

30 June 2010

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## WH.C Feedback

Thank you to the practices who has been providing us with helpful feedback as this helps to ensure that we remain a membership organisation. To encourage greater engagement we have improved the feedback page on our website <http://www.wyvernhealth.com/feedback.htm> which will make it easier to make comments on what WH.C is doing.

## WH.C Achievements

The new Coalition Government is clear on its intention to introduce GP-led commissioning; however, we will all have to wait until 7 July for further information on what implications that will have on practices and PBC.

In the meantime, WH.C thought it would be timely to reflect on what PBC has achieved this year alone in Somerset – and it is a considerable amount! In order to keep this as brief as possible we have just captured the headlines below; however, if anyone would like more detail on these achievements please do not hesitate to contact the WH.C office on 01749 836709.



£1M – to be shared across the practices as a result of cost effective prescribing to be re-invested in services for patients



£3.1M – saved on emergency admissions as a result of admission avoidance schemes being implemented



Over 300 patients have already been managed by the new Diabetes Specialist Nursing Service so avoiding the need to travel to hospital



Over 30 practices have participated in the countywide COPD training programme



Five new care pathways which have not only been developed but are already up and running



30 residential and nursing homes have received the training package on the Gold Standards Framework which has resulted in fewer call-outs for practices and fewer patients being sent into hospital



43 practices (over 50%) across Somerset have taken part in St John's Ambulance training for reception staff to improve the care and support offered to carers



Free information packs for all newly diagnosed cancer and diabetes patients to support them to better understand their condition

I think you will agree practices and WH.C have been busy this year and should be proud of these achievements.

We need to make sure we don't lose sight of these as we gain a better understanding of what will be required of both practices and WH.C to ensure we are in the best position to take on the new challenges being set for us by Andrew Lansley.

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## WH.C Practice Locality Meetings

WH.C will be holding locality meetings in July/August and we would be grateful if as many Practice Managers/PBC Leads as possible could please attend – details as follows:

Date	Time	Locality	Venue
Tuesday 20 July	7.00 pm – 8.00 pm (refreshments from 6.30 pm)	Taunton and Wedge	Blackbrook Surgery Lisieux Way Taunton TA1 2LB
Thursday 22 July	7.00 pm – 8.00 pm (refreshments from 6.30 pm)	South Somerset	Ryalls Park Medical Centre Marsh Lane Yeovil BA21 3BA
Tuesday 27 July	7.00 pm – 8.00 pm (refreshments from 6.30 pm)	Somerset Coast	Taunton Road Medical Centre 12-16 Taunton Road Bridgwater TA6 3LS
Tuesday 10 August	1.00 pm – 2.00 pm (refreshments from 12.30 pm)	Mendip	Park Medical Practice Cannards Grave Road Shepton Mallet BA4 5RT

Please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) to confirm your attendance at one of these meetings.

## Debra Montague, Local Account Manager, Pfizer on Secondment to WH.C

Many of you will now be aware WyvernHealth.Com have invited me to spend time working with them on a secondment basis so I wanted to take this early opportunity to introduce myself and outline what I have been asked to do to support the team in the months ahead.

My role in Pfizer is that of a Local Account Manager which involves working in partnership with the NHS to support initiatives aimed at improving the way that treatments and services are planned and delivered – such areas could improve education (both clinical and service focused), supporting service redesign priorities and sharing examples and expertise from areas across the UK.



I have recently completed a nine month secondment with another Practice Based Commissioning group, where we developed both a Diabetes and COPD LES to optimise the delivery of care and services closer to home for patients. The local PCT has audited the COPD LES and confirmed that it has resulted in a reduction in emergency admissions which is a great result for patients and the NHS. I have learned such a great deal from this experience and am really looking forward to bringing some of this to my work with WyvernHealth.Com.

I will be working for WyvernHealth.Com for the next six months as the Communications Lead. As part of this role I intend sharing with you the achievements of PBC in Somerset and translating these into what impact they will deliver for patients. So hopefully you will be hearing from me quite a bit! I would also love to hear from you throughout my time in this role.

If anyone does have any questions they would like to ask me about this secondment I am more than happy to answer so please free to contact me on 07837 204026.

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**WH.C invites you to the new**  
**Community DVT Pathway Launch and Training Day**  
**(The launch is only for those practices using YDH)**

**On Thursday 15 July 2010**

Two sessions will be run:

12:00 – 12:45 hours  
and  
13:00 – 13.45 hours

Buffet Lunch will be provided

At

Yeovil Town Football Club  
Huish Park  
Lufton Way  
Lufton  
Yeovil  
BA22 8YF  
01935 423 662

Meeting sponsored by



*Plans are being finalised for practices which use MPH.*

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## Ambulatory ECG Pilot Initiative

We are pleased to announce that it has been agreed to start to roll out this service. It will start its journey as a pilot of 500 readings. Our aim is to start providing this service as of 6 September 2010.

The respective Federations have been contacted with a view to identifying the following practices to participate in the pilot:

1. We will need to identify TWO practices within the South Somerset area that will be willing to provide the service
2. We will need to identify THREE additional practices that will be willing to provide the service - one in the Minehead area, one in the Bridgwater area, and one in the Chard wedge.
3. The practice will need to provide two HCA's who will be able to attend a half-day training event on Tuesday 20 July. This training will be provided by the Cardiology Department of YDH (venue TBA). There must not be cascade training as part of the governance arrangements.
4. The trained practice will be provided with an ambulatory ECG machine by YDH who will also be responsible for the maintenance contract of the machine
5. YDH will provide consumables and card readers at no cost to the practice.
6. The practice will be expected to receive referrals from all practices within its locality and fit the devices (usually a 20 minutes HCA) appointment. They will be required to send the card reader to YDH for interpretation.
7. For each card reading sent to YDH the practice will be paid £15 which will count as income for the practice. It is expected that the workload to the practice would be no more than 30 minutes in total at HCA level which would include administration.
8. Practices who sign up to provide the service during the pilot are more likely to be the preferred provider should the service continue to be commissioned.

### Actions and Timetable

Monday 28 June	Information cascaded to the Bridgwater, Yeovil and Taunton Federations.
Friday 9 July	Named practice within Bridgwater, Minehead, Chard/Ilminster Wedge and two within Yeovil identified to WyvernHealth.Com to provide the service. Federations should identify the locality groups for each identified practice who should be able to refer into the service.
Friday 16 July	Agree a SLA with the practices identified
Tuesday 20 July	Practices to receive training and receive ECG machines
Friday 24 July	Agree an appropriate referral proforma August 2010 - Advertise and educate locality practices about the service and referral methodology
Monday 6 September	Service commencement Agree audit criteria and monitor pilot

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## Patient Information Care Packs for Newly Diagnosed Cancer Patients

The patient information care packs were launched at our AGM in November 2009 and approximately 680 packs have been ordered by practices. Macmillan who provide most of the information for these packs are proposing to carry out an audit to evaluate their value and we will be asking practices to be involved in this later in the year. To order the packs please see "Important Documents" on the Care Pathways tab of our website <http://www.wyvernhealth.com/pathways.htm>

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## Dates for your Diary

- **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. Please Email [Geoffrey.Howard@somerset.nhs.uk](mailto:Geoffrey.Howard@somerset.nhs.uk) to reserve your place.
- **Thursday 15 July 2010, 12.00 noon to 1.45 pm.** WH.C in conjunction with LEO Pharmaceutical will be launching the Community DVT Pathway for practices in the Yeovil District Hospital area. Venue: Yeovil Town Football Club, Huish Park, Lufton Way, Lufton, Yeovil, BA22 8YF. Please see page three for more information.
- **Tuesday 20 July 2010, 7.00 pm until 8.00 pm** (refreshments from 6.30 pm). WH.C is hold a meeting for **Taunton and the Wedge locality** at Blackbrook Surgery, Lisieux Way, Taunton, TA1 2LB. Please confirm your attendance by Emailing [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk)
- **Thursday 22 July 2010, 12.30 pm until 3.00 pm - *Delivering Choice and Better End of Life Care in Somerset and North Somerset*** at Taunton Racecourse, Orchard Portman, Taunton, Somerset TA3 7BL. Organised by Marie Curie. **This event is now fully subscribed.**
- **Thursday 22 July 2010, 7.00 pm until 8.00 pm** (refreshments from 6.30 pm). WH.C is holding a meeting for **South Somerset locality** at Ryalls Park Medical Centre, Marsh Lane, Yeovil, BA21 3BA. Please confirm your attendance by Emailing [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk)
- **Tuesday 27 July 2010, 7.00 pm until 8.00 pm** (refreshments from 6.30 pm). WH.C is holding a meeting for **Somerset Coast locality** at Taunton Road Medical Centre, 12-16 Taunton Road, Bridgwater, TA6 3LC. Please confirm your attendance by Emailing [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk)
- **Tuesday 10 August 2010, 1.00 pm until 2.00 pm** (refreshments from 12.30 pm). WH.C is holding a meeting for **Mendip locality** at Park Medical Practice, Cannards Grave Road, Shepton Mallet, BA4 5RT. Please confirm your attendance by Emailing [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk)
- **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 practice representatives. **This workshop is now fully subscribed.**
- **Wednesday 29 September 2010, 2.00 pm until 5.00 pm** – (lunch available from 1.30 pm) – WH.C is holding a **countywide workshop looking at the PBC worksteams** at The Canalside, BCC Huntworth, Marsh Lane, Bridgwater, TA6 6LQ. To reserve your place, please Email [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk).
- **Wednesday 10 November 2010, 2.00 pm until 5.00 pm** (lunch at 1.00 pm) – WH.C is holding a **Leading Meetings and Facilitation Workshop** at the The Mount Somerset Hotel, Lower Henlade, Taunton, Somerset, TA3 5NB, for its Board Members/Management Team and has five spare spaces for any GP/Practice Manager that would like to join them. Attendance is free of charge and places are 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

There are no specific deadlines at this time.

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