

Central London Healthcare a community interest company

Edition 4: January 2015

Welcome to January's edition of the Member's Newsletter



Annual General Meeting: Save the date

CLH will be hosting an AGM on Tuesday 10th March 2015 from 13.00–17.00pm (lunch to be provided) to discuss:

1. Out of hospital services
2. Prime Minister's Challenge Fund
3. Whole Systems Integrated Care and/
4. The Community Independence Service.

The AGM will be held at:

Asia House
63 New Cavendish Street
London
W1G 7LP

CLH will offer backfill for GPs and Practice Manager attendance. To confirm your place, please email us at: clh.corporate@nhs.net

LAUNCH EVENT – CLH is now Central London's Single GP Provider Network

CLH is changing... Since we first opened our doors in 2006 to deliver the PRS service we have changed a lot. No change greater over the previous few months.

We are now Central London's single GP Provider Network and therefore to celebrate this and to kick off 2015/16 which looks set to be an exciting one for the organisation and all of our members we would like to invite you (following the AGM) for drinks and canapé's – we will be showcasing things like our new website which will publicly launch during the week beginning 23rd of March.

This will be a great opportunity for members to come together – we will also be inviting some of the GP network partner organisations who are working with us in this new world in the spirit of integration and partnership working.

We very much look forward to seeing as many of you there as possible.

To confirm your place, please email us at: clh.corporate@nhs.net

Mental Health Training

Firstly apologies for the late notification of these training dates.

In order for GPs to be supported to deliver the two new OOHS for Mental Health (after agreement between the LMC/CCGs) due to be rolled out at some point during 15/16 financial year, CNWL are providing some training.

The training will be delivered on the following dates:

1. 3rd February 2014
2. 5th March 2014

Both are being delivered at **Latimer House, 40 Hanson Street, London W1W 6UL – during 2pm–5pm.**

It should be noted that we are looking for attendance from one GP per practice and the time will be backfilled at £80 per hour.

Course content:

There are 6 modules which will be covered across two 3 hours sessions, CNWL have chosen to divide them in line with patient care pathways:

- **Session 1** will consider Primary – Secondary interface issues
Diagnosis, risk assessment, early interventions, judgements about secondary referral and the logistics of this.
- **Session 2** will consider Secondary – Primary interface issues
Shared care, managing physical health, judgements about discharge/acceptance to primary care and the logistics of this.

These sessions will be discursive rather than didactic, recognising there is already a significant level of knowledge (though variable) amongst GPs and will use case scenarios as the springboard for discussion.

1. **Session 1** will be delivered by Dr Graham Behr, Dr Ana Almaraz and Dr Fiona Taylor (North Westminster ABT) together with Dr Emma Coore and members of the PCP Team.
2. **Session 2** will be delivered by Drs Jo Emmanuel, Maria Clarke and Margreet Peutz together with Dr Emma Coore and members of the PCP Team.

Again apologies for the short notice with dates – if you would like to attend please could you register your attendance by emailing: clh.corporate@nhs.net

CLH Board

Many of you will have seen the details of our board members published in November's newsletter. We do have a vacancy for a Practice Nurse and if you would be interested in joining our interim board please contact the Company Secretary on: jcreaser@nhs.net

Members have agreed to maintain the current board and hold elections post April 2015 for stability in this transitional time.

Vacancy

S1 User Group

A SystmOne Local User Group is in the process of being set up in order for practices to get together to share best practice ideas. An email will be sent out to all practices in the near future with dates for diaries.

GP Practice Scanning

It has come to our attention here within CLH that practices are facing a mountain of scanning; we believe there are a range of reasons for this including, increased list sizes or increased incoming paperwork, this is in spite of efforts to move to electronic documents and paperless practice.

Alison Dalal from the Paddington Green Health Centre tells us that;

"The problems for practices with this mountain are that to be useful and clinically safe paperwork needs to be scanned daily. In our practice our scanner works for 5 hours a day and is efficient and organised. Even with this she falls behind. Add annual leave and sick leave into the mix and it's almost impossible to keep up. With this there has been the suggestion that now remote access to systmone is in place practices should consider a centralised scanning solution. All post could go to a scanning provider, be scanned, coded and

attached to the patient record. We could trust CLH to meet the IG requirements and offer a good service, like it has with the PRS. There could be savings for practices in terms of staff salaries and the headache of covering absences."

We have set up a meeting to discuss this further/try to come up with a service specification. This meeting will take place on Thursday 29th January at 12 noon at:

**CLH
1b Harewood Row
London
NW1 6SE**

If you would like to attend please confirm by emailing: clh.corporate@nhs.net

Pensions

Member practices please see link below to information regarding independent providers applying to join the NHS pension scheme which has been permissible from 1 April 2014. <http://www.nhsbsa.nhs.uk/Pensions/4328.aspx>

How our services performed in December 2015

Primary Care Plus (PCP)

PCP received 224 referrals in December which is a 3% increase on referrals received in November. Of these over 95% were processed within 5 days with an average processing time of 1.97 days.

Patient Referral Service (PRS)

PRS received 3327 referrals in December, a 2% increase on November. Of these over 95% were booked within 5 days with an average booking time of 4.29 days.

Wellwatch (WW)

WW completed 361 care plans in December which is a huge achievement given Bank holidays and the busy Christmas New Year rush. Over 55% of these were seen in face to face GP surgeries.



Prime Minister's Challenge Fund (PMCF)

Papers will be going to the CL CCG Finance and Performance Committee meeting taking place on 26.01.15 requesting approval of PMCF funds to support the GP provider network and our member practices in the delivery of:

- Online access to S1 for patients wishing to order prescriptions online, book appointments online and view their record
- Deliver a pilot from 3 member practices on email consultations
- Support the roll out of e-prescribing in all member practices (21 planned to go live in 2015/16 financial year)
- Delivery of a S1 trust wide reporting module to allow the GP network (CLH) to pull data relating to the delivery of OOHS when they go live on behalf of all 35 member practices.

We will be back in touch following the meeting to let practices **know of the** outcome.

Clinical Leads WANTED

Due to the number of new projects CLH is undertaking/ exploring we would welcome some support from clinicians out within our member practices.

If you would like to discuss or understand which pieces of work you feel you could contribute to, please contact our Managing Director on: marinamuirhead@nhs.net

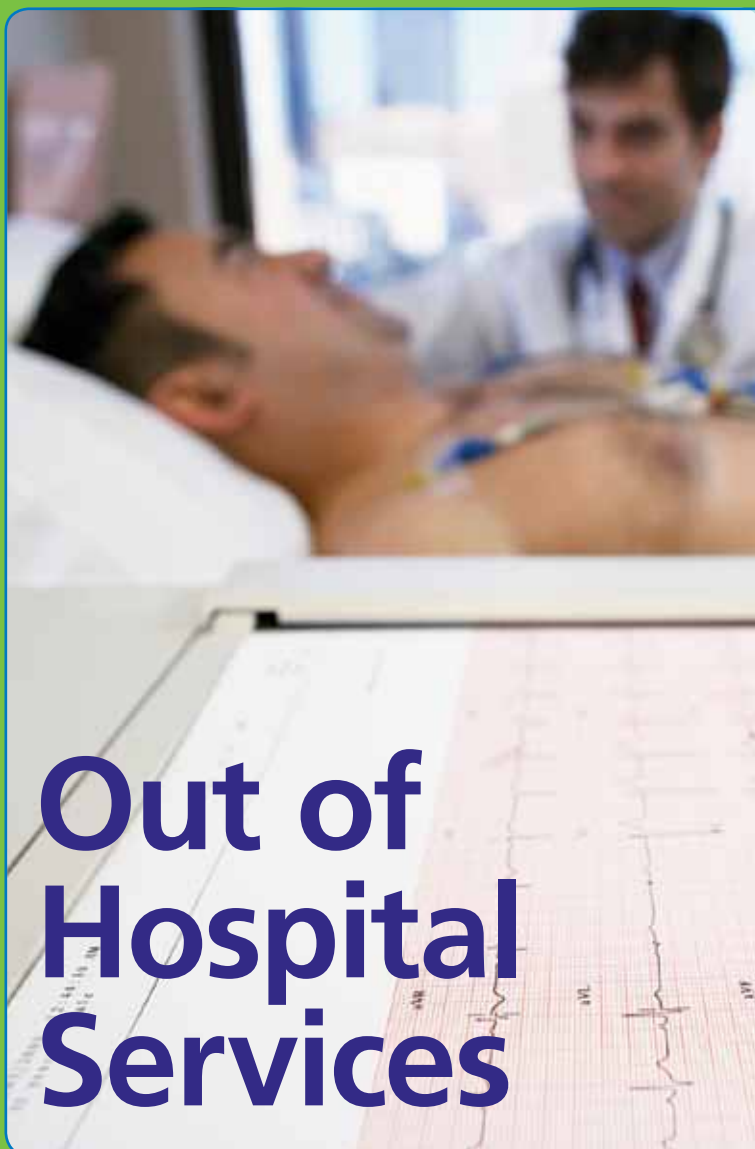
Did you know

PRS must have prior consent to leave a message if the patient is unavailable when we attempt to contact them to discuss their appointment. If no consent is given, a provisional appointment is booked where possible and a letter is sent to the patients address. If we have consent and leave a message, patients are more likely to call back to discuss their options, we see this in practice daily. With this in mind it would be helpful if GP practices could indicate on their referral into the PRS whether consent has been sought to leave a voicemail for the patient in relation to their referral should they not be available to answer the telephone.

Good news story

A patient care planned in July 2014 by Marco Salvador a Wellwatch Nurse, was subsequently referred to the MyAction program to help with blood pressure management.

Patient reported at the 6 month review that she was still engaged with the MyAction Service and has now been referred to her local Sports Centre. The patient stated that she was very happy with the referral and also told us that since that referral she has lost 1.5 inches off her waist, weighs a stone lighter and her blood pressure is well controlled. She feels more motivated to eat healthily, exercise regularly and has increased her social pool of friends from the program. Thank you to Marco for making the initial assessment and referral.



Out of Hospital Services

Since the December 2014 newsletter the LMC and collaborative are still yet to reach a conclusion to their on-going discussions.

CLH as the GP provider network is pressing on behind the scenes to ensure we are as previously advised ready to go live once that agreement is place. As a reminder to practices and to echo the discussions at our AGM, whilst there are 18 OOHS for roll out in primary care, our GP network will be beginning with 8 and they are:

1. ABPM
2. Anticoagulation Level 1 & 2
3. Co-ordinate my care
4. ECG
5. Homeless Care
6. Near patient monitoring
7. Phlebotomy
8. Spirometry

The reason for starting with the 8 listed above is two-fold:

- 5 of the above replace previous LES'
- 3 of the above many practices have been performing without it being formally commissioned.

A letter and MoU will be going out to practices as soon as the LMC and Collaborative have reached an agreement, the documents will operate as sign up documents to the OOHS

Patient Events

The next meeting of the CLH patient participation panel will take place on 22th January 2015 at 1.00pm:

**1b Harewood Row
London NW1 6SE**

Any patients wishing to attend please confirm your attendance by clicking here: clh.corporate@nhs.net

Staff Changes

We would like to wish all the best to the following staff members who are leaving CLH during January 2015, this is due to the current de-commissioning notices placed on both the PRS and WW:

- **Stewart Carrie** – PRS Coordinator
- **Ifrah Shirwa** – PRS Coordinator
- **Erin Wallance** – Wellwatch Nurse
- **Sergio Alvarado** – Wellwatch Nurse

February Dates

- Quality Committee Meeting: **19th January 2015**
- Finance & Assurance Meeting: **17th February 2015**



If you would like more information about any articles in the member's magazine or have suggestions for future editions, please do get in touch by clicking here: clh.corporate@nhs.net

Under construction

Over the coming months the CLH website will be undergoing a glamorous make over – so please bear with us, we hope you will all be really happy with the new look! **Due to launch in late March 2015!**

And finally...

For general information such as contacting us you can find it all (home or at work) by clicking here: <http://www.centrallondonhealthcare.co.uk/>