

## Welcome to November's edition of the Member's Newsletter

### Members Annual General Meeting



Many thanks to the 47 GPs and Practice Managers who attended the away day on Thursday 13th November 2014. The afternoon was described as being 'hugely useful.'

The group received presentations in relation to the following strategic commissioner work areas and discussed how we as the single GP provider network in Central London would deliver against these areas:

1. Prime Minister's Challenge Fund
2. Community Independence Service
3. Out of Hospital Services

As this was the first meeting of CLH as Central London's single GP provider network it provided a good opportunity for member practices to re-connect with colleagues from across the Westminster area.

This afternoon proved useful in testing back what the GP network Board of Directors has been discussing over the previous months and gaining input/ agreement to our emerging plans.

### CLH Board

Many of you will have seen the details of our board members published in last month'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](mailto:jcreaser@nhs.net)

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

**Filing Of CLH Annual Statutory Accounts** Member practices should have received the annual accounts which are due to be filed in January 2015. Please review and contact the Company secretary should you have anything you wish to raise on [jcreaser@nhs.net](mailto:jcreaser@nhs.net)

## Prime Minister's Challenge Fund (PMCF)



Marina Muirhead, CLH Managing Director attended CLCCG Finance and Performance Committee (F&P) on the 22nd October 2014 to present the GP provider network's outline plan for the delivery of the aims specified within the PMCF, which are:

- Patients with urgent care needs provided with a timed appointment within 4 hours
- Patients with non-urgent needs will be able to contact a clinician within 48 hours by phone, online or in person
- All individuals who would benefit from a care plan will have one
- Everyone who has a care plan will have a named care coordinator
- GPs will work in MDT networks
- Longer GP appointments for those who need them
- Access to General Practice 8–8pm (Mon–Fri) and 6 hours a day at the weekend
- Access to a GP consultation in a time and manner convenient to the patient (via a range of channels including telephone, email and videoconference)
- Online appointment booking and e-prescriptions available at all practices
- Patients given online access to their own records.

The F&P were happy to release the 10% allocation to support the setup of the GP Provider Network and Marina will attend the November F&P with a more detailed programme proposal which was agreed by member practices at the away day on Thursday 13th November 2014 with regards to the specific IT advances and pilots the GP network and it's member practices will undertake between now and the financial year end to deliver against the outcomes listed above.

### De-Commissioning

Central London Clinical Commissioning Group (CLCCG) wrote to CLH during the months of September and October 2014 to notify us that they intended to de-commission at the contract end date (31st March 2015) the Well watch and Patient Referral Services.

Commissioners are currently undertaking some scoping work to understand how the services would best fit/tie into Whole Systems Integrated Care (WSIC) and they will be communicating with Member Practices the outcome of this work in due course. For now both services areas within CLH are undertaking service exit planning to ensure a smooth transition to whatever comes next.

### How our services performed in October Primary Care Plus (PCP)

PCP received 251 referrals in October which is a 5% increase on referrals received in September. Of these over 97% were processed within 5 days with an average processing time of 1.39 days.

#### Patient Referral Service (PRS)

PRS received 3853 referrals in October, a 14% increase on September. Of these over 95% were booked within 5 days with an average booking time of 4.22 days.

#### Wellwatch (WW)

WW completed 395 care plans in September. 70% of these were done in a face to face clinic.



## Did you know

Your Wellwatch clinician can now work with more long term conditions not included before. If you have patients with the following conditions, why don't you book them in to see you Wellwatch nurse or Health and Social Care Coordinator for health education and health promotion.

- Atrial Fibrillation
- Peripheral Vascular Disease
- Cerebral Vascular Attack (Stroke)
- Rheumatoid Arthritis
- Chronic Kidney Disease
- Osteoporosis
- Dementia

**Speak to your Wellwatch person for more information.**

## IFR/PPWT Referrals

When creating a referral which either falls under the **Individual Funding Request (IFR)** or **Planned Procedures with a Threshold (PPwT)** criteria, you must complete the relevant form and then register the referral by emailing it to [ppwtmw.london@nhs.net](mailto:ppwtmw.london@nhs.net) before you send the referral to PRS. You will receive a validation number which needs to be included with the referral documents.



# Out of Hospital Services

**On Thursday 13th November CLCCG re-issued to practices a revised price list and service specifications for the delivery of OOHS in Central London.**

Whilst we are aware of the on-going discussions between the LMC and the Collaborative we as a GP network behind the scenes will be continuing with our assurance process and the IT developments required to ensure we are ready for go live as soon as agreement has been reached.

To echo the discussions at the away day, 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 Head of Terms 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.



# Winter Schemes

CLCH are running two winter resilience support schemes for 2014/15:

1. Increasing capacity within the Community Independence Service (CIS), and/
2. Opening an 18-bedded intermediate care unit to assist with step up and step down of patients who don't need acute care.

The CIS within Central London CCG is expanding to provide more 7-day working and additional staffing

so please do access this service via the SPOR.

The Marjory Warren intermediate care unit is situated at Charing Cross Hospital, and is suitable for patients who need a short period of care or recuperation more intensively than can be provided in the community, short term rehabilitation, or who have a delay in being discharged home or to another destination. Referrals to the unit are made via the CLCH Bedded SPOR on **CLCHT.CentralpointBeddedRehab@nhs.net** or can be arranged via the CIS or In Reach teams.

**SPOR: Tel: 0207 641 4001 Email: [clcht.wrehab@nhs.net](mailto:clcht.wrehab@nhs.net)  
Fax: 0207 641 7477) or Rapid Response Nursing team Tel: 07789 941468**

## Patient Events

Many thanks to the 13 services users who came along to a CLH and CLCCG joint coffee morning on Thursday 6th November, everybody reported finding this very useful and we agreed to have another collaborative meeting in the New Year.

### Topics which were discussed:

- GP Networking
- Out of Hospital Services
- Whole Systems Integrated Care and/
- The de-commissioning of Wellwatch and the Patient Referral Service.

The next meeting of the CLH patient participation panel will be at 12 noon on Thursday 18th December 2014 at:

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

Any patients wishing to attend please confirm your attendance by clicking here: [clh.corporate@nhs.net](mailto:clh.corporate@nhs.net)

## November Dates

- CLH Board of Directors Meeting: **2nd December 2014**
- Quality Committee Meeting: **9th December 2014**
- Finance & Assurance Meeting: **16th December 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](mailto:clh.corporate@nhs.net)

## Under construction

Over the coming months the CLH website will be undergoing a glamour 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: <http://www.centrallondonhealthcare.co.uk/>