



**Central London
Healthcare**

excellence in general practice

MEMBERS NEWSLETTER

Edition 1: October 2014

Central London Healthcare a Community Interest Company

Who are we?

Formed in 2006, Central London Healthcare is a community interest company which is owned and run by local primary care clinicians as a not for profit company to improve health and wellbeing in Westminster.



Welcome to the October edition of the Members Newsletter

CLH Board	Role/profession/ CLH work stream	CLH Board	Role/profession/ CLH work stream
Dr Matthew Johnson	<ul style="list-style-type: none">• GP at Fitzrovia Medical Centre• Acting Chair and Medical Director of CLH• Quality Committee Chair• Finance and Assurance Chair• Caldecott Guardian• Informational Governance Lead• PCP Lead• LMC liaison	Dr David Spiro	<ul style="list-style-type: none">• GP at Kings College Health Centre• Director of CLH• Patient Referral Service Lead• Finance and Assurance Committee Member• Whole systems Integrated Care programme member
Marina Muirhead	<ul style="list-style-type: none">• Managing Director (Non-Voting Member)	Siobhan Browne	<ul style="list-style-type: none">• Practice Manager at Westbourne Green• Director of CLH• Education• OOHs
Jeanette Creaser	<ul style="list-style-type: none">• Practice Manager at Marylebone Health Centre• Company Secretary of CLH• Out of Hospital Services Lead• Quality Committee Member• Finance and Assurance Committee Member	Dr Maher Shakarchi	<ul style="list-style-type: none">• GP at Dr Shakarchi's practice• Director of CLH• Finance and Assurance Committee Member• Out of Hospital Services GP Lead
Dr Andrew Goodstone	<ul style="list-style-type: none">• GP at Marylebone Health Centre• Director of CLH• Well watch Lead• Diabetes Lead	Dr Denis Abadi	<ul style="list-style-type: none">• GP at St Johns Wood Medical Practice• Director of CLH• Whole Systems Integrated Care GP Lead• LMC Liaison
Joan Gordon-Brown	<ul style="list-style-type: none">• Practice Nurse at Lisson Grove Health Centre• Director of CLH• Education Lead• Wellwatch Nurse Lead• Out of hospital Nurse Lead• Quality Committee Member	Vacancy	<ul style="list-style-type: none">• Practice Nurse• Practice Nurse engagement
		Mr Andrew Gage (or deputy Mrs Alma Philips)	<ul style="list-style-type: none">• Non- voting CLH User panel Chair• Patient engagement• Finance and Assurance Committee Member• Quality Committee Member



How our services performed in September

Primary Care Plus (PCP)

PCP received 246 referrals in September which is a **35%** increase on referrals received in August. Of these over **96%** were processed within 5 days with an average processing time of 1.29 days.

Patient Referral Service (PRS)

PRS received 3301 referrals in September, a **14%** increase on August. Of these over **95%** were booked within 5 days with an average booking time of 3.45 days.

Wellwatch (WW)

WW completed 326 care plans in September. **80%** of these were done in a face to face clinic.

Organisational changes

In June where we welcomed new members to the CLH Board,

Dr Matthew Johnson,

Dr David Spiro and

Mr Andrew Gage

User Panel

Representative

Stepping down from the CLH board were (and I am sure you will all join us in thanking them for their time and commitment to CLH),

Dr Ruth O'Hare,

Dr Mona Vaidya and

Dr Neville Pursell

In October as a result of a practice vote across Westminster, CLH was chosen as the single GP provider network covering in the region of 188,000 registered patients. With this the remaining two GP board positions have now been filled by,

Dr Maher Shakarchi
(South locality) and

Dr Dennis Abadi
from the (North locality)

There is a vacant board position available for a practice nurse. Elections will be held in November 2014. If you would like to know how you can be on the board then please contact:

Jeanette Creaser,
Company Secretary
j.creaser@nhs.net

On a final note we would like to say goodbye to **Joana Valente** Wellwatch Nurse who will be joining Cavendish Health Centre.



A Focus on Wellwatch

Who are we?

A nurse or Health and Social Care Co-ordinator led service which develops care plans jointly with patients who have one or more long term conditions.

They can see your patients for 30 minutes face to face or over the phone and do the following:

- Give health advice and general health assessments
- Refer patients with housing and social care complaints to appropriate services
- Refer patients who are newly diagnosed with Asthma, Diabetes, COPD, Hypertension, Depression and CHD/CAD for patient education and management plan.

All you need to do is:

- Refer your high A+E users and we can work with them to develop a personalised care plan.
- Refer your patients who require smoking advice – we have 3 NRT prescribers in the team.
- Refer your patients who require CVD health checks. GPAQ (not for NHS Health Checks)
- Refer your patients for a referral to Befriending services, shopping services etc
- Refer your patients with Financial stressors
- Refer your patients with Housing and Accommodation issues.
- Refer your patients for legal aid help.
- Refer your patients who require exercise programmes.

Wellwatch refers to over 70 community based free services in Westminster.

Did you know?

- PCP now has a multi-disciplinary mental health team which includes Community Navigators (CN), Primary Care Liaison Nurses (PCLN), Social Workers and an Occupational Therapist. The average wait time for patients to be seen by a PCLN in clinic is 28 days, however if referrals are comprehensive and clear one of our CNs can triage and where possible book / signpost patients into appropriate services in approximately 2 days of receiving the referral.
- There is an average DNA rate of **25%** for our PCLN clinics, the team would be grateful if practices could use the text message facility on s1 to message patients booked into see our PCLNs the day before to help us ensure we use clinical time effectively and reduce our wait to see a PCLN within your surgery.
- PCLNs are available to run clinics in local surgeries, if your surgery has space for one of the nurses to run a clinic please do get in touch so we can support making this happen.
- PCP are currently creating a frequently asked questions for our local GPs.
- When referring your patients to the PRS service, if you feel they would be suitable for a care plan from one of our Wellwatch nurses, you can simply tick the "Suitable for Wellwatch" box in the PRS form and this will be passed to one of the nurses to action.



Member Practice Meeting

On 13th November we will be hosting a general meeting of our member practices; this will be a good opportunity to welcome the new member practices to CLH.

The afternoon will be spent in the main discussing the roll out, payments and quality assurance required by practices and the wider GP network to deliver the new OOHS in Westminster.

This meeting will be held from 12noon at:

Asia House
63 New Cavendish Street,
London
W1G 7LP

As this represents a large amount of practice income moving forward it is advisable that a GP and practice manager from each member organisation attends this session.

To book your place please click here and email confirming your representatives:
clh.corporate@nhs.net

Out of hospital services

At the end of August 2014 Central London Clinical Commissioning Group (CLCCG) wrote out to all GP practices in Westminster asking them to start to consider how they would deliver out of hospital services via a Network.

The out of hospital services for roll out within primary care are:

1. **ABPM**
2. **Anti Coagulation – Level 1 (monitoring)**
3. **Anti Coagulation – Level 2 (initiation)**
4. **Diabetes – Level 1 (including pre diabetes)**
5. **Diabetes – Level 2**
6. **Spirometry testing**
7. **Homeless**
8. **Complex common Mental Health**
9. **Severe and enduring Mental Health illness**
10. **Near patient monitoring**
11. **Phlebotomy**
12. **Ring Pessary**
13. **Simple wound care**
14. **Complex wound care**
15. **Case finding, care planning and case monitoring**
16. **Co-ordinate my care**

CLH as the GP network wrote out to all member practices in October asking you to inform us of:

- **What you currently provide**
- **What you would like to provide under an OOHS contract.**

In the coming weeks North West London Commissioners will be releasing the education requirements providers will need to meet in order to deliver these new OOHS and details of training courses for those providers who wish to provide but need to be trained.

CLH will be holding its first Quality Committee on Tuesday 4th November 2014 where we will be agreeing how we subcontract and quality assure practice provision of OOHS within the GP provider network.

Any practice who would like further information, or is yet to return your plans around OOHS to the network please could we ask that you do so as a matter of urgency so we can start to plan the roll out of these services clh.corporate@nhs.net

Prime Minister's Challenge Fund

CLH are working closely with CLCCG to complete the documentation required to release further allocation of funds, this includes the re-submission of the GP Network Application to the CCG Finance and Performance Committee on the 22nd October and the preparation of a more detailed programme proposal and specific business cases for implementation.

The practices who completed the baseline survey in the summer should have received their payments.

Training and Education Events

GP Plenary

On Tuesday 25th November at the NHS CLCCG plenary there will be an update on 'shifting settings of care' including the use of IAPT services and the new MH OOHS.

Further Mental health training

Local consultants from CNWL will be putting on some training events for GPs to support practice delivery of the soon to be initiated MH out of hospital services:

1. Complex common Mental Health
2. Severe and enduring Mental Health illness.

It is advisable that each practice wanting to provide the MH OOHS listed above nominates a MH clinical service lead in the practice who will attend the training. GPs will be backfilled for their attendance at these sessions.

To register your interest and to nominate a MH clinical service lead for the above MH services in your practice please email us by clicking here: clh.corporate@nhs.net

We will back in touch in the coming week to confirm the dates this training will take place on.

Nurse Development

Joan Brown our CLH board nurse tells us that the Practice Nurse Development day held on 15th October was a great success:



I really felt the sense of togetherness amongst us, it was really good to see practice nurses from 5 CCGs united together in one venue, I would like to thank all the practice nurses from central London who were able to attend, also the PMs for releasing them.



Patient Events

There will be a joint coffee morning for patients of the user panel here at CLH and patients from the user panel of NHS Central London CCG on Thursday 6th November at 09.30am to be held at:

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

This is to have a discussion / feedback session around some of the services that we here in CLH provide and a general meet and greet.

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

November Dates

- CLH Board of Directors Meeting:
4th November 2014
- Quality Committee Meeting:
4th November 2014
- Finance & Assurance Meeting:
27th November 2014



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!



And finally...

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