

Board
PART I
24th February 2016

Title of Report:	Primary Care Update
Board Sponsor:	Rahul Chaudhari Head of Primary Care & Acute Commissioning
Prepared by :	Alison Springett Senior Primary Care Manager
Committees previous consulted:	Primary Care Committee
Executive Summary:	<p>This paper outlines the achievements and work of the new Primary Care Development team. The team are involved with the following:</p> <ul style="list-style-type: none"> • General Practice Support & Development • Local Enhanced Service development • Referral Management • Hub promotion • MECC training for GP practice receptionists • Practice PPG development • Public Health liaison • Sharing good practice amongst General Practice
Financial / Resource Implications:	None
Fit with CCG strategy/objectives:	<p>Commissioning - Commission certain health services that meet the needs of the Thurrock CCG population and deliver the CCG vision to enable citizens to live longer, healthy lives supported by high quality care when, where and how they need it.</p> <p>Quality - Ensure that services are delivered in the right place, at the right time, at the right level of quality and that adequate systems and processes exist to address a) any deviation from high quality services or b) inequalities</p> <p>PPI - Empowering patients to shape their future of health provision, providing choice and facilitating a culture of inclusion whereby citizens enjoy independence and personal responsibility for their own wellbeing.</p> <p>Integration - Integrating with key partners to deliver a fully joined up patient pathway, both across Community, Mental Health, CCG Specialties and the Local Authority.</p> <p>Primary Care - The CCG will work with Practices, NHS England and other relevant stakeholders and organisations to assure the CCG that safe, effective Primary Care is delivered to the people of Thurrock.</p>



Working together for
better health and care

NHS

Thurrock

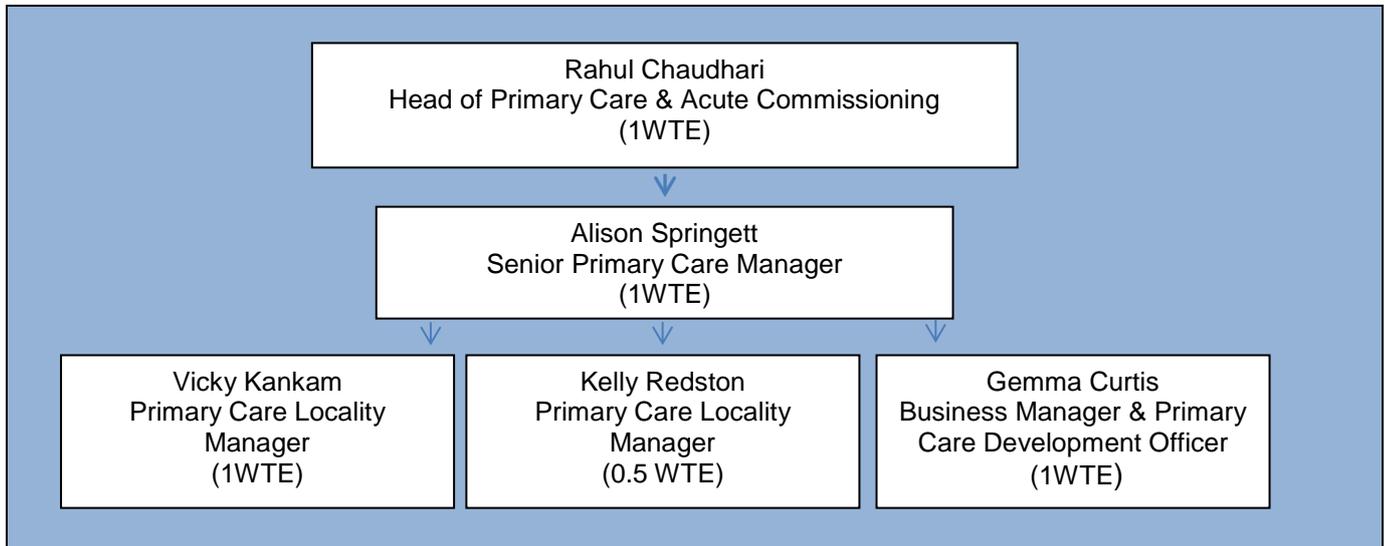
Clinical Commissioning Group

Risks identified / Outcome / Link to BAF:	Primary Care	BAF Ref: QPS04/PC01
Actions Required:	Noting	When By:
Recommendation to the Committee:	Recommendation for the Board to note this report.	

* Delete as appropriate

1) Introduction

Following a successful bid for funding for one year, a small team started to work closely with General Practice in autumn 2015. The team supports the development of primary care in Thurrock through developing good relationships with practice staff and sharing good practice. The team reached full complement in January when the Senior Primary Care Manager was appointed. The structure of the team is shown below.



2) Team Role & Objectives.

The team is the dedicated link for General Practice and work on a locality basis, supporting practices with any issues identified. The team reviews Practices' policies and procedures to ensure they meet good practice guidelines. The level of support is individually tailored to the needs of the practice, with more vulnerable practices having additional input to make improvements in line with the CQC requirements. Following CQC failure, the team has worked in partnership with NHS England to procure long- and interim-term caretaking solutions across the borough.

The objectives of the team are:

- To support the rectification of poor practice performance where identified
- To develop a clear action plan for each practice with SMART objectives
- To ensure practices benefit from 1:1 peer support and training
- To share best practice where relevant, thereby driving up standards
- To motivate practices to apply for future enhanced services
- To enable practices to operate more efficiently and effectively
- To encourage practices to sign up and use data available on NELIE

As the locality links, the team promote utilisation of other services and alternative referral pathways available to Primary Care, i.e. Community services such as MSK, and highlight the availability of the weekend GP hubs. The Senior Primary Care Manager is leading on the Referral Management QIPP scheme to reduce avoidable referrals to secondary care and practices will receive their data each month from NELCSU to review.

The team is also supporting the provider of the weekend hub service by quality checking their policies and facilitating the implementation of some of the IT enhancements. They are working closely with the hub staff to pull together hub activity data to inform the System Resilience group and future service provision through the hubs. The weekend hubs are increasing in popularity and positive feedback is received from patients regarding this service.

Working in partnership with Thurrock Council's Public Health team, the Primary Care development team encourage the take up of Public Health contracts (i.e. NHS Health Checks, Smoking Cessation etc.), and have recently promoted Making Every Contact Count (MECC) training for GP receptionists. Other Public Health initiatives, such as the exercise on referral scheme, will also be promoted to primary care to further increase referrals which will help improve the health of our population.

In response to practices identifying issues in setting up PPGs, one member of the team is facilitating development of Practice PPG groups and is liaising with Healthwatch, Engage and other local organisations to recruit additional members.