

Summer 2019 NEWSLETTER

1. Changes in Staff at PCM

Sarah Caldwell is PCM's Services Manager, working closely with the Extended Access Host Sites and the Teams of Clinicians keeping the service going during weekday evenings and at weekends. Sarah started with PCM in April (doesn't time fly?!)... If you need anything 'Extended Access' just call Sarah on 0161 224 9649.

Sarah says this about the service:

"...I have been very fortunate to inherit such a well-oiled service. Utilisation of slots within the service is becoming stronger. The additional capacity that provides extended availability for the benefit of our patients without increasing workload for an individual practice is working well within the Central location. Having visited the Host sites, everyone has been so incredibly welcoming to Maria and I and we look forward to more regular visits to the host sites. For any extended access queries, comments or questions please don't hesitate to get in touch Pcm.enquiries@nhs.net ..."

HINTS AND TIPS:

You can book patients in for Smears with the Nurses at the Extended Access Service to support the needs of those patients unable to attend during the daytime. Please make appointments directly with patients rather than sending out speculative recall letters as this helps to keep DNA's to a minimum and prevents wasted appointments

Maria Stacy is PCM's new Operations Manager, taking over the role from Mikey Maxwell who will continue to support the Federation's IT and Finance functions for the handover period (he's not getting away that easily!). Maria's background is Practice Management and Community Services Business Development as well as offering Specialist Support through the RCGP to GP practices who have found themselves in Special Measures. Maria is a Thornfields trainer. Thornfields is part of First Practice Management (FPM). Contact Maria on: 0161 224 9649 or maria.stacy@nhs.net

2. Primary Care Networks

PCM's Board has now produced a support offer for Practices and their respective PCNs. Based on greatest economies of scale; if PCNs totalling around 200,000 patients appoint the services of the Federation, PCM will be able to provide this support for around 99p per patient. Services will include Finance and Budgeting support; Clinical and Information Governance along with Audits and Incident Reporting; Operational Management including IT support and Staffing cover and HR services including Recruitment and Retention. Call Maria for more information.

PCM is currently working on provision of Extended Hours DES services within PCNs that want the Federation to do this on their behalf.

Future development options are likely to include a selection of bespoke training sessions, policies and procedures reviews and overarching PCN policy production, back office systems to support evolving practice functions, case studies/outcomes reporting and measuring service, bid writing/tendering, community clinical services such as ear irrigation and Wellbeing services. Any thoughts or ideas from practices should be sent over to Maria who will make sure these are collated and considered fully by the Clinical Leads representing the PCNs.

PCN practices should contact Maria Stacy to talk about the Support and Extended Hours offers and to confirm interest in participation. Services will commence in July/August 2019, in line with PCNs being officially launched.

3. High Impact Primary Care (HIPC)

The Central HIPC has shared this brief update of the current service:

Case studies and output figures show a high level of success for this project and real positive changes to people's lives through the interventions available. Team members continue to attend practice MDTs, giving them an opportunity to update practices on their patients' situations and discuss possible referrals to HIPC. The team are in regular contact with Active Case Managers (ACMs) and District Nurses (DNs) which enables associated services to liaise closely in order to support those patients likely to benefit the most within each service and to avoid any duplication.

Referral numbers into the service continue to increase as the cohort of patients referred in is expanded to include the top 2-5% of high users of acute NHS services. Latest data shows length of stay in hospital for Central HIPC patients while in the service reduced by 57%, and hospital activity down 11.6%. City wide primary care activity is down 74%. As of May 2019, there were a total of 114 people being actively supported, from a total of 330 referrals made to the Central HIPC team.

These figures will continue to be monitored, as the goal of the service is long-term change for patients. The team have also developed a discharge leaflet containing advice and a list of useful service/support numbers for patients. Early feedback from patients is that they feel this will be useful for them.

The HIPC pharmacist tells us that she is continuing to remove significant amounts of out of date and unused medication from patients' homes. This role is proving very valuable in its function of giving support and advice to patients about their medication.

If you would like to discuss the service, need support to refer patients or want to discuss a particular patient please contact the team via hipc.centralmanchester@nhs.net or call the team on 0161 470 7022 9am until 5pm Monday to Friday.

4. Neighbourhoods and LCO

The MLCO **Neighbourhood Managers** have recruited in central and have started in post. Each neighbourhood has a wider leadership team for the MLCO services that includes clinical leadership from our lead GPs.

If you have any questions for Graham Mellors about Neighbourhood Teams and the LCO, please email him at graham.mellors@nhs.net

5. GP Teamnet

Don't forget to access your GP Teamnet – it's for you and we want to hear what you think.

We previously organised some dates for training on GP Teamnet including some remote on-line sessions. The Federations are keen for practices to make the most of this platform and would welcome ideas on how we can now further

develop the software in order for practices to benefit most from this innovative system.

The number of active users continues to rise steadily in the Central Federation (PCM).

6. PCM Directors:

Vish Mehra (GP), vish.mehra@nhs.net

Jon Hopwood (GP), jon.hopwood@nhs.net

Karim Adab (GP), karim.adab@nhs.net

Scott Brunt (PM), scott.brunt@nhs.net

Colin Tate (PM), colin.tate@nhs.net

Kamsa Khan (PM), kamsakhan@nhs.net

7. BeWell – Social Prescribing service

Just another reminder that the **Be Well** service is open for referrals of patients in Central and South Manchester.

BeWell provides non-clinical support to your patients, helping them to consider everything affecting their wellbeing; from employment and housing to family and money issues, so they can make lasting changes.

All practices should have had a visit from the Team to say hello and drop-off publicity – please let PCM know if you want any more leaflets or posters dropping off. You should all be using the revised referral form so let us know if you haven't been given this yet.

If you have any questions about the service, then please get in touch via email:

be.well@thebiglifegroup.com

8. Frailty Assessment Unit

The GPs supporting the FAU will be continuing in their role until the end of August this year. Funding officially ended in June 2019, however PCM are able to continue to fund this service a little longer whilst our colleagues in secondary care explore ways of obtaining the necessary funding for the service so it can continue after August 2019.

Early data shows that the service has been very successful, with a projected 10.5 beds (over 3,800 bed days) saved through admission avoidance and early discharge as a direct result of the services provided by the FAU.

For our Next Edition (Autumn 2019):

PatCH – Care Homes service update from Dr Jon Hopwood