



# Newsletter

Your Monthly Update of Projects From North Staffordshire GP Federation



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## GP TeamNet

### Access to GP TeamNet

We have now finalised the new contract for GP TeamNet which will commence on 1st June 2021.

If you have not signed up to the new contract, your access to TeamNet and its resources will end. However, it is not too late to sign up and you can do so by contacting Lisa Dulson, Quality and Governance Manager at [Lisa.Dulson@StokeCCG.nhs.uk](mailto:Lisa.Dulson@StokeCCG.nhs.uk).

## Support with advertising your GP Vacancies

In order for us to share and promote your GP vacancies, it is imperative you update and forward any vacancies on to us.

This is a free advertising resource to help you. Vacancies can be emailed at any time to, Kayleigh Buttery, Senior Administration Assistant at the Federation at: [Kayleigh.buttery@northstaffs.nhs.uk](mailto:Kayleigh.buttery@northstaffs.nhs.uk).

Current Vacancies can be found at:  
[https:// www.nsgpfed.org.uk/jobs/](https://www.nsgpfed.org.uk/jobs/)



# Board Director Vacancy (April 2021)



The North Staffordshire GP Federation are seeking expressions of interest from individuals interested in joining our Board of Directors. The Board usually consists of up to 9 Directors, which includes a mix of GPs, Nurses and Practice Managers who assist in holding the Executive Directors and Management Team to account and help to develop and deliver our Strategy.

As an organisation, we are here to support Primary Care and make Primary Care supportive and resilient and steadily evolve to where it needs to be for its future sustainability for itself and for the patients we serve. The Federation has 5 key aims that it is working towards:

- Support Practices, their staff and PCNs
- Represent our member practices – GPiNS
- Develop the range of our services for General Practice
- Deliver high quality services
- Ensure NSGPF is a successful and robust organisation

The minimum commitment of a Director is one session a month with the expectation that you attend the monthly Board meeting, read the papers for the Board in advance and contribute to any discussions via email or potential other forums. There is the opportunity to be involved in other projects connected to the Federation too but the core requirement is the one session a month.

Remuneration is the same for all Directors at £80 per hour (so the one session a month would be £320 for a four-hour session). The Board Meetings are nearly always 3:30 till 6 on a Thursday and are currently held via Microsoft Teams, however, there is a hope that as the pandemic subsides we can resume face to face meetings again in the future. The rest of the obligations can be worked flexibly.

We also support each other so, whilst the responsibilities of a Director might look daunting, you will be very much supported by our welcoming team of Directors and our small management team and will get a thorough induction so that you are fully aware of everything we are involved in so you can give informed views and ask informed questions at Board Meetings.

The Board is continuing to grow and develop so we don't have any pre-determined ideas about the person we want and would genuinely welcome anyone who is interested and wants there to be a successful GP Federation in North Staffordshire.

If you interested in this Director position or have any questions about the role, then could you please contact Lisa Dulson at [Lisa.Dulson@NorthStaffsCCG.nhs.uk](mailto:Lisa.Dulson@NorthStaffsCCG.nhs.uk).

To express an interest, submit your CV along with a covering letter detailing why you would like to be considered for a Director position and what you will bring to the organisation to [Lisa.Dulson@northstaffs.nhs.uk](mailto:Lisa.Dulson@northstaffs.nhs.uk).

The deadline for receipt of applications is Friday 14<sup>th</sup> May 2021.

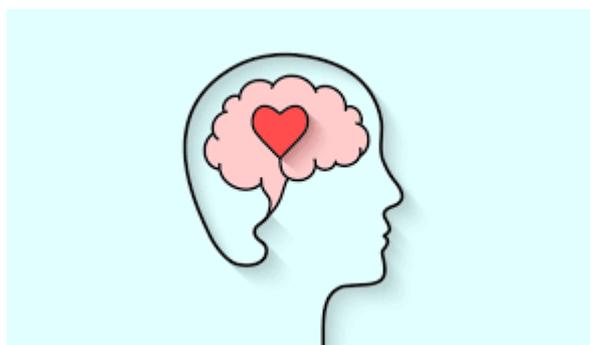
## New innovations for people with pain and Mental Health Concerns

The below website is a project jointly led by Q community members from Keele's Impact Accelerator Unit and Midlands Partnership NHS Foundation Trust, with funding from the Health Foundation. The core project team combined industry, patient and public, healthcare providers and the charity Mind, drawing together resources for people suffering with pain and mental health issues.

The website is outstanding and useful tool, designed to be accessible by anyone, voluntary organisations, healthcare organisations, members of the public. There are free training resources, animations designed for GP/hospital display screens, and a repository of information to guide people as they navigate care pathways.

All the resources are free, so please do take a look!

[Www.beefree.org.uk](http://www.beefree.org.uk)



## Freedom to Speak Up Service

The Federation has once again funded your Freedom to Speak Up Service with Howbeck Healthcare for a further 12 months.

As you are aware, it is a requirement that practices appoint a Freedom to Speak Up Guardian and that the appointed Freedom to Speak Up Guardian is independent of the practice. Therefore, Howbeck Healthcare, who provide support to North Staffordshire GP Federation have been commissioned to provide this service.

Howbeck Healthcare have appointed a small team to lead and manage the scheme. They will support you in ensuring that you have the appropriate policies and processes in place to ensure you are compliant with the NHS England and CQC compliance requirements for Freedom to Speak Up.

If you have any queries or require further support to implement your Freedom to Speak Up arrangements, please contact the Howbeck Freedom to Speak Up team.

### **Tina Cookson**

Freedom to Speak Up Guardian  
Email: [tinacookson@nhs.net](mailto:tinacookson@nhs.net)

### **Lisa Taylor**

Freedom to Speak Up Support Manager  
Email: [lisa@howbeckhealthcare.co.uk](mailto:lisa@howbeckhealthcare.co.uk)

# Consultant Connect

Dear colleagues,

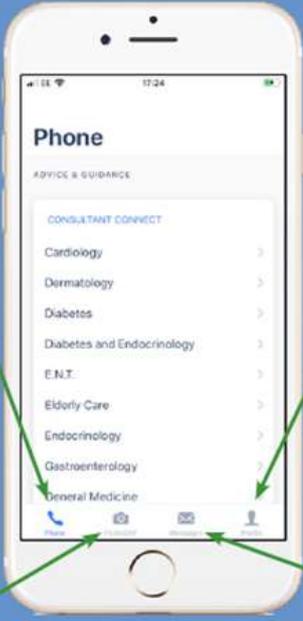
We would like to make you aware of a new service available in your area called Consultant Connect, a communication tool that allows you to rapidly contact a specialist for telephone advice & guidance. The service is commissioned by your local trust and is free for GPs to use at your practice.

Consultant Connect currently offers access to over 20 specialist teams at Royal Stoke and County Hospitals, and new services are being added each month. Our app also allows you to take secure clinical photos, which are emailed to you to upload onto a patient record.

The service can be accessed via a free mobile app, available for [Apple](#) and [Android](#), or alternatively using your practice's unique dial-in number (your practice manager can provide this). Over 200 clinicians from 74 practices across Staffordshire have already downloaded the app, making 600 calls and being connected to a specialist in an average of just 31 seconds.

Please find attached a series of introductory user guides, which explain the various functions of the service. If your practice would like to arrange a demonstration of the Consultant Connect system, please contact your dedicated Account Manager - Joe Parton - by emailing [joe.parton@consultantconnect.org.uk](mailto:joe.parton@consultantconnect.org.uk).

**How to make the most out of the Consultant Connect App**



**Phone\***  
Click 'Phone' to make Telephone Advice & Guidance calls to NHS consultants on the list shown. You can also see specialty opening times. With an average connection time of 27 seconds, this is a quicker alternative to calling through switchboard.  
\*Please note available specialties will differ by hospital and/or locality.

**PhotoSAF**  
Use this feature to take secure clinical photos and add notes. Images are stored in an IG secure and GDPR compliant cloud and not on the phone. The images and a PDF summary are automatically sent to your NHS email address. You can view and download saved images to a secure file location by logging into the Consultant Connect platform via your Practice computer. In areas where sharing is enabled, photos can also be sent within the app, directly to consultant teams.

**Profile**  
Click on 'Profile' to view your settings. You can also see your recent activity on the app which can be used as CPD evidence. To contact the Consultant Connect main office for technical support, select 'Call us' or 'Email us'. Please do not include any Patient Identifiable Data.

**Messages**  
In areas where this feature is enabled, you can click on 'Messages' to send messages to consultants within the app. You can view all open and closed advice requests you have sent to specialists via the PhotoSAF feature.

## Start-Up Guide for Dial-In Number Access - Primary Care

# Consultant Connect Telephone Advice & Guidance Service

You can access this service today by calling your unique Dial-In Number (shown on your Service Directory) from your landline or mobile. If you do not have access to your Service Directory, please call 01865 261 467 to obtain your unique Dial-In Number. Telephone Advice & Guidance, delivered by Consultant Connect, routes your calls to a rota of specialist NHS consultants rather than individual NHS consultants. If the first consultant is unable to answer, the service moves your call onto the next available consultant. The time it takes a GP to connect to a consultant this way is just 27 seconds (UK average). This free service is funded by your CCG/Health Board/Trust/Hospital.

Alternatively, please note you can also use the free Consultant Connect App to call, which can be downloaded from your App Store. The App removes the need for a Dial-In Number.

## Making a call via your Dial-In Number



\*Please note available specialties will differ by hospital and/or locality.

## Accessing your call log

- Calls made via your Dial-In Number are logged by surgery, not by individual users (calls made via the Consultant Connect App are logged individually).
- Call logs can be accessed via your surgery's appointed administrator or Practice Manager.



## Accessing your call recordings

- Only authorised users at your practice can access PID call recordings and download them to the patient records.

To request access to call logs or recordings, please contact [support@consultantconnect.org.uk](mailto:support@consultantconnect.org.uk)

E: [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk)  
T: 01865 261467  
W: [www.consultantconnect.org.uk](http://www.consultantconnect.org.uk)



PN 231/0630

## Care Co-ordinators and Social Prescriber: Action learning sets to create digital champions

Care co-ordinators and social prescribers in Northern Staffordshire are invited to take part in a fully funded virtual course in order to develop confidence, capability and competence as local leaders for technology enabled care (TEC) and develop as digital champions. The programme will enable and normalise the use of digital technology in both health and social care settings as usual service, building on the current drive for digital primary care transformation resulting from the COVID-19 pandemic, with an emphasis on digital technology for video consultation.

The course will progress your digital skills in response to the post- COVID-19 restoration and recovery period, allowing you to manage service users appropriately as well as expanding your competence and confidence in the implementation of digital tools within your role. The programme aims to normalise use of digital technology in NHS and social care settings as usual service, driving digital care transformation with an emphasis on video consultation and access to self-care.

Expected outcomes include:

- Increased use of social media and closed groups to support service users with long term conditions; public social media for population health messaging
- Reduction in proportion of face to face consultations e.g. substitution by video consultation and phone
- Increase in access to self-care information - encourage service users' intelligent use of apps (to enhance their understanding and management of their health/lifestyle conditions)
- Understanding how digital assistants can be incorporated in to health and social care and be used to empower patients/service users

The course will demonstrate how you can apply technology enabled care in your role, introducing you to simple digital tools that could change the way that you work and benefit your service users.

Participants will need to attend two virtual sessions (approximately 6 weeks apart). Session dates are as follows:

- Social Prescriber cohort: **Session 1: Wednesday 26<sup>th</sup> May 4.30pm-6pm (zoom); and Session 2: Wednesday 7<sup>th</sup> July 4.30pm-6pm (zoom)**
- Care coordinator cohort: **Session 1: Thursday 27<sup>th</sup> May 4.30pm-6pm (zoom); and Session 2: Thursday 8<sup>th</sup> July 4.30pm-6pm (zoom)**



The course is free to attend but places are limited (10 per cohort), sessions will be facilitated by tech experienced and frontline experts in digital care, who will provide individualised remote support between the sessions on a one to one basis as required.

Please contact [Rachel.hatfield1@nhs.net](mailto:Rachel.hatfield1@nhs.net) for further information/or to request an application form.

# CPD for new roles

\*\*\* CALLING ALL \*\*\*

Physician Associates (PAs) / Urgent Care Practitioners (UCPs) /  
Advanced Paramedics (AP) / First Contact Physiotherapists  
(FCP)s /  
Social Prescribers (SP)s



We have been successful securing funding to develop a number of exciting new initiatives to develop comprehensive CPD programmes and peer support for several of our 'new workforce' to develop and extend their professional development and provide peer support networking for those working within primary care in Staffordshire.

## Staffordshire Primary Care Advanced Practitioners CPD Programme

We are now half way through the 'Advanced Practitioner CPD Programme' lead by Alex Strivens-Joyce for Physician Associates (PA), Urgent Care Practitioners (UCP) and Advanced Paramedics which has been very well received and feedback has been extremely positive

*I've really enjoyed the PDP programme so far. It has been tailored and well thought out on how to help develop my career in primary care going forwards. We have had one session on the business of General practice and learning about the ins and outs of the funding of primary care services was very interesting and eye opening! I'm looking forward to learning more as the programme goes on.*

If you are a Physician Associate, Urgent Care Practitioner or Advanced Paramedic who has been working in primary care for the over one year and employed by a practice or PCN in Staffordshire you will be eligible to join the programme. Funding is available to provide backfill to attend the programme

If you are interested in attending the programme please contact [Alex.Strivens-Joyce@wales.nhs.uk](mailto:Alex.Strivens-Joyce@wales.nhs.uk)

## Provision of Educational and Peer support to Staffordshire Physiotherapy First Contact Practitioners

We have been working with the Impact Accelerator Unit (IAU) at Keele University to deliver a programme which will be co-created with the FCPs on the programme. The sessions will be a combination of virtual and face to face sessions delivered over 12 months. This is due to commence in April 2021

If you are a First Contact Physiotherapist working 16 hours or more in primary care, you will be eligible to join the programme. Funding is available to provide backfill to attend.

If you are interested in attending the programme, please contact Nicola Evans [n.evans@keele.ac.uk](mailto:n.evans@keele.ac.uk)

## CPD for new roles continued

### Staffordshire Social Prescriber Peer Networking

Support Staffordshire are developing and delivering a local support network and training programme for the 35 Social Prescribing Link Workers working in Staffordshire and Stoke on Trent.

All SPLWs and their provider organisations have taken part in a survey to find out what support and training will be most useful, and some of the common themes include:

*bereavement, health conditions, counselling skills, managing motivational and behavioural change, coaching and mentoring, mental health awareness, EMIS, benefits and dependency support.*

Together Active Social Prescriber and Physical Activity workshops are being delivered in May to support SPLWs to understand the benefits of physical activity, how to motivate and engage their patients to move more in their daily lives and use behaviour change principals to develop new healthy routines.

The local network forums will be delivered on an ICP footprint, starting on 19 April 2021 in the South West, 21 April in the South East and 28 April in the North, they will be a chance for SPLWs to meet others in their area, talk about issues they're facing and give them an opportunity to present some cases in a safe confidential environment for some peer support and learning. There will also be guest speakers to provide information and helpful advice in their field of expertise, with the first speakers attending next week talking about Community Help Points and the local Dementia Adviser Service.

If you are interested in attending the programme, please contact Sandra Payne at Support Staffordshire [Sandra.Payne@supportstaffordshire.org.uk](mailto:Sandra.Payne@supportstaffordshire.org.uk)

## Keele University – Msci Paramedic Science

Keele University have developed the MSci Paramedic Science programme which is at the forefront of paramedic education in the UK. Due to commence later this year, this innovative, 4-year integrated Master's programme, reflects the expanding role of the profession in delivering complex and high-quality care in a wide range of healthcare organisations and environments.

The undergraduate MSci Paramedic Science programme prepares graduates to be able to work in diverse areas of clinical practice once registered with the Health and Care Professions Council as a paramedic. Paramedics provide care to service users who may present with a variety of needs, such as life-threatening, acute, chronic, and/or long-term conditions, minor illness, or injury, mental health, obstetric, palliative, and end of life care (EoLC) needs.

Potential placement areas will include acute areas (e.g. intensive care, walk-in centres, and emergency departments), social care settings, and a range of primary and community care opportunities (e.g. GPs, district nursing). We will be looking to place paramedics in primary care in their 3<sup>rd</sup> year of placement for a 5 week full time block.

We are seeking expressions of interest for any practices who may like to gain an understanding of the requirements for placing a paramedic in their 3<sup>rd</sup> year of the programme. Please email: Kevin Armstrong, Director of Programme – Paramedicine [k.armstrong@keele.ac.uk](mailto:k.armstrong@keele.ac.uk)

# DSPT IT Evidence 2021/21 for all GP Practices

The IT evidence to meet the mandatory assertions on the 2020/21 Data Security and Protection Toolkit is now available for practices to access via the PrimaryPoint Portal. Practices should by now be registered to use PrimaryPoint, accessed via the following link: <https://primarypoint.co.uk/>

Any practice yet to register needs to contact the IG Service Hub at [mlcsu.ig@nhs.net](mailto:mlcsu.ig@nhs.net) and request registration details, which will subsequently be emailed out to the practice.

We have worked closely with IT providers across all regions and provided this year's evidence as one document including a table of mandatory evidence items, which are met either by the inclusion of key narrative or embedded evidence documents that practices can download to aid submission. Practices will locate this evidence in the 'DSPT Evidence' sub-folder.

Assertion 1.4.4 that relates to National Data Opt-Out Compliance has been amended by NHS Digital to be a non-mandatory assertion for the 2020/21 submission, as a result of the deadline for compliance having moved to 30 September. This will be reflected on the DSPT by the end of this week. As such practices do not need to compile evidence to meet this assertion as an immediate requirement and will need to work towards the compliance deadline instead, providing evidence on next year's 2021/22 DSPT.

Any queries in relation to the DSPT evidence should be directed to [mlcsu.ig@nhs.net](mailto:mlcsu.ig@nhs.net) or by calling 01782 872648.

