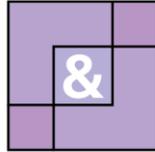


Cheshire & Merseyside
Health & Care Partnership



Primary Care Transformation Cheshire and Merseyside Stakeholder Briefing

This stakeholder briefing has been developed to give an oversight of investment in Primary Care across Cheshire and Merseyside



"Be the reason someone gets better care today"

Introduction

Over the past year we have written to you describing how General Practice Forward View investment is helping to sustain primary medical care services across Cheshire and Merseyside and improve services for patients.

During 2016/17 and 2017/18 more than £45 million was invested in initiatives to help practices to better manage their workload, expand their workforce with roles such as clinical pharmacists and improve access to services for patients.

In our third update, we start to describe the wider primary care transformation that is taking place through the Cheshire & Merseyside Health & Care Partnership as we strive to deliver more quality care to patients, closer to home.

Here's what is happening in your area

Primary Care Networks



Primary Care Networks (PCNs) are a new way for local health services to work together to care for populations of around 30-50,000.

A new animation describes how the networks use pooled staff and resources, improve record-sharing and create better access for patients.

Primary care networks is helping practices in England to meet the recruitment and workload challenges that many of them face and achieve

the objectives set out in the national General Practice Forward View. [Watch the animation.](#)

In Cheshire and Merseyside, we are investing an additional £4 million this year to help groups of general practices develop as primary care networks and will invest a further £2 million next year.

This includes bespoke funding for at least 35 PCNs, who successfully bid for investment in projects including support with engagement, governance and contracting.

All PCNs and practices are able to benefit from 'do it once' activities that are being funded across Cheshire and Merseyside, including legal advice, events and networking opportunities. In addition, there will be shared support available for some PCNs, including project management and organisational development support.

Other work is currently taking place to review how networks that did not receive direct funding this year can be supported.

In total this means that up to 45 networks will be supported, covering in excess of 1.6 million patients across Cheshire and Merseyside.

Dedicated NHS England support “buddies” have been aligned to each successful Primary Care Network across the area to provide support, help and advice as networks begin to mobilise their plans.

Our aspiration is that by March 2020 every practice will be part of a geographically based network working collaboratively with other practices and wider services in the community. This will help primary care to be more sustainable. We expect that by 2022, PCNs will have far greater engagement with the voluntary sector and local authorities, to tackle some of the non-health causes of ill health. These multidisciplinary teams will work together to provide the best possible care for their patients.

GP Federations



Across Cheshire and Merseyside there are 14 GP Federations who work together across the local health economy. We have reviewed their progress and training needs to see how we can better support them to develop.

A number of next steps have been identified to build an ambitious programme working closely with Place Senior Responsible Officers, Primary Care Networks and CCG colleagues around three core areas:

1. Stabilisation,
2. Development and
3. Transformation

The focus now is around building “place” and the “at scale” general practice contribution to that and GP Federations can help to facilitate this.

The Federations’ vision is that they will work collaboratively so that patients across Cheshire and Merseyside receive safe, effective and caring healthcare from an appropriately resourced and skilled Primary Care Team that is accountable to its population and shares innovative practice. They are also committed to improve the

health and wellbeing of populations by developing general practice and community care across Cheshire and Merseyside.

NHS England (Cheshire & Merseyside) and the Health and Care Partnership remain committed and enthusiastic on working with GP Federations.

General Practice Resilience Programme

This year we are investing £355,000 through the national General Practice Resilience Programme to support 48 practices to become more sustainable and better placed to tackle the challenges they face now and into the future.

The sort of help this money can provide is:

- Development of shared back-office functions
- Diagnostic assessments, both within individual practices and across groups of practices
- Workshops focusing on partnership working and sharing learning across groups of practices
- Team building facilitation following practice mergers
- Change management support – including succession planning and improving operational efficiency
- Nursing mentorship
- Workforce needs analysis
- Practice merger support

Case study

The experiences of the Aintree Neighbourhood group of practices show what a different resilience funding can make. This group of four GP practices received £5,000 during the 2017/18 programme, which enabled them to meet regularly, plan and share ideas and develop more efficient and effective ways of working.

One other important and less expected outcome of the meetings was that much stronger collaboration emerged. The four practices are now planning to develop shared services and to redesign other services across their neighbourhood to better serve patients and to provide some resilience to the four practices.

Some of the projects that came out of the closer working together included:

- Childhood Immunisation Nurse Project
 - Project to secure two immunising nurses to deliver childhood immunisation across the Neighbourhood
- Physiotherapy Project

- Pilot to employ a physiotherapist to triage and treat patients without the need for a GP referral. Early data shows that the project releases GP time successfully with a high level of patient satisfaction and no reduction in safety. It is hoped this could be extended to the rest of the neighbourhood.
- Document Management
 - Less time is spent by GPs viewing documents, with some being seen and actioned by other clinical or non-clinical staff and other simple notification letters being filed immediately.
- Identification of Priority Areas
 - Collaborating has freed up time so that the practices can start to focus on a number of priority areas;
 - Hypertension
 - Frailty / housebound / socially isolated patients
 - Cancer prevention
 - Respiratory care
 - Social prescribing

Dr Mark Wigglesworth, lead GP said, “It is important to stress how valuable the Resilience Funding has been in facilitating the release of a Lead GP and manager from each practice to work to make decisions on behalf of their practice. It would not have been possible to have made the progress to date without such funds.

“The group has agreed that the work to date has provided a solid foundation for planned work in the coming year.”

GP Retention Fund

Attracting and retaining a strong workforce is key to sustaining primary care. In Cheshire and Merseyside, we have secured £323,000 to invest in initiatives that aim to retain our existing GPs and wider practice staff, encouraging them to explore alternative ways of working rather than opting to leave general practice

GP Federations in Wirral, Warrington and West Cheshire’s Rural Alliance Network have successfully bid for funding for projects and the learning from them will be used to roll initiatives out more widely.

Wirral

- Working with a federation, CCG and PCN to develop alternative career opportunities for GPs at all stages of their profession:
 - Portfolio career
 - Fellowships

- Exchange programmes
- Speciality training

Warrington

- Wider workforce retention initiatives:
 - To support the Practice Nurses, Physician Associates and Paramedics preceptorship programme

West Cheshire

- Effective Opportunity Communications Programme
 - To develop a communications pack to promote alternative working opportunities to increase retention. The packs can be used with all primary care staff if they have indicated a desire to leave the profession and/or during annual appraisals

Online consultation

Between 2017/18 & 2019/20, NHS England has allocated £45m funding nationally to CCGs to implement online consultations to allow patients to explain their symptoms online and receive a response from a practice or the ability for software to navigate the patient towards the most appropriate service. Nearly £2 million has been invested in the region to roll this out.

There are currently 58 practices offering online consultations to patients in Cheshire and Merseyside, representing over 500,000 people.

CCGs are phasing the implementation of online consultations to allow time for the new IT software to be embedded in their practices, staff to be trained and for it to be advertised to patients. All practices will have the opportunity to have online consultations by March 2020. Although it is anticipated it will be in place sooner than this.

Extended Access

From 1 October 2018, all patients across Cheshire and Merseyside will be able to access extended access to primary care. This means that they will be able to access a primary care appointment with an appropriate clinician in the evening and at weekends. This may not be at the patient's usual practice or with their own doctor.

In some areas, local GP practices are working together to offer better access to GP appointments in – that means local people will be able to see a GP, Practice Nurse, or other health professional at a time which is convenient including evenings and weekends and appointments can be arranged via the GP practice.

Further Information

We hope this information has been useful and would like to let you know that we will continue to keep you regularly updated about our work to sustain and transform primary care services in Cheshire and Merseyside.

If you have any questions in the meantime, please contact: Glenn Coleman, NHS England (Cheshire and Merseyside) Head of Primary Care and Programme Director General Practice Forward View on glenn.coleman@nhs.net.