

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



Working with local practices in Central London CLH are delighted to announce an initiative to support the revalidation process for practice nurses and HCAs across General Practice in NW London.

Revalidation will replace the post-registration education and practice (Prep) standards from 31 December 2015. Revalidation aims to improve upon the Prep system by setting new requirements for nurses and midwives.

Under revalidation, nurses and midwives will be required to declare they have:

- met the requirements for practice hours and continuing professional development (CPD)
- reflected on their practice, based on the requirements of the Code, using feedback from service users, patients, relatives, colleagues and others
- received confirmation from a third party.

We have commissioned HeART which is an RCN accredited, web-based e-Portfolio, appraisal and revalidation toolkit that will enable you to meet the

requirements of the NMC. We are meeting the total cost to enable staff to obtain an account, receive training and on-going support as required.

All Practice Nurses have been contacted to introduce the toolkit and this will be followed up with a planned launch in January (staff have been asked to hold 22nd January as a potential launch date). Our intention is to support Practice Nurses in the first instance and then rollout the toolkit out to HCA's later in the year.

For further information on revalidation and the toolkit please refer to the following websites:

<http://www.nmc-uk.org/Nurses-and-midwives/Revalidation/>

<http://revalidation.premierit.com/revalidation-management-system/heart>

For further information and any queries please contact Catherine Williams at:

Catherine.williams28@nhs.net

CLH Board

Vacancy

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

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

Remote Access Agreements

We recently sent out a copy of our remote access agreement to all practices to sign and return.

Remote access at the Central London Healthcare offices for authorised staff, will enable clinicians to check their diaries, book patients and access their records outside of an appointment setting. Remote access will only be available to those staff who you have authorised via their smartcards.

This agreement covers all clinical services hosted by Central London Healthcare.

If you have not yet signed and sent this back we would appreciate if this could be done at your earliest convenience. If you would like any further information please do not hesitate to contact Niomie Warner, Head of Systems, at niomie.warner@nhs.net

Prime Minister's Challenge Fund (PMCF)

The GP network over the next month will be scoping the following pilots:

Urgent care triage pilot:

- Scope how patients are currently assessed/triaged as being urgent?
- Agree a working definition of primary urgent care
- Agree a standard triage assessment process that is common across all pilot practices to ensure consistency of service offer
- Scope how patients are able to contact the practices
- Agree what we mean by a clinician as there is potential to have a nurse led first-contact model as an alternative to GP appointments.

Email consultations:

- The pilot will seek to scope the current service offered by GPs within the network
- Undertake a robust literature search of current models in use in the UK
- Working with one practice the pilot will aim to describe the cohort of patients who will be offered the service
- Develop a clear process which will enable patients to request non-urgent email consultation with a GP/Nurse
- Develop an information and clinical governance framework
- Undertake an evaluation.

If you would like to take part in either/both of the above pilots please get in touch with Bernadette on:

bernadette.devine1@nhs.net



How our services performed in November

Primary Care Plus (PCP)

PCP received 218 referrals in November which is a 13% decrease on referrals received in October. Of these over 99% were processed within 5 days with an average processing time of 1.10 days.

Patient Referral Service (PRS)

PRS received 3283 referrals in November, a 12% decrease on October. Of these over 95% were booked within 5 days with an average booking time of 3.61 days.

Wellwatch (WW)

WW completed 439 care plans in November which is an increase of 11.12% on October. Over 70% of these were seen face to face GP surgeries.

Care Quality Commission (CQC)

Over the previous few weeks a number of practices within Central London have had visits from the Care Quality Commission, those practices have kindly shared some hints and tips that member practices may find useful. Practices described the CQC as very interested in:

- health & safety audits
- building maintenance certificates
- insurance certificates
- CRB/DBS certificates
- accident and incident books
- fire safety check log book
- risk assessments
- cleaning schedules
- infection control risk assessment
- high interest in staff training and proof of this – so all certs need to be kept centrally and available and in date
- Evidence of safeguarding training including certificates
- All staff were asked about training and also what they would do if they had a child protection/vulnerable adult concern
- Most staff were asked about their role and the CQC inspectors were noting down each person's responsibilities
- The CQC were noting down the steps for practice processes for coding, discharges, etc.

Did you know...

The walk in X-Ray Service at the London Imaging Centre is available Monday to Friday between the hours of 9:00am–11:35am and 2:00pm–4:30pm. The patient must bring the X-Ray referral form with them and this must be signed by the GP.

Did you know...

Our PCP service is currently in the process of arranging visits to practices to give an overview of the service and how the service will benefit your patients. We can discuss what's included in the service and also any exclusions, but we can advise where best to direct them. We can also walk you through the referral process. If you would like to arrange a visit please send an email to:

pcp.mentalhealthservice@nhs.net

Did you know...

In November CLH began to offer Wellwatch Clinics in Dr Shakarchi's Practice which are held fortnightly on Fridays. Wellwatch nurses and health social care coordinators are now care planning patients with long term conditions across Central London in 25 GP practices.



Out of Hospital Services

CLH as the GP provider network is pressing on behind the scenes to ensure we are ready to go live once the agreement is in place.

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 in 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; 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.

**Tel: 020 7641 4001 Email: clcht.wrehab@nhs.net
Fax: 020 7641 7477 or Rapid Response Nursing team Tel: 07789 941468**

Patient Events

The next Patient Panel Meeting is on Thursday the 15th of January at 13:00.

**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 welcome the following new team members:

**Derya Ismail –
GP Network Co-ordinator
Bernadette Devine –
GP Network Project Manager**

And we would like to wish all the best to the following staff members who are leaving CLH this month:

**Charlotte Lazarus –
Patient Referral Service
Hanisha Haria –
Patient Referral Service**

January Dates

- CLH Board of Directors Meeting: **6th January 2015**
- Quality Committee Meeting: **8th January 2015**
- Finance & Assurance Meeting: **27th January 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!

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/>