

April 2010

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## Countywide Workshop: LES1, LES2 and FURs - Wednesday 19 May 2010

We should shortly have an agreed agenda for the countywide workshop on Wednesday 19 May at Taunton Racecourse. NHS Somerset is very close to finalising the PBC LES for 2010/11 which is similar to 2009/10 but there is a strong focus for practices to work together which provides an opportunity to progress the development of federations. This will be explained in more detail at the workshop. We should also be receiving the practice indicative budgets for 2010/11 in May and will be sharing good practice on how these could be effectively managed.

We look forward to seeing representatives from practices on Wednesday 19 May 2010.

Please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) to reserve your place.

## Prescribing Leads Countywide Meeting – Wednesday 7 July 2010

We are also arranging a joint event with NHS Somerset for a countywide meeting for Prescribing Leads to discuss key issues impacting on the medicines management agenda; this will be on the afternoon of Wednesday 7 July at Monks Yard, Ilminster.

## New Somerset Diabetes Service Live Across Somerset

WyvernHealth.Com is pleased that Somerset Diabetes Service has now been launched and would like to thank everyone involved in bringing this important service to this point.

Please find the following documents on our website: <http://www.wyvernhealth.com/pathways.htm>

- [Letter to Providers](#)
- [Implementation of New Model of Care](#)
- [Diabetes Specialist Nursing and Dietetic Service - Patient Leaflet](#)
- [Specification for the Provision of Services for Adult Patients with Diabetes in Somerset](#)
- [Diabetes Pathway Referral Guidance and Directory of Services](#)
- [Referral Form for DESMOND Training](#)
- [Somerset Diabetes Specialist Nursing and Dietetic Service Overview - PPT Presentation](#)

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## Advance Care Planning Training for GPs

The DH End of Life Care Strategy identifies Advance Care Planning (ACP) is important in the provision of end of life care. The Community Palliative Care Nurse Specialists linked to each practice will liaise directly with the practice managers to arrange a convenient time to meet with the GP's to update on the planning ahead document and the ACP policy.

More details at: [www.somerset.nhs.uk/training](http://www.somerset.nhs.uk/training)

## Breathing Matters Newsletter

Somerset Respiratory LIT has created a newsletter entitled "Breathing Matters" for patients. The first edition of the newsletter may be found on our website: <http://www.wyvernhealth.com/pathways.htm>. Patients and professionals are encouraged to sign up and submit ideas for future editions.

## Project Management Workshop – Wednesday 12 May 2010

WH.C is holding a Project Management Workshop from 1.00 pm until approximately 5.00 pm (lunch available at 12.30 pm) at the Mount Somerset Hotel, Lower Henlade, Taunton, TA3 5NB, for its Board Members/Management Team and has four spare spaces for any Practice Manager and/or PBC Lead who may wish to join them. Please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) to reserve your place. The agenda is as follows:

12.30 pm	Lunch
1.00 pm	Introductions: <ul style="list-style-type: none"><li>➤ What is a project (and what is not)</li><li>➤ What makes for success (and what does not)</li><li>➤ Key decision states (to go or not to go – that is the question)</li></ul>
2.30 pm	Coffee
2.45 pm	<ul style="list-style-type: none"><li>➤ What is the role of a Project Manager (and what is not)</li><li>➤ Whose job is it anyway? Accountability vs Responsibility</li><li>➤ Delivery: delegation, leadership, proactive project control</li></ul>
4.30 pm	Close

## Recycling Unused Medicines

Inter-Care collects surplus medicines from doctor's surgeries and other sources, sorts them appropriately under licence, then donates them to hospitals and other health care units in rural sub-Saharan Africa where the needs are the greatest. They also collect and send small medical and surgical equipment, dressings of all kinds, and provide an information service. We know that some practices are already active in this area and others may wish to learn more by visiting the Inter Care website (<http://www.intercare.org.uk/>). A 'Doctor's Information Pack' is available from them on request.

## WH.C Membership Agreements

We have so far received 48 signed membership agreements and thank those practices for returning their agreement. Practices have until 28 May to return their signed agreements and we ask that they are returned to our address shown at the foot of this page.

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WyvernHealth.Com, Priory House, Priory Health Park, Glastonbury Road, Wells, BA5 1XL  
Telephone: 01749 836709 – Fax: 01749 836699 – Website: [www.wyvernhealth.com](http://www.wyvernhealth.com)

## Open Access ECHO Pilot – Yeovil Area

Wyvern Health is pleased to announce a THREE MONTH open access ECHO pilot covering the Yeovil area and involving the following practices:

Abbey Manor Medical Centre	North Street Surgery, Langport
Church Street Surgery, Martock	Oaklands Surgery
Cox's Yard Surgery, Somerton	Penn Hill Surgery
Crewkerne Health Centre	Preston Grove Medical Centre
Crewkerne Surgery	Queen Camel Health Centre
Dr Gaymer and Partners (Milborne Port)	Ryalls Park Medical Centre
Hamdon Medical Centre	Westlake Surgery (Dr Cox)
Hendford Lodge Medical Centre	Westlake Surgery (Dr Smith)
Ilchester Surgery	Wincanton Health Centre
Millbrook Surgery	

We first approached Yeovil District Hospital, but they were unable to provide the service and therefore we have commissioned **Echotech** to provide the pilot which will be based locally at Ryalls Park Medical Practice. We have chosen Echotech on the basis of their previous country-wide experience in providing ECHO services, their clinical governance arrangements, staffing skills and quality of ECHOs. One of the stipulations of the contract was that any ECHOs be available and readable by secondary care should this be required, so that patients do not need to be re-ECHOed if a secondary care opinion is required. The purpose of the pilot is to assess demand for the service and the ability of GP's to manage patients and ECHO results in primary care.

These practices were able to start referring patients into the service from Monday 19 April and patients will start having their ECHOs from Saturday 8 May. Please see our website for details of the referral form and Echo referral care pathway - <http://www.wyvernhealth.com/pathways.htm>

## Somerset Community RightSteps

Following our article in last month's edition of WH.C News, we have received three more agreed referral pathways from our colleagues in Somerset Partnership and Somerset Community Right Steps for the following conditions:

- Anorexia
- Anxiety
- Bulimia and Binge Eating

Please see our website <http://www.wyvernhealth.com/pathways.htm> for further details.

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## Taunton and Somerset NHS Foundation Trust

ACT for Patients – Admin and Contact Transformation

The team responsible for the 'transformation' of Patient Administration and Contact at Taunton and Somerset NHS Foundation Trust are interested in feedback and comments from GP's on their experience related to Patient Administration and the experiences you and your patients have when contacting the Hospital.

The Trust is currently undertaking a wide ranging review of the way we handle patient administration and contact handling with the objective of achieving a reliable patient centred approach to things like the booking of mutually convenient appointments in timely way, production of patient and GP correspondence and the quick resolution of telephone enquiries

The team at Musgrove are keen to understand directly from you how you contact with the hospital today, what works well and where there are opportunities to improve the way we handle these contacts to provide a more effective service to you, as well as better and safer patient experience. These contacts could be communications by telephone, letter, or a referral etc.

Please take a moment to consider:

- Whether you have had to contact the hospital due to our administrative processes not working well and if you have a need to chase for information or progress an activity?
- What is the experience of referrals to specialities and are there some areas which work really well and others which could be improved. Have you found the Advice and Guidance service useful? Are there any areas which could be improved to assist you in referring patients?
- Are there any other administrative processes which could be performed differently to improve the service Patients receive?
- How do you think we could make it easier (perhaps on our communications) for Patient's to know when and how to contact us?

Please provide feedback and comments to Peter Baker, Patient Services Transformation Programme Manager by email: [peter.baker@tst.nhs.uk](mailto:peter.baker@tst.nhs.uk) or telephone 01823 343519.

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## Dates for your Diary

- **Wednesday 12 May 2010, 1.00 pm until 5.00 pm** (lunch available from 12.30 pm) – WH.C is holding a ***Project Management Workshop*** at the The Mount Somerset Hotel, Lower Henlade, Taunton, Somerset, TA3 5NB, for its Board Members/Management Team and currently has four spare spaces for any GP/Practice Manager that would like to join them. Attendance is free of charge and places will be issued on a first come, first served basis. Please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) to reserve your place.
- **Wednesday 19 May 2010, 1.00 pm until 5.00 pm** (lunch available from 12.30 pm) – WH.C is holding a ***countywide workshop looking at LES1, LES2 and FURs***. To be held at Taunton Racecourse, Orchard Portman, Taunton, Somerset, TA3 7BL. Please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) to reserve your place.
- **Wednesday 7 July 2010, 1.00 pm until 5.00 pm** – WH.C and NHS Somerset are holding a ***Prescribing Leads countywide meeting*** at The Monks Yard, Horton Cross Farm, Horton Cross, Ilminster, TA19 9PT. Further details to follow.
- **Wednesday 8 September 2010, 2.00 pm until 5.00 pm** (lunch at 1.00 pm) – WH.C is holding a ***People Leadership/Time Management Workshop*** at the The Mount Somerset Hotel, Lower Henlade, Taunton, Somerset, TA3 5NB, for its Board Members/Management Team and has three spare spaces for any GP/Practice Manager that would like to join them. Attendance is free of charge and places will be issued on a first come, first served basis. Please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) to reserve your place.
- **Wednesday 17 November 2010, 7.00 pm until approximately 8.30 pm** (buffet available from 6.15 pm) – WH.C is holding its ***AGM*** at Taunton Racecourse, Portman, Taunton, TA3 7BL. Please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) to reserve your place.

## Deadlines

**Friday 28 May 2010** – Practices have been asked to return one signed copy of their Membership Agreement to the WH.C Office (address at the foot of this page).

## WH.C News – Mailing List

Please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) if you would like to be included in the distribution list for regular copies of WH.C News.

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