

November 2009

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Report from the AGM

WH.C held their second AGM on Wednesday 18 November 2009 which was attended by over 40 GPs and Practice Managers.

The evening started with Kevin Hudson, NHS Somerset, giving a dashboard demonstration and answering questions.

David Rooke reported on the progress being made by WH.C and the fact that the Somerset Community COPD Service had won two awards at the NAPC PBC Vision Awards and WH.C had been shortlisted for the Most Advanced PBC Group and for the work done on Redesigning the Dermatology pathway. He outlined progress made in 2008/09 regarding the Emergency Admissions Avoidance Schemes and some of the new PBC schemes that have been implemented this year.

Greg Tanner introduced the new Patient Information Cancer Care Packs for patients and further details on this are being sent to practices this week (an order form for the pack can be found on our website:

<http://www.wyvernhealth.com/pathways.htm>.

Paul Bearman presented the Annual Report and Accounts for 2008/09. Jon Hincks provided an update on the work of the WH.C Prescribing Group and on the management of COPD. The meeting concluded with a discussion on what practices have done regarding elective and non-elective activity since the countrywide event on 30

September 2009. In the subsequent question and answers session there was a useful discussion about the future direction for PBC both nationally and in Somerset and specifically the issue of shifting to "real" PBC budgets rather than indicative ones. Presentations and the Annual Report and Accounts are on our website (<http://www.wyvernhealth.com>)

FUR Bids 2008-09

We received in excess of 450 bids from practices for the £610,000 available and although many bids were processed quickly, we did have a number which required further clarification by NHS Somerset and a number were rejected by both WH.C and NHS Somerset. Some bids went to NHS Somerset's PBC Approvals Committee as the practice had appealed the decision. For next year NHS Somerset is proposing that the approval of bids will totally rest with WH.C and it has been recognised that the criteria for the bids needs to be a great deal clearer.

Invoices for all approved bids should initially be paid by the practice. The practice should then generate an invoice and send it to Shared Business Services at Wynford House and marked for the relevant Commissioning Manager's attention.

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LES1 and LES2

Please help us get it right next year. Having listened to a number of our Practice Managers express concerns at the complexity of the LES1 and LES2 returns this year, we are considering having a small working party of Practice Managers who can help us simplify the process and shape the LES practice plan returns for next year. Please contact Tina Pyman (tina.pyman@wyvernhealth.nhs.uk) if you are interested in joining this working party.

At the AGM there were a number of requests for greater clarity on what is required by practices to meet the LES targets and we will issue further guidance shortly. At the 30 September countywide event we asked practices to complete an action plan to demonstrate that they were working towards delivering their LES, we did ask for these to be returned by 30 November, but recognising the current pressures in primary care are extending the deadline to Friday 22 January 2010.

Patient Participation Groups

NHS Somerset has launched a web page on their website - have you seen it? If not, please access it by clicking on the following link:

<http://www.somersetpct.nhs.uk/welcome/have-your-say/patient-participation-groups/getting-started-and-useful-information/ppg-useful-links-information-and-contacts/>

Learning Difficulties DES and Training

The Direct Enhanced Service (DES) is targeting the provision of health checks towards adults who have a learning disability with more complex needs; specifically, individuals with moderate to severe and profound learning disabilities. These individuals are at a higher risk from undetected health conditions and would benefit most from receiving an annual health check.

The format for the DES is based on an amended version of the Cardiff Assessment with the Somerset version also including the NHS health check.

As part of this initiative the Health Action Planning (HAP) Team, which is part of the Community Adult Learning Disability Team, will be offering your practice the DES training. The training aims to focus on what the DES is and the rationale for it, as well as how this can be developed in each surgery.

This training session further aims to provide information on learning disabilities, how to support during appointments, consent, and barriers to health care.

Additionally it is proposed that service users will be employed via Somerset Advocacy to deliver particular elements of the training, eg communication, barriers to accessing health care.

It is suggested that a GP, or senior nurse, be identified to attend these training sessions and who would further lead on this process within their individual surgeries, with the support of the HAP Team.

Information on specific training dates and times will be sent to your surgeries shortly.

If you would like any further information please contact:

Health Action Planning Team
Fiveways Adult Resource Centre, Ilchester Road, Yeovil, Somerset. BA21 3BB.
Telephone: 01935 470600 Fax 01935470614

Email: rachel.menday@sompar.nhs.uk and/or craig.boothroyd@sompar.nhs.uk

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Taxi Service to Increase use of Shepton Mallet Treatment Centre (SMTC)

Many GPs no longer suggest the SMTC as a possible choice option for treatment to their patients as they assume it is too far away to travel. However, evidence suggests where it is offered as an option for treatment some patients do accept. There is now an opportunity for more patients to access the facility using a taxi service funded by the SMTC. Under their recently extended transport policy patients will qualify if they meet one of the following clinical criteria:

- significant difficulty in ambulation (eg requires a joint replacement)
- severely visually impaired (eg has a cataract)
- registered as disabled

And where a patient has no partner, carer, relative or friend who could provide transport.

By offering SMTC as a choice option will now enable patients needing a joint replacement or cataract operation to be considered for the taxi service (for all attendances related to the episode of care). Arrangements will be made when the patient contacts the Booking Management Service.

With the opening of 4 new ISTCs within the Avon, Gloucester & Wiltshire PCT area, a flow of patients from that area who previously came to the SMTC for treatment will now be able to have treatment locally. This will create a capacity gap at the SMTC of about 15% of their contracted activity. Uniquely for an ISTC, the SMTC has operated at its contracted capacity since opening 4 years ago. It is important for the local health economy this capacity is used, otherwise the NHS will have to pay for the unused capacity under the terms of the current contract which ends next year.

GPs are encouraged to offer the SMTC as a choice option as often as possible and where appropriate to allow patients the opportunity of attending the unit and accessing their short waiting times (eg 5 weeks from referral to treatment for joint a replacement).

The drive to maintain full utilisation of SMTC capacity is supported by Wyvern Health.Com. Under current rules any unused SMTC capacity will effectively reduce available Freed Up Resource for future use by the consortium and its members.

Personalised Care Planning

As you may be aware there is a clear national vision for all people with one or more long-term conditions to be supported to manage their own health and a commitment to offer each person a personalised care plan by 2011.

Care Planning is a series of conversations between engaged and activated patients and prepared and proactive health care teams and the **CARE PLAN** is the written record of this process.

From the GP Patient survey 2008/09: 61% of people with a care plan say they have better care as a result. Typically, a practice with 6,300 people in best quartile for care planning will have **35 fewer emergency admissions, 360 fewer out patient attendances** and 30 additional elective admissions or day cases, **saving the practice £43,000/year**.

We are very fortunate, in Somerset, to have the expertise of Dr Peter (Alf) Collins – Consultant in Pain Management at Taunton and Somerset NHS Trust and National Clinical Lead of The Health Foundation's Co-Creating Health Programme. Alf has a huge amount of knowledge and expertise in this field and is keen to help us in Somerset.

Dates for your Diary Alf has agreed to work with the GP Education Trust to facilitate a two part, training programme consisting of two half days on Wednesday 20 January 1400-1600 hrs and Friday 5 March 0930-12.30 hrs, at Monks Yard. For more details contact: Maggie.Ayre@somerset.nhs.uk

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Cancer Audit

Seven practices (Cheddar Medical Centre, Crown Medical Centre, Preston Grove Medical Centre, Queen Camel Health Centre, Taunton Road Medical Centre, Victoria Park Medical Centre, Westlake Surgery (Dr Smith)) have expressed an interest in conducting the cancer audit. However, we received the following questions and answer them below as they may be of interest to everyone:

Q: Who is NHS Somerset's lead?

A: Rachel Levenson, Associate Director of Nursing and Patient Safety.

Q: Will an extension be given to the 31 January 2010 deadline?

A: No, sorry. As this is a national project we do not have the flexibility to alter the specified deadlines

Discharge Summaries Pilot

As you know, we are hoping 15 practices will register for this pilot and confirm that five practices have contacted us to date (Brent House Surgery, Crown Medical Centre, Lyngford Park Surgery, North Street Surgery (Ilminster), Taunton Road Medical Centre). Please Email sue.vowles@wyvernhealth.nhs.uk to register. We received the following questions and answer them below as they may be of interest to everyone:

Q: Is the discharge summary work likely to feature in the 2010/11 LES?

A: It is a possibility that this would be included in the 2010/11 LES.

Q: Is there any funding for it?

A: There is no funding for this and in the pilot we would like to understand how much work this exercise involves.

Q: Why is YDH not being included in this scheme?

A: We plan to pilot this in Taunton prior to rolling it out across the county. T&S was recognised as a priority because of the high level of re-admissions that they have.

Q: Is there a sign-up form for the discharge summaries pilot?

A: No, please Email sue.vowles@wynvernhealth.nhs.uk to confirm participation.

Q: Is there a template on which to record the results?

A: Not yet – a template will be circulate once it has been received by WH.C

Dates for your Diaries

WH.C Events

- **Wednesday 3 March 2010** – Countywide Workshop/Conference focusing on the budget setting process, from 2.00 pm until 5.00 pm (finger buffet available from 1.00 pm) – venue to be confirmed.
- **Wednesday 19 May 2010** – Countywide Workshop/Conference focusing on LES1, LES2 and FURs. To be held at Taunton Racecourse, Orchard Portman, Taunton, Somerset TA3 7BL, from 2.00 pm until 5.00 pm (finger buffet available from 1.00 pm)
- **Wednesday 29 September 2010** - Countywide Workshop/Conference focusing on WH.C Priority Issues from 2.00 pm until 5.00 pm (lunch available from 1.00 pm) – venue to be confirmed.
- **Wednesday 17 November 2010** – WH.C AGM, Taunton Racecourse, Orchard Portman, Taunton, Somerset TA3 7BL, from 7.00 pm until 8.30 pm (finger buffet available from 6.15 pm)

Further details on these events will be circulated nearer their respective dates.

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Dates for your Diaries (continued) - Other Organisers Events

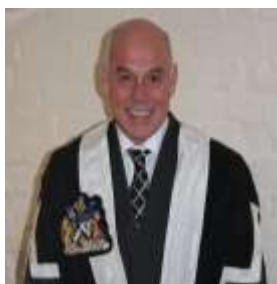
- **Thursday 25 February 2010** – “Let’s Talk Stroke”. To be held in the Lecture Theatre, Salisbury Hospital - Post Graduate Centre – Level 5. Cost £25:00 including beverages, lunch and conference pack. Cheque should be made payable to: South West Stroke Co-ordinators Forum and sent to Stroke Services Office, c/o Angela Winson/Claire Andrews, Verrington Hospital, Dancing Lane, Wincanton, Somerset. BA9 9DQ. For further information please contact: claire.andrews@somcomhealth.nhs.uk or angela.winson@somcomhealth.nhs.uk
- **Wednesday 10 March 2010**: AF & Stroke Awareness Raising Event for GPs – To be held at The Shrubbery, Ilminster; further details to follow. Organised by Sharon Ashton, Service Improvement Manager for stroke, NHS Somerset and AGWS Cardiac and Stroke Network.

Deadlines

We have been asked to include a section dedicated to WH.C deadlines and confirm that we currently have one deadline for practices, namely:

- Return of PBC Actions – Using the PBC Dashboard. As mentioned on page two of this newsletter, the deadline for return of completed forms has been extended from the end of November to Friday 22 January 2010.

WH.C Chairman, David Rooke, has been awarded Fellowship of the RCGP



Earlier this year David applied for Fellowship of the Royal College under the Unified Route To Fellowship. He applied under the Achievement Categories of Leadership and Clinical Practice. His motivation was to seek recognition for his work for WyvernHealth.Com, The Federation of Bridgwater Practices as well as his clinical practice at Taunton Road Medical Centre. The WyvernHealth.Com board congratulate David on his achievement and feels that this reflects favourably and justifiably on all who contribute to WH.C’s activities.

Introduction to Spirometry Course

We have received a good response to our article in the October newsletter and confirm that spirometry training has been arranged for the following dates:

- Wednesday 13 January 2010 – Part I
- Monday 15 March 2010 – Part II

This two part Introduction to Spirometry course is suitable for HCA's and Practice Nurses/ Community Matrons who wish to enhance their knowledge on calibration, cleaning and the setting up of the equipment as well as demonstrations on how to perform spirometry correctly and the interpretation of results.

These are half day courses with Health Care Assistants attending the morning sessions (9.30 am until 1.00 pm) and Practice Nurses/Community Matrons the afternoon sessions (1.30 pm until 4.30 pm). Lunch will be available for all attendees between 1.00 pm and 1.30 pm.

These courses will be held in the Conference Room, Priory House, Priory Health Park, Glastonbury Road, Wells, BA5 1XL, and the maximum number of attendees per course will be 12. Attendance is free of charge as these courses are being supported by pharmaceutical companies - their representatives will be available throughout the day if attendees have any questions for them.

A few places remain – please Email sue.vowles@wyvernhealth.nhs.uk to register your attendance.

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Introduction to Asthma Course

This two day Introduction to Asthma course is suitable for Practice Nurses who would like to become involved in Asthma Management. This course is a suitable foundation for nurses who would like to undertake the Asthma Diploma course that is being satellited from Respiratory Education UK to Somerset starting on 10 March 2010.

Course Details:

| | |
|----------------------------|---|
| Dates | Monday 18 January Monday 8 February 2010 |
| Time | 9.30 am until 4.00 pm (lunch provided 1.00 pm until 1.30 pm) |
| Venue | WyvernHealth.Com, Conference Room, Priory House, Priory Health Park, Glastonbury Road, Wells, BA5 1XL. |
| Cost | Free of charge |
| Number of Attendees | 15 maximum |
| Information: | This course is being supported by pharmaceutical companies. Their representatives will be available throughout the day to answer any questions. |
| To Register | Email: sue.vowles@wyvernhealth.nhs.uk |

Asthma Diploma Course

We have asked Wenda Hobbs to organise the Asthma Diploma Course in 2010. The date and venues are:

- 10 March 2010 – Community Education Room, Outpatients Department, Wells Health Centre
- 28 April 2010 – Conference Room, Priory House, Priory Health Park, Wells
- 30 June 2010 – Community Education Room, Outpatients Department, Wells Health Centre
- 4 August 2010 – Conference Room, Priory House, Priory Health Park, Wells

Any students interested in applying for the Asthma Diploma should contact Wenda direct at wenda.hobbs@virgin.net. Cost for the diploma course is £625.00

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