

July/August 2010

## In this issue:

- 🔗 **The White Paper**
- 🔗 **FUR and PBC LES2 for 2009/10**
- 🔗 **Financial Position**
- 🔗 **Care Plans**
- 🔗 **WH.C Countywide Event – Wednesday 29 September 2010**
- 🔗 **Keeping Patients out of Hospital:**
  - **GP Referrals for the Acute Community Eyecare Scheme (ACES)**
  - **End of Life Care Website**
  - **Preventing Emergency Admissions – Good News Story**
  - **SPL Improvements**
- 🔗 **Gold Standards Framework in Care Homes Update**
- 🔗 **Transforming Community Services - Consultation**
- 🔗 **Dates for your Diary**
- 🔗 **Deadlines**
- 🔗 **For Information:**
  - **Promising New Tool for the Diagnosis of Autistic Spectrum Conditions in Adults**
  - **St Margaret's Hospice - Central Referral Centre**
  - **Somerset Long-Term Conditions Network**

## The White Paper

The White Paper "Equity and Excellence: Liberating the NHS" and subsequent Green Papers significantly move the GP commissioning agenda forward and the LMC study day on Thursday 23 September 2010 will provide an opportunity for GPs and Practice Managers to consider how to progress this.

Although WH.C has developed the PBC agenda with NHS Somerset to a much greater level than many other PBC consortia it has been constrained by the lack of influence and resources to make change happen. The White Paper provides the opportunity for GP commissioning to make a significant difference. A useful document has been released by the BMA and can be found by accessing the following link [http://www.bma.org.uk/images/whitepapergpcguidance1aug2010\\_tcm41-199488.pdf](http://www.bma.org.uk/images/whitepapergpcguidance1aug2010_tcm41-199488.pdf)

## FUR and PBC LES2 for 2009/10

The 2009/10 calculation of freed up resources and LES2 payments for practices has taken significantly longer this year than in previous years. There have been a number of reasons for this, including significant delays in uploading hospital information from the Secondary User Service. The PBC financial position for 2009/10 has a £4.3m overspend on hospital activity and £2.09m underspend on prescribing. This was after taking account of "windfall" savings which were not attributable to PBC totalling £6.2m. Further information has been issued separately to practices. Details of how this can be used by practices has been included in the letter and we would like to clarify that funding bids from practices or federations to hold meetings to review key components of the PBC agenda will be viewed positively.

## Financial Position

Information issues have resulted in the financial part of the dashboard from being updated for 2010/11 and also changes in the NHS Somerset website resulted in a loss of functionality to the dashboard. We understand these issues are now being resolved and a new version of the dashboard have now been issued. The financial position for 2010/11 is that at the end of quarter one there is a £2.4m overspend.

[Please click here to return to top of document](#)

## Care Plans

We have issued further information to Practice Managers on how the PBC LES in respect of care plans can be achieved. Examples can be found on the WH.C website <http://www.wyvernhealth.com/papers.htm>

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## WH.C Countywide Event – Wednesday 29 September 2010

We would like to remind practices about our countywide event on Wednesday 29 September which focuses on the areas of work that WH.C would like to engage practices in. More details can be found under “Dates for your Diary”.

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### Keeping Patients out of Hospital:

#### ➤ GP Referrals for the Acute Community Eyecare Scheme (ACES)

We have been asked to remind practices that the ACES service is only commissioned to see acute eye conditions that may have been present for up to a maximum of seven days. We are, however, considering extending the service to examine patients with longer-term symptoms. GPs are requested to provide a referral letter when referring to the service.

#### ➤ End of Life Care Website

The Somerset End of Life Care Website is now live and we would encourage all practice staff to take a look <http://www.nssomersetendoflifecare.nhs.uk/>

It is an excellent resource for both staff and patients and includes information on local palliative care services.

#### ➤ Preventing Emergency Admissions – Good News Story

This recently came into the Wyvern Office – it’s great to hear good news so thought you would like to hear about the Acute Care GP service:

“A 76 year old gentleman came into the surgery 7 days after he had a bladder tumour removed, complaining of constant dysuria and generally feeling very unwell and sleepy. I had sent a mSu off 3d before and it wasn't back. He looked ill, was clammy and sweaty and his BP was low - I suspected septicaemia due to a UTI.

He was not keen to go to hospital as his wife is diabetic and not in good health. I sent him to the ACGP who checked his bloods and treated him for a UTI and as he was feeling better and his BP was ok he went home. He was really pleased to be kept out of hospital and it was very quick service [he was only there about 20minutes if the discharge summary is accurate!] I am sure he would have been admitted if I had sent him to the hospital!”

This is just one example of where a WH.C commissioned service is supporting better care for patients across Somerset. We hope to share more with you over time so if you have any stories you would be happy to share please can you send them into Debra Montague, Communication Lead, WyvernHealth.Com c/o Sue Vowles at [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk)

#### ➤ SPL Improvements

We have been aware that the use of SPL has continued to increase which has resulted in more calls going through the answer phone, a new switchboard is now being procured and the level of staffing now required to respond to the level of activity is being reviewed.

*[Please click here to return to top of document](#)*

## Gold Standards Framework in Care Homes Update

**Phase 1** - Since the Gold Standards Framework in Care Homes in Somerset Project commenced in April 2009 considerable progress has been achieved. The project team are extremely proud of the enthusiasm and sustained involvement of participating care homes. In addition, the support of WyvernHealth.Com, South West Ambulance Service Trust, local GP's and other related health care professionals has been invaluable.

The project team anticipate that the 30 care homes participating in phase one of the project will seek successful accreditation over the next six months.

Early indicators suggest that accreditation of care homes to the Gold Standards Framework will be a significant driver for purchasers of end of life care in Somerset.

**Phase 2** - The project team have actively engaged with care homes across the county and a further 30 homes have signed up to the project. The list of participating homes may be found on our website under End of Life Care <http://www.wyvernhealth.com/pathways.htm>. A half day workshop took place in June 2010 and a further four workshops are planned between November 2010 and June 2011.

**Feedback** - One participant in the phase 1 training commented: "Gold Standards Framework training has really changed my practice over the last 12 months. Challenging, rewarding and I'm doing things that I didn't dream I'd be doing-like NG tube management, gaining GP support, offering bereavement support and writing policies". "The doctors seem more happy and families feel they have the same level of care as they would in hospital". "80% of my residents have a DNAR in place and an acute trust consultant has called to thank me for providing a DNAR and managing NG tubes".

Somerset's GSF Project Team is Dr Chris Absolon, Jenny Coles, (GSF Facilitator) and Jayne Nicholas, (WyvernHealth.Com.).

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## Transforming Community Services - Consultation

This is the programme to separate the PCT provider arm from the PCT.

NHS Somerset has gone out to consultation on the future configuration of Somerset Community Health as required by the Strategic Health Authority. Two options were proposed:

- Preferred option: Somerset Community Health forms a new social enterprise organisation to provide community services
- Second option: Somerset Community Health integrates with Somerset Partnership NHS Foundation Trust, to form a new provider of community and mental health services.

WH.C has responded supporting the establishment of a Social Enterprise.

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*[Please click here to return to top of document](#)*

## Patient Participation Group - Hints and Tips on Getting Started

1. Rather than advertise for PPG members initially, get a short list drawn up by GPs, Nurses and Reception staff of potential patients
2. Write to each patient personally explaining the aims of a PPG and inviting them to help form it
3. Hold initial 'briefing' meeting for patients that respond.
4. Ensure you have a reception rep, Practice Manager and one GP on the PPG.
5. Advertise the new PPG as soon as the main committee is elected ... get the wording from the Chair ... at this stage ask for more patient volunteers to either join the committee or sub-committee or just to be volunteer supporters for various projects in the future.
6. Have a brain-storming meeting once the Committee is formed to thrash out key objectives and prioritise these (mind mapping is ideal for this).
7. Get at least one project going that makes the PPG feel valued and will be measurable. (SMART)

With thanks to Steve Edwards at Axbridge and Wedmore Medical Practice

## Dates for your Diary

- **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 8 September 2010, 6.30 pm** – NHS Somerset is holding a meeting at Taunton Racecourse, Portman, Taunton, TA3 7BL, to debate the future of how we manage **long-term conditions in Somerset**. Please Email [Alison.rowswell@somerset.nhs.uk](mailto:Alison.rowswell@somerset.nhs.uk) to reserve your place. Please see page five for more information.
- **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 workstreams** 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 two 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

- **Monday 6 September 2010** – practices and/or federations have been asked to complete and return their PBC Plans for 2010/11, by this date, to [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) or to the address shown at the foot of this page.
- **Friday 29 October 2010** – practices and/or federations have been asked to submit their FUR bids for 2009/10 to [sue.vowles@wyvernhealth.nhs.uk](mailto:sue.vowles@wyvernhealth.nhs.uk) by this date

[Please click here to return to top of document](#)

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)

## For Information:



## Promising New Tool for the Diagnosis of Autistic Spectrum Conditions in Adults

This is a new development described in this link <http://www.bbc.co.uk/news/health-10929032>

Campbell Main, Information Officer, NAS Somerset Branch ([Campbell.Main@farming.co.uk](mailto:Campbell.Main@farming.co.uk))



## St Margaret's Hospice - Central Referral Centre

Important changes are taking place at St Margaret's Hospice. They have recently introduced a new streamlined referral process. There is now only ONE number to access all services: **0845 070 8910**

Fully trained administrators will take patient referrals, supported at all times by clinicians. The benefits to you:

- One number for ALL referrals
- Immediate access to a clinician
- Consistent approach
- Instant response and immediate symptom control advice
- Options for admission avoidance
- 24 hour advice line for professionals, patients and carers
- Access to their full range of services

For further information, please contact Karen Johnson on 01823 345901 or email [crc@st-margarets-hospice.org.uk](mailto:crc@st-margarets-hospice.org.uk)

## Somerset Long-Term Conditions Network

### Taunton Racecourse: Starting at 6.30 pm on Wednesday 8 September 2010

A meeting has been arranged to debate the future of how we manage long-term conditions in Somerset. This is a joint initiative with secondary care colleagues from across the county to try and understand how best to develop the care pathways we will all need to adopt in the future. It will be an interactive event with three clinicians leading the debate.

How we deliver care to patients with long-term conditions will determine how we perform as a Health Community in the future. The current pathways will have to be developed to become more sophisticated and more efficient. The hope is to create a network of clinicians who can share expertise to design pathways that have the patient at the centre and have outcomes clearly defined.

The new consortia will have to have a strong grasp of their long-term condition pathways and representation from across the county would be really helpful.

Please Email [alison.rowswell@somerset.nhs.uk](mailto:alison.rowswell@somerset.nhs.uk) to reserve your place

[Please click here to return to top of document](#)