

Central London Healthcare a community interest company

Edition 5: February 2015

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



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

1. Constitution and Articles of Association update
2. Out of hospital services – the LMC will be present for this item
3. The Community Independence Service – Imperial Hospital colleagues will be joining us for this item
4. Information Sharing Agreements for WSIC

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 greater than over the last 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 canapés – 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 and patients.

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

CLH Service Plan

Over the past few months, Marina Muirhead, Acting CLH Managing Director has been producing a Service Delivery Plan. This document is still in draft and therefore we would welcome feedback marinamuirhead@nhs.net



Practice Manager Forums (PMF)

CLH following the PMF in January were asked to facilitate this meeting moving forward – we look forward to seeing as many Practice Managers as possible at:

CLH, 1b Harewood Row, London, NW1 6SE
on the following dates, all **Tuesdays** between **09.30am–11.30am**:

- **3 March 2015**
- **14 April 2015**
- **26 May 2015**
- **7 July 2015**
- **18 August 2015**
- **29 September 2015**
- **10 November 2015**
- **15 December 2015**

Email your GP via SystmOnline

On Thursday 19th February the following three practices commenced the 'email your GP via SystmOnline' pilot:

- (1) Cavendish Health Centre**
- (2) Fitzrovia Medical Centre**
- (3) Imperial College Health Centre**

This pilot will last for 13 weeks and we will, via this newsletter, be informing members about the uptake of this pilot and the impact on the three practices.

We are also creating a resource pack for practices which will be further refined throughout the 13 weeks and will look forward to sharing this with our members for your own use sometime in June. If you would like to hear more about this please email us at: clh.corporate@nhs.net

Wellwatch notice

To all Practice Managers and GP's

In the November Member Newsletter we informed you about the decommissioning notices served on the Patient Referral Service and Wellwatch. At the Contract Meeting on Tuesday 22nd January attended by Board members commissioners confirmed they will be going ahead with the decommissioning of the Wellwatch service to cease operation come 31st March.

This has come as a no surprise to CLH as over the past 8 months we have been actively engaged in the development of Whole Systems which carries forward a lot of the work and function undertaken by Wellwatch and has had a profound influence in the shape Care Coordination will take in the foreseeable future.

As we start to wind down we have some important work ahead to ensure effective handover of patient information back to GP practices. Operationally we will start to phase out face to face clinics over February and then in March we will provide each GP practice with a comprehensive report of patients and their care plans with any reviews outstanding to be actioned by practices.

The team will work closely with you to ensure a seamless transition from face to face clinics and will be communicating this with patients and practice staff over the coming month. I have outlined below dates for when clinics will stop in your practice.

Key information:

- The Wellwatch service is being decommissioned with end date of 31 March 2015.
- **Face to face clinics will be phased out during February. (Please see table)**
- Comprehensive handover report will be provided to GPs at end of March.
- All referrals into the service will stop on the 27th February 2015.

On behalf of the Service I thank you for your ongoing support of CLH services and especially for welcoming

my staff into your practices.

For any further information please do not hesitate to contact me at CLH on **020 7535 8300**.

Yours sincerely,

Charles Tutagalevao

Clinical Service Manager,
Central London Health

Sorry we will be closed

Wellwatch clinic – GP practice	Last clinic Feb
Cavendish Health Centre	Wed 25th
Covent Garden Medical Centre	Thu 26th
Crawford Street Surgery	Mon 23rd
Fitzrovia Medical Centre	Wed 25th
Imperial College Health Centre	Fri 20th
King's College Health Centre	Tue 24th
Lisson Grove Health Centre	Mon 23rd
Little Venice Medical Centre	Wed 25th
Marylebone Health Centre	Thu 26th
Millbank Medical Centre	Thu 26th
North West London Medical Centre	Mon 23rd
Paddington Green Health Centre	Wed 18th
Pimlico Health at The Marven Surgery	Wed 18th
The Belgravia Surgery	Fri 20th
The Connaught Square Practice	Fri 20th
The Maida Vale Medical Centre	Thu 26th
The Mayfair Medical Centre	Mon 16th
The Soho Square Surgery	Tue 24th
Third Floor Medical Centre	Tue 17th
Victoria Medical Centre	Wed 25th
Westbourne Green Surgery	Tue 24th
Woodfield Road Surgery	Mon 16th

Patient Referral Service (PRS)

On 2nd February 2015 CLH were informed by CL CCG that the PRS would be extended for 6 months (01.04.15–30.09.15). This is to allow further work around whole systems integrated care to develop.

Due to the late notice of this extension and the service having been placed on notice since September 2014 we have unfortunately lost 5 members of staff. CLH is currently trying to recruit additional members of staff on a 6 month contract basis to ensure delivery of the current contractual KPIs.

S1 User Group

A SystmOne Local User Group was held on 4th February. Those who attended commented that the event was useful and that they would be interested in this becoming a regular feature. The consensus was that the event worked better as an open discussion where questions and ideas could be explored rather than a meeting with a defined agenda. The group was also attended by a member of the SystmOne Implementation team who was able to answer many of the questions raised. We will be looking to hold another one in the near future and will send emails out to practices with dates.

Increasing uptake of patients registered in Central London for SystmOnline



Marina Muirhead, Acting Managing Director of CLH wrote out to all practices on Tuesday 17th February 2015 advising you that by the 31st March 2015 all GP practices in the UK are expected to have the facility for patients to:

- Book appointments online
- Order repeat prescriptions online
- Access online the data contained in their Summary Care Record.

In order to deliver benefits for the practice by way of a reduction in telephone calls for example will only be achieved when large economies of scale are achieved by way of patient sign up for online access to the three components.

CLH therefore as the GP provider network via the use of PMCF monies has opened up a scheme based on the following principles running now until 30th June 2015

- Practices will be paid £0.50ppp this is based on patients signing up for all three components, patients who sign up for one/two will not be eligible for a payment to the practice.
- Practices are eligible for a maximum payment of £0.50ppp for 75% of the list size (this excludes patients under 16 years of age).

If you would like any more information please contact CLH by clicking here and emailing: clh.corporate@nhs.net

How our services performed in January 2015

Primary Care Plus (PCP)

PCP received 212 referrals in January which is a 5% decrease on referrals received in December. Of these over 97% were processed within 5 days with an average processing time of 1.68 days.

Patient Referral Service (PRS)

PRS received 3287 referrals in January, a 1% decrease on December. Of these 81% were booked within 5 days with an average booking time of 4.59 days. The reason for this sharp decrease is the proposed decommissioning of PRS which resulted in a significant number of people leaving the service. Moving in to February, we have cleared the backlog and are now back to booking within 5 working days.

Wellwatch (WW)

WW completed 299 care plans in January. 65% of these were seen in face to face GP surgeries. The service is now running on reduced staff numbers until clinics finish at the end of February so care plan numbers will be lower.

Vacancies

Due to the decommissioning of Wellwatch we have some Nurses and administration staff who will unfortunately be made redundant on 31st March 2015. If member practices do have any vacancies that you feel may be of interest to some of our staff, please do get in touch by emailing: clh.corporate@nhs.net

Out of Hospital Services

On Thursday 19th February 2015 London wide LMCs facilitated a meeting between GP provider federation leads and LMC Chairs, to discuss the challenges involved in delivering the OOH portfolio.

Attending that meeting on behalf of the CLH Board of Directors were:

1. **Dr Matthew Johnson – Chair/Medical Director**
2. **Dr Maher Shakarchi – Director**
3. **Marina Muirhead – Acting Managing Director**

It was made clear at that meeting that whilst Hounslow had commenced delivery in 1 locality on a pilot basis in November 2014 the other networks were at present not commencing roll out of the OOHs due to the following reasons:

- The pricing for some of the services remains unrealistic
- The status of the enhanced services income guarantee from April 2015 remains unclear
- The nature of the review of the OOH contract in year remains unclear, particularly around what may be negotiable at that stage
- There are serious concerns about the mental health and diabetes service specifications
- There remain unresolved issues around the contract, who will sign it, the risks to practices in co-signing an APMS contract and pensionable payments
- Not all federations are ready to take up the proposed contract.
- Federations raising concerns about the CCGs pulling from practice systems what is commercially sensitive information to support the paying of practices for OOHs.

The LMC are therefore going to be proposing to the NWL Collaboration of CCGs as a way forward, a transition period of six months from April 2015, where those practices/

federations unable or unwilling to deliver the whole portfolio may deliver services either through a short term roll over of the arrangements for 2014–15, or deliver the agreed services from the portfolio only, using either a fit for purpose APMS contract or an SLA based on the standard NHS contract.

Many thanks to the 17 practices who responded to the letter dated 12th February 2015 sent by Dr Matthew Johnson. Practices within that letter were asked to reply stating their preference, the options available were:

- (1) CLH simply to accept the offer as it stands, and do our best to roll out the contract, despite our reservations, with CLH holding the contract alone. This would mean no superannuation on the funds (although as stated above the sums to include a nominal 14% extra for this).
- (2) CLH and practices to co-sign the agreement as it stands.
- (3) CLH to refuse to sign as it stands and request amendments. We have been told this is non-negotiable but our view is this is a commercial contract, and therefore nothing is non-negotiable. Clearly there are some risks to this option. In particular, there have been suggestions that commissioners would go to alternative providers (although who those might realistically be is open to question). There is also the issue of what happens to current LES schemes under such a scenario.

As at Friday 20th February, 16 practices had responded with the following votes:

- 15 practices stating option 3
- 1 practice stating option 1

Patient events

The next meeting of the CLH Patient Participation Panel will take place on 26th February 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

We are always on the lookout for more patients to join our CLH Patient Partnership Panel, if any practices have patients who would like to be involved please do pass on their details or ask them to email us at: clh.corporate@nhs.net

Staff changes

Would like to wish all the best to the following staff members who are leaving CLH during February 2015, this is due to the current de-commissioning notices placed on WW:

Charles Tutagalevao –
Service Manager, WW

Clodagh O'loughlin –
Health & Social Care Co-ordinator, WW

March 2015 dates

- Annual General Meeting: **10th March 2015**
- Finance & Assurance Meeting: **10th March 2015**
- Quality & Safety Committee Meeting: **12th March 2015**
- Board of Directors Meeting: **17th March 2015**

Previous editions

For the previous editions of this newsletter or copies of the Board of Director Meeting minutes, you can find them all (at home or at work) by clicking here: <http://www.centallondonhealthcare.co.uk/corporate/>



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

It's nearly finished, our new CLH website for members and the public will launch week commencing 23rd 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.centallondonhealthcare.co.uk/>