asthma reviews, etc. We anticipate being at full capacity by Mid-November 2018. We are also thinking ahead as to how we can introduce direct access physio, mental health workers, clinical pharmacists, etc – all with a view to helping ease some of the capacity pressures in member practices.

In the meantime, it is important your practice is now advertising the extended access appointments to your patients both in surgery and on your website. NHS England have a number of useful resources here: <https://www.england.nhs.uk/gp/gpfpv/redesign/improving-access/communications-guide/> and specific communications have been provided by the CCGs, especially with regards to what you need to include on your website. In addition, we will shortly be launching some leaflets and posters that you can display and hand out to your patients.

In addition, if you have not yet submitted your hard copy Data Sharing Agreement to us, please do this as soon as possible. We are happy to take these off you at Locality Meetings if that is easier for yourselves.

We have been approached by some practice staff who have been helping out with reception shifts during mobilisation who would like to continue to work some shifts. To this end we have set up a list of bank staff, particularly for reception. However, if any of your team are interested in working at any of the Extended Access Hubs, please contact Lisa Dulson, PA to the Federation at [Lisa.Dulson@northstaffs.nhs.uk](mailto:Lisa.Dulson@northstaffs.nhs.uk).

### INSIDE THIS UPDATE...

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## Independent Investigation into Concerns over the lack of transparency

North Staffordshire GP Federation received a letter from North Staffordshire and Stoke-on-Trent CCGs on the 28th June 2018 regarding two areas of concern:

- The Federation's management practices and the allocation of work within its contracts; and
- The lack of transparency about the Federation's financial position.

NSGPF acknowledged this letter and advised that the local Freedom to Speak Up (FTSU) Guardian had been commissioned to undertake an independent investigation and would provide a formal report of findings and recommendations to be shared with all Board members at the next NSGPF Board Meeting scheduled to take place on the 30th August 2018. The FTSU team are employed by Howbeck Healthcare but were asked to undertake this review independently and not involve other members of the Howbeck team.

A full investigation was undertaken which included interviews with key members of staff and exploration of the rotas over a 6-month period and how these were agreed. As a result the investigation team concluded that there is no substance to the allegations.

The investigation team felt that it was clear when looking at the data and following conversations with those interviewed that there was a strong commitment from GP Board members who work clinically to ensure the success of NSGP Federation services by ensuring rotas are filled as per the requirement.

### *Example 1*

There were short timescales for the start of some services (e.g. care home scheme) and a short-term service at Haywood Walk-in Centre and due to this, some GP Board members stepped up availability and worked more shifts in January and February 2018 to ensure rota's were filled in the short-term. The data shows the reduction in shifts worked April – June 2018.

### *Example 2*

In some months, GP Board members had not given availability but then worked at short notice due to unfilled shifts or cancellations. I.e. if they had not needed to step in then their worked hours would have been less than shown.

As the allegations were not upheld, there were no mandated recommendations.

However, the investigation team recommended consideration be given to some improvement actions:

- The introduction of rota management software. It will save time and has some equity of allocation built in, plus its easily auditable.
- That some of the processes that were explained to us be written down as Standard Operating Procedures to aid consistency and transparency.
- That the process for working in Federation Services is communicated to all GPs including how to join the GP pool when opportunities arise.

All actions have been agreed by the North Staffordshire GP Federation Board and have been actioned or in the process of being actioned. The Federation's accounts (financial year runs from 1<sup>st</sup> August to 31<sup>st</sup> July) are currently being prepared and will be presented to members at the AGM. For the next year, quarterly updates will be provided to members to assist in demonstrating transparency.

A copy of the full report can be obtained on request by emailing Ian Gibson, Business Manager at [Ian.Gibson2@stoke.nhs.uk](mailto:Ian.Gibson2@stoke.nhs.uk).

## Coming shortly ..... BMJ Advertising Campaign for GP Practices

The Federation are working in conjunction with the CCG and LMC to support a 12 month recruitment campaign through the BMJ commencing later this month. Full details for practices will be circulated shortly. Any enquiries, please email: [Lucy@Howbeckhealthcare.co.uk](mailto:Lucy@Howbeckhealthcare.co.uk).

### 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](mailto:Lisa.Dulson@northstaffs.nhs.uk). See our website for current vacancies (<https://www.nsgpfed.org.uk/jobs/>).

### Relaunch of NHSE Clinical Pharmacy Scheme

In October 2018, NHS England are to announce the revised changes to the Clinical Pharmacy Scheme which is predominantly the change in criteria to 1WTE pharmacist to 15,000 population which is more amenable to the previous scheme with 1 WTE for 30,000 population.

If your practice would like to express an interest in finding out more on the revised scheme, please email: [Lucy@Howbeckhealthcare.co.uk](mailto:Lucy@Howbeckhealthcare.co.uk).

### New employee in post - Quality Improvement Facilitator to help you

I would like to introduce Tracy Norton who has started a 12 month post with the GP Federation as Quality Improvement (QI) Facilitator this week. The funding for this post has come from your LMC successfully bidding to NHS England. Quality Improvement so that you can work more efficiently isn't easy – Tracy's role is to help and assist you in this as both ourselves and the LMC recognize that you need more support to embed changes and quality improvement. She is essentially a free resource to support you as member practices.

Tracy's base will be Hanley but I expect that she will spend a large part of her time out with you the member practices. Tracy can be contacted on 01782 987585 Ext 1949 and her email address is [Tracy.Norton2@northstaffs.nhs.uk](mailto:Tracy.Norton2@northstaffs.nhs.uk) Tracy introduces herself below.

*Hello everyone,*

*After 15 years' experience of working in General Practice I'm really excited to be joining the GP Federation team in the innovative role of QI Facilitator. It is a great opportunity for me to help support all of the practices across North Staffordshire.*

*Whether you have already been involved with the 'Productive General Practice Quick start Programme' (PGPQ) and would like some additional resource or you have any other areas that we could work on together, there is equal access to support for all member practices.*

*Using existing Quality Improvement techniques we can identify areas to work on, the desired outcomes and the best methods to implement changes. Then we can measure achievements and plan for the future collaboratively.*

*I will also be building up a portfolio of shared knowledge and best practice that can be a collective resource for us all going forward.*

*During the next year, I'm sure my role will develop and be shaped by demand and by your feedback; I really want to make a positive contribution to improving quality within practices. I'm very much looking forward to working with you and I will be getting in touch with you all over the coming months to offer assistance.*

*Kind regards, Tracy*



## Learning and Development Opportunities continued

Course	Date	Session Times	Venue	Event Brite Link	Places remaining
Emotional Intelligence and Personal Resilience	27/09/2018	1.30pm to 4.30pm	The Bridge Centre   Birches Head Road, Stoke - on - Trent, ST2 8DD	<a href="https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49811996021">https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49811996021</a>	9 places remaining
Emotional Intelligence and Personal Resilience	16/10/2018	9.30am to 12.30pm	Audley Health Centre, Church Street, Audley, ST7 8EW	<a href="https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49812071246">https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49812071246</a>	5 places remaining
Emotional Intelligence and Personal Resilience	23/01/2019	9.30am to 12.30pm	Room 1, Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke on Trent	<a href="https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49812222699">https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49812222699</a>	10 places remaining
Emotional Intelligence and Personal Resilience	28/02/2019	1.30pm to 4.30pm	Moorland Medical Centre Dyson House Regent Street Leek, Staffordshire ST13 6LU	<a href="https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49812256801">https://www.eventbrite.co.uk/e/emotional-intelligence-personal-resilience-training-tickets-49812256801</a>	8 places remaining
Managing Change in General Practice	12/10/2018	9.30am to 12.30pm	Room 1, Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke on Trent	<a href="https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812294915">https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812294915</a>	8 places remaining
Managing Change in General Practice	21/11/2018	1.30pm to 4.30pm	Milehouse Primary Care Centre, Lymebrook Way Newcastle Staffs ST5 9GA	<a href="https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812337041">https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812337041</a>	3 places remaining
Managing Change in General Practice	07/02/2019	1.30pm to 4.30pm	Room 1, Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke on Trent	<a href="https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812428314">https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812428314</a>	10 places remaining
Managing Change in General Practice	05/03/2019	9.30am to 12.30pm	Blythe Bridge PCC, Uttoxeter Road, Stoke on Trent ST11 9NT	<a href="https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812484482">https://www.eventbrite.co.uk/e/managing-change-in-general-practice-tickets-49812484482</a>	10 places remaining
Leading People in Primary Care	01/11/2018	09.30am to 4.30pm	The Bridge Centre   Birches Head Road, Stoke - on - Trent, ST2 8DD	<a href="https://www.eventbrite.co.uk/e/leading-people-in-primary-care-tickets-49812529617">https://www.eventbrite.co.uk/e/leading-people-in-primary-care-tickets-49812529617</a>	2 places remaining
Leading People in Primary Care	20/03/2019	09.30am to 4.30pm	Borough Arms Hotel, 26 King St, Newcastle ST5 1HX	<a href="https://www.eventbrite.co.uk/e/leading-people-in-primary-care-tickets-49812567731">https://www.eventbrite.co.uk/e/leading-people-in-primary-care-tickets-49812567731</a>	5 places remaining

## Basic Life Support Training

Places are filling up fast for the Basic Life Support Training for you to send your Practice staff on including GPs, nurses or administration staff. The sessions are free but places are limited to no more than 2 employees, per practice, per session and

Date	Session Times	Venue	Eventbrite Link	Places remaining
25/09/2018	9am to 12.30pm	The Dudson Centre, Hope Street, Hanley	<a href="https://www.eventbrite.co.uk/e/bls-training-tickets-49596978899">https://www.eventbrite.co.uk/e/bls-training-tickets-49596978899</a>	Fully booked
25/09/2018	1.30pm to 5pm	The Dudson Centre, Hope Street, Hanley	<a href="https://www.eventbrite.co.uk/e/bls-training-tickets-49597044094">https://www.eventbrite.co.uk/e/bls-training-tickets-49597044094</a>	Fully booked
04/10/2018	9am to 12.30pm	Audley Health Centre, Church Street, Audley, ST7 8EW	<a href="https://www.eventbrite.co.uk/e/bls-training-tickets-49597168466">https://www.eventbrite.co.uk/e/bls-training-tickets-49597168466</a>	2 places remaining
04/10/2018	1.30pm to 5pm	Middleport Medical Centre, Newport Lane, Stoke-on-Trent, ST6 3NP	<a href="https://www.eventbrite.co.uk/e/bls-training-tickets-49597292838">https://www.eventbrite.co.uk/e/bls-training-tickets-49597292838</a>	Fully booked
24/10/2018	9am to 12.30pm	Leek Health Centre, Fountain St, Leek ST13 6JB	<a href="https://www.eventbrite.co.uk/e/bls-training-tickets-49642699651">https://www.eventbrite.co.uk/e/bls-training-tickets-49642699651</a>	3 places remaining
24/10/2018	1.30pm to 5pm	Audley Health Centre, Church Street, Audley, ST7 8EW	<a href="https://www.eventbrite.co.uk/e/bls-training-tickets-49597336970">https://www.eventbrite.co.uk/e/bls-training-tickets-49597336970</a>	2 places remaining
15/11/2018	9am to 12.30pm	Moorland Medical Centre Dyson House, Regent Street Leek, Staffordshire ST13 6LU	<a href="https://www.eventbrite.co.uk/e/bls-training-tickets-49597372075">https://www.eventbrite.co.uk/e/bls-training-tickets-49597372075</a>	2 place remaining
15/11/2018	1.30pm to 5pm	Moorland Medical Centre Dyson House, Regent Street Leek, Staffordshire ST13 6LU	<a href="https://www.eventbrite.co.uk/e/bls-training-tickets-49642718708">https://www.eventbrite.co.uk/e/bls-training-tickets-49642718708</a>	6 places remaining

## Learning and Development Opportunities continued

### Combatting breathlessness and technology enabled care workshops

Would you like a better understanding of technology enabled care - at the same time as getting a clinical management update along the COPD and Asthma pathways? If so please come along to one of 3 respiratory events that we are holding across Staffordshire.

At the event each delegate will receive 2 FREE adult Pulse Oximeters , Sphygmomanometer and each delegate a CPD certificate of attendance.

If you would like to attend one of the events, please take a look at the individual programme overview for each event (attached) and register by clicking on the relevant Eventbrite link below:

All events are from 1.30pm-4.30pm with a delicious lunch and networking opportunity before that.

#### Thursday 8th November 2018

The Northfield Centre

Magnolia Avenue, Stafford, ST16 3BZ

<https://www.eventbrite.co.uk/e/combating-breathlessness-tickets-49937516456>

#### Tuesday 13th November 2018

Port Vale Football Club

Hamil Rd, Stoke-on-Trent, ST6 1AW

<https://www.eventbrite.co.uk/e/combating-breathlessness-tickets-49937884557>

#### Thursday 22nd November 2018

The George Hotel Lichfield

Bird Street, Lichfield, WS13 6PR

<https://www.eventbrite.co.uk/e/combating-breathlessness-tickets-49937935710>

## 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](mailto:Lisa.Dulson@northstaffs.nhs.uk).



### Data Breach?

Firstly in the words of Dads Army!! DON'T PANIC!

A breach will happen the key is managing the breach and ensuring the practice can demonstrate a structured approach to investigation, reporting and ensuring improvements are made and lessons are learnt.

Just follow these simple rules:-

- Report the breach or possible breach to the PCDC helpdesk
- Complete the Breach Reporting template on the PCIG Template policy
- The DPO will review the breach and will offer advice.

The DPO service will assess the breach under the new Guide to the Notification of Data Security and Protection Incidents, Reporting incidents post the adoption of GDPR 25 May and NIS Directive 10 May 2018 (published May 2018) and inform you if the breach needs to be reported externally to the practice and if the duty of candour (see other panels) should apply.

If the breach is assessed as requiring reporting, due to Adverse effect or a high Likelihood of reoccurrence then the breach will need to be reported externally—PCIG will advise on this.

Which means, the IG breach will be need to be reported internally to the GP practice, to NHSD via the DS&P Toolkit – via the [www.dsptoolkit.nhs.uk](http://www.dsptoolkit.nhs.uk) and to the ICO at [www.ico.org.uk](http://www.ico.org.uk).



### Duty of Candour under The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 20, and how this applies to Data Protection Incidents.

Many callers to the PCDC helpdesk ask if patients should be informed if a practice breaches their Data Protection Rights? Well the answer as usual is not always straight forward. The Statutory duty of candour covers all care providers registered with CQC, it applies to organisations rather than individuals, but individuals will inevitably be involved in managing and resolving incidents -especially when patient information has been lost/given to the wrong person or destroyed in error. Some NHS organisations, like hospital and foundation trusts in England, also have a contractual duty of candour with the commissioning body, and Doctors also have an ethical duty of candour to be open and honest when things go wrong, so GP practices should be aware of their responsibilities.

#### **Ethical duty**

This has a Low threshold for notification - any harm or distress to patients, a 'duty of candour' is familiar to most doctors, at least in principle. Doctors have an ethical duty to tell patients when things have gone wrong, apologise and try to put things right. The MDU has been advising this approach since the 1950s.

The GMC's 'Good medical practice' (2013) says that doctors '[must be open and honest with patients if things go wrong](#)', and [more recent guidance](#) on the professional duty of candour explains what to do if a patient suffers harm or distress.

### **Contractual duty**

This has a Higher threshold than ethical duty, Providers of services to NHS patients, except for services commissioned under primary care contracts, must comply with a contractual duty of candour, this is required by the standard NHS contract, and only applies to incidents or suspected incidents that result in moderate or severe harm or death.

### **Statutory duty**

Has the Highest threshold, as with contractual duty, but includes prolonged psychological harm to patient. The statutory duty was introduced in November 2014 for NHS bodies such as trusts and foundation trusts in England. It was extended in April 2015 to cover all other care providers registered with the CQC.

As such Care organisations have a general duty be open and transparent in relation to care, the duty, like the contractual one, applies to organisations rather than individuals, but staff should cooperate to make sure the organisational obligation is met. Patients should be told of a 'notifiable safety incident' as soon as is practical, a notifiable safety incident has two statutory definitions, depending on whether the healthcare organisation is an NHS body or not.

The organisation has to explain to the patient what's known at the time, what further enquiries will be made, offer an apology and keep a written record of the notification to the patient. Failure to do so could be a criminal offence. The patient should be given reasonable support. This could be practical (e.g., an interpreter) or emotional ( e.g., counselling). The patient must get written notes of the initial discussion and of the notification, including details of further enquiries, their results and an apology. The organisation needs to keep copies of all correspondence.

### **Threshold for Notification**

You should notify the patient when something unintended or unexpected occurring in the care of a patient that, in the reasonable opinion of a health care professional, appears to have resulted in:

- their death (not relating to natural progression of the illness or condition).
- impairment of sensory, motor or intellectual function, lasting or likely to last for 28 days changes to the structure of the body (e.g., amputation).
- prolonged pain or psychological harm (defined as experienced or likely to be experienced for at least 28 days).
- shortening of life expectancy.
- the need for treatment to prevent death or the above adverse outcomes.

### **So does this apply to GDPR breaches?**

Broadly speaking – No UNLESS the severity of the incident is defined as:

- Moderate harm: needing a moderate increase in treatment, and significant, but not permanent, harm.
- Prolonged psychological harm: experienced or likely to be experienced for at least 28 days.

This will generally have to be decided by a clinician in the first instance, but the DPO service can assist and advise on this matter as most organisations appear to apply the Duty of Candour to data protection incidents due to possible contractual obligations.

The GDPR Article 33 sets out the reporting requirements for a data protection breach. A breach does Not have to be reported if it is “unlikely to result in a risk to the rights and freedoms of natural persons”, that may mean that an organisation may deal with a breach under the Duty of Candour BUT the breach may not meet the criteria to be reported to the Information Commissioner.

*Save the Date:*

*Thursday 8th November 2018, 7pm*



## *Our Annual General Meeting & Charity Gala*

*Moat House Hotel, Festival Park, Stoke on Trent*

*You are invited to our Annual General Meeting, which for the first time will be held as a Gala, including the meeting, a keynote speaker, and a Charity Auction !*

*The evening will commence at 7pm for arrival, seating and drinks followed by our AGM at 7.15pm. Once the formal business is out of the way, a 3 course evening meal will be served with entertainment from a keynote speaker and the Charity auction throughout the evening.*

*Places are limited to 200 and so will be capped at no more than 4 places per Practice, on a first come first served basis.*

*To book your place(s) email Lisa Dulson, PA to the North Staffordshire GP Federation at [Lisa.Dulson@northstaffs.nhs.uk](mailto:Lisa.Dulson@northstaffs.nhs.uk), detailing the number of places and names of attendees by no later than 4pm, Friday 12th October 2018.*

*Dress Code: Smart Dress Code*

### *Charity Auction*

*We will be holding a Charity Auction during the evening and are seeking prizes to be auctioned off. Prizes could include, gifts, days out, restaurant meals etc. If you would like to donate prizes for the Charity Auction then please contact Angela Manley, Director on [Angela.Manley@stoke.nhs.uk](mailto:Angela.Manley@stoke.nhs.uk) who will be assisting with the organisation.*

*The Charity has not yet been decided so if you have any nominations on the Charity that the NSGPF could support for this event, then please contact either Lisa Dulson or Angela Manley with your nomination. We will announce the successful Charity in our October 2018 Newsletter.*