

February 2010

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Spring is in the air and it is time to talk about the new LES (Locally Enhanced Service).

At our budget setting workshop on Wednesday 3 March we intend to devote some time to respond to a number of issues in relation to next year's LES and give you the opportunity to pose questions and debate.



In preparation for Wednesday's meeting the headlines for the LES are:

- Proposed changes to how LES1 is paid to practices
- The funding of WH.C
- Practice engagement in PBC
- Incentives to deliver the PBC agenda
- Opportunities for engagement with federations

Somerset RightSteps Service

David Rooke, WH.C Chair, attended the first review meeting on 18 February 2010 between NHS Somerset, WyvernHealth.Com and Somerset Community Health.

Our aim is to have quarterly review meetings for the next year separate from the main SCH review meetings. National funding of the service is £700,000 short of expectations and NHS Somerset are going to absorb this.

SCH will have to find £100,000 to fund employment support services this year. Historic waiting list is now down to 484 cases from 1200. Somerset Community RightSteps aim to clear this within five months and have agreed to produce an action plan by 10 March and present to the WH.C Board on 17 March.

SCH do not have a recruitment problem but there is a potential retention problem as those training finish their courses and may wish to work elsewhere. The training requirement is a drain on face to face patient contacts and limits capacity. Several Counsellors from the "old service" are working for Right Steps. They have 73 clinicians currently working for them.

They agree that communication with practices is all important. I am hopeful that we will be able to see real improvements in the service soon.

David Rooke
Chair, WH.C

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Flexible Healthcare Team – Proposed Cardiology Diagnostics

Thank you to everyone who submitted their responses to the online survey!

Conclusions and Recommendations

- 26 audit tools were received, all of which were completed by the Partner of the Practice.
- 42% of the practices refer patients with cardiac arrhythmias for the 24 hour tapes/ambulatory ECG on a monthly basis and 50% of practices stated that access to ambulatory ECG provided by a local surgery would be extremely useful in their diagnosis and treatment of non-acute cardiac arrhythmia patient's. 54% of practices stated that if an ambulatory ECG was provided by a practice in their area they would always refer patients to this service, in addition, 38% of practices stated that they would sometimes refer patients to this service. 58% of practices stated that they would refer significantly fewer patients to a cardiologist for management options if a local service was provided and 69% of practices stated that they would be interested in providing such a service.
- In respect of the questions around NTproBNP testing and community echocardiography, 92% of practices stated that on initial presentation of a patient in their surgery with suspected chronic heart failure, if BNP were available locally, they would use this to rule out heart failure, given age and sex related reference values. 77% of practices stated that if direct access to ECHO were available this would result in fewer referrals to a Cardiologist.

Overall the results show that a local cardiac diagnostic service within general practice is highly welcomed within Somerset. Some of the more humorous comments received were:

- "This is overdue by many years. Please, please can we have this service to bring us into line with the rest of the Western world?"
- "If the test is easy to do and as I am in the lowest x% of practices with this diagnosis either mine are well or I'm missing some!"

The full report can be viewed on the Flexible Healthcare homepage at:

<http://nww.somersetpct.nhs.uk/flexiblehealthcare/default.aspx>

Carers Awareness Training

Recognising carers and ensuring they are supported is a key component to avoiding emergency admissions. 28 practices have so far signed up to attend this training and secured a FREE leaflet stand for their surgery – we still have 10 more available.

Further details and the application form may be found at <http://www.wyvernhealth.com/carers.htm> and as the first training takes place on 8 March, please get your applications in promptly.

And don't forget backfill money is available – so staff can go in their own time and receive payment.

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Practice Nurse Representative Required for Respiratory Local Implementation Team (LIT)

WyvernHealth.Com are seeking a Practice Nurse to attend the Respiratory LIT which meets quarterly, usually in an afternoon. This is an ideal development opportunity and would provide evidence of Continuing Professional Development. Expressions of interest are welcomed (maximum 150 words) detailing your skills and experience and how they would support you to carry out this important role. Please send to Jayne.nicholas@wyvernhealth.nhs.uk

The aim of the Respiratory LIT is to bring together key stakeholders to lead and support the improvement of respiratory services to improve health outcomes and quality of life. Delivery of national guidance for respiratory conditions should be the minimum target with emphasis on patient centred outcomes, positive patient experience and promotion of self care and self management. Current membership includes representation from the following professional groups: Respiratory Nurse Specialists, GPs, PEC Chair, Consultants, Managers and patient representatives.

Members of the LIT have a duty to:

- contribute to the development and updating of the relevant plans
- communicate the key priorities and recommendations arising from the Steering Group to their directorate/organisation
- communicate the views of their directorate/organisation to the Steering Group
- commit their directorate/organisation to deliver their part of the agreed development plan
- take action to improve performance where necessary
- attend meetings as required or arrange appropriate deputy

E-learning for End of Life Care for All (e-ELCA)

The Department of Health's (DH) End of Life Care Strategy (2008) emphasised the need for cultural change across the workforce involved in end of life care. The strategy estimated that up to 2.5 million people across health and social care service could have some kind of involvement in the care and support of dying people and their families during their working day. Given the size of the workforce and the differing levels of skills, knowledge and attitudes required at different stages of the end of life care pathway, the development of e-learning to support the effective delivery of training has been essential.

The e-ELCA programme has been developed by e-Learning for Healthcare and by the end of March will have 130 plus sessions covering Communication Skills, Assessment and Care Planning, Advance Care Planning and Symptom Management. Each session lasts around 20 minutes and includes features such as self assessment tools, audio/video clips and case studies. These sessions are available through a registration system for health and social care workers, however about a dozen sessions are available on a public website for patients and carers www.EndOfLifeCareforAll.com

Further information and access to e-ELCA can be found at www.e-lfh.org.uk and a more general description of our other end of life care projects can be found at www.endoflifecareforadults.nhs.uk

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Marie Curie – An Update of the Project’s Progress in Somerset

Following the Executive Committee’s endorsement of the project’s service proposals on 17 September 2009, a paper “Improving the provision of care for all adults in Somerset approaching the end of their lives” was presented to NHS Somerset’s Professional Executive Committee and Senior Executive Team.

The paper describes the service proposals developed during phase II of the Delivering Choice Programme’s Somerset project, as well as details of other supporting initiatives. In November, both boards at NHS Somerset approved funding for these service proposals.

The project team has been working closely with commissioners from NHS Somerset to identify providers for the approved pilot services, and with local health and social care staff, to commence planning for implementing these proposals.

We have also started raising awareness among health and social care staff in the community on the use of the new end of life care pathway and palliative care framework.

We are currently working with the Quality Improvement Manager at NHS Somerset to roll out a joint pilot for the introduction of the End of Life Register as well as the pathway and framework. This initial pilot will involve seven practices across Somerset, which will inform its wider implementation. During the pilot, we will liaise closely with all health and social care professionals attached to the surgeries including GPs, District Nurses, Community Matrons and Social Workers.

Marie Curie Helper is now Accepting Referrals

Marie Curie Helper is a new pilot service by Marie Curie Cancer Care in Somerset and North Somerset. The scheme enables trained volunteers to offer one-to-one support and advice to people with terminal illness, and their families and carers.

The scheme is now accepting referrals. All referrals will be screened to ensure they are appropriate for the scheme and a good match can be found with the volunteers. Please Email somersethelper@mariecurie.org.uk or call 0845 30 32 777.

Improving the Detection and Management of AF, TIA and Stroke in Primary Care

On Wednesday 10 March at the Shrubbery Hotel in Ilminster, NHS Somerset is bringing together a range of speakers from cardiac and stroke organisations for a one-day conference to present on:

- The issues associated with AF, TIA and Stroke
- What can be done to improve early detection, prevention and management, and
- The range of health and social services available to support people who have survived a stroke and their carers

Did you know, that between October 2008 and September 2009:

- ❖ 1,100 people in Somerset suffered a stroke
- ❖ 20% of these stroke patients died within 30 days ... a further 12% have since died
- ❖ The majority of people who have survived a stroke will be left with some form of moderate to severe disability requiring ongoing health and social care
- ❖ 15% will require residential or nursing home care
- ❖ **20% OF PEOPLE WHO HAVE HAD A STROKE ARE UNDER THE AGE OF 65**

Please Email isabel.ramada@somerset.nhs.uk for further information/to reserve your place.

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Prescribing Scorecard for PBC Prescribing Targets

The Prescribing targets 2009/10 December data has now been published. This is the second set of data that has been colour coded correctly 2009/10. Some practices may notice they have changed from amber to red, the targets set in March 2009 were as follows and do not allow for amber achievements.

- **Generic simvastatin (inc Simvador) + pravastatin as % of all statins (ITEMS) TARGET = 80%, OR:**
 - ◆ For Practices with Mar 2009 level of 70%-77.4%: an improvement (increase) of 2.5%, OR:
 - ◆ For Practices with Mar 2009 level of <70%: an improvement (increase) of 5%
- **Generic alendronic acid 70mg as % of bisphosphonates + strontium (ITEMS) TARGET = 80%, OR:**
 - ◆ For Practices with Mar 2009 level of 70%-77.4%: an improvement (increase) of 2.5%, OR:
 - ◆ For Practices with Mar 2009 level of <70%: an improvement (increase) of 5%
- **ACEIs as % of ACEIs + ARBs (ITEMS) TARGET = 80%, OR:**
 - ◆ For Practices with Mar 2009 level of 70%-77.4%: an improvement (increase) of 2.5%, OR:
 - ◆ For Practices with Mar 2009 level of <70%: an improvement (increase) of 5%
- **Potential % generic savings (COST) TARGET = 0.3% or below, OR:**
 - ◆ For Practices with Jan - Mar 2009 level of >0.3%: an improvement (decrease) of 0.25%
- **High dose formulary PPIs + Non-formulary PPIs as % of total PPIs (ITEMS) TARGET = <20%, OR:**
 - ◆ For Practices with Mar 2009 level of 22.4%-30%: an improvement (decrease) of 2.5%, OR:
 - ◆ For Practices with Mar 2009 level of 22.4%-30%: an improvement (decrease) of 2.5%, OR:
 - ◆ For Practices with Mar 2009 level of >30%: an improvement (decrease) of 5%
 - ◆ (For the purposes of this marker, high dose formulary PPIs = lansoprazole 30mg and omeprazole 40mg.)
- **Hypnotics (BNF 4.1.1) ADQs / STAR(01)-PUs (exc. anxiolytics, eg. Diazepam)**
 - ◆ TARGET = ADQs / STAR-PU of <2.0
- **Co-proxamol (ITEMS)**
 - ◆ TARGET = Measured as no increase in co-proxamol items, Q4 09/10 compared to Q4 08/09
- **% Approved repeat dispensing (using batch prescriptions) (ITEMS)**
 - ◆ TARGET = 2% of all prescriptions as batch prescriptions by April 2010
 - ◆ (For dispensing practices this will be 2% of their eligible non-dispensing patients' prescriptions.)

The December information contains the March starting point for each practice. If you need help with the interpretation of any of the information, please contact your PCT Locality Medicines Manager or Maria Chapman maria.chapman@nhs.net

The Prescribing and Medicines Management (PAMM) committee are planning a joint event with NHS Somerset to discuss prescribing county wide in July. Date will be confirmed in the next newsletter.

If any practice has any ideas or issues they wish the PAMM to discuss please contact either maria.chapman@nhs.net or Dr Jonathan Hincks Jonathan.Hincks@chedmed.nhs.uk .

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Dates for your Diary

- **Wednesday 3 March 2010, 2.00 pm until 5.00 pm** (lunch available from 1.00 pm) – WH.C's Budget Setting workshop entitled "Preparing the Ground for Real Budgets" is being held at Yeovil Town Football Club, Huish Park, Yeovil, BA22 8YF. Please Email sue.vowles@wyvernhealth.nhs.uk to reserve your place. Please note this is your last opportunity in this financial year to attend a WH.C event which counts towards your LES1 payment.
- **Wednesday 10 March 2010, 10.00 am – 4.00 pm** (registration from 9.00 am) – NHS Somerset's Conference entitled "Improving the Detection and Management of AF, TIA and Stroke in Primary Care" – see page four for further information.
- **Wednesday 17 March 2010, 9.30 am until 1.00 pm** (lunch available from 1.00 pm). WH.C is holding a Negotiation Skills/Change Management Workshop at the The Mount Somerset Hotel, Lower Henlade, Taunton, Somerset, TA3 5NB, for its Board Members/Management Team and has ten 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 to reserve your place.
- **Wednesday 12 May 2010, 1.00 pm until 5.00 pm** (lunch at 1.00 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 has ten 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 to reserve your place.
- **Wednesday 19 May 2010, 1.00 pm until 5.00 pm** (lunch available from 1.00 pm) – WH.C's 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 to reserve your place.
- **Wednesday 8 September 2010, 1.00 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 ten 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 to reserve your place.

Deadlines

- **5 March** – Please Email Isabel.Ramada@somerset.nhs.uk to register your attendance at NHS Somerset's conference entitled "Improving the Detection and Management of AF, TIA and Stroke in Primary Care" – please see page four of this newsletter for further information.
- **12 March** – Please return the COPD Advanced Study Programme application form to Wenda Hobbs, Whibbery Cottage, Bickenhall, Taunton, Somerset, TA3 6TU. Please see pages seven and eight of this newsletter for further information.
- **31 March** – Deadline date for Shared Business Services at Wakefield to receive practice invoices in respect of FUR bids – please remember to mark your invoice for the relevant Commissioning Manager's attention.

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COPD Study Programme for Practice Nurses

WyvernHealth.Com is driving forward respiratory care and is looking to recruit a number of Practice Nurses from Somerset GP Practices to undertake a unique study programme focusing upon COPD.

If you are currently a Lead Nurse for COPD in your practice, hold a diploma qualification in this subject and are seeking to advance the care and management of patients in your practice then this programme would be of benefit to you. It is designed to develop your knowledge and skills relating to COPD to an advanced level and is being facilitated by the following excellent trainers:

- Jane Scullion Nurse Consultant, Trustee
- Dr Dave Lynes, Head of Academic Services on behalf of Respiratory Education UK
- Dr Alf Collins, on behalf of Cocreate Health

The programme spans six days and commences on the 19 April 2010 running through to January 2011 and will be based at Junction 24, Sedgemoor Auction Centre, North Petherton, Somerset. The clinical days are 22 June, 7 September, 18 November 2010 and 27 January 2011 whilst two non-clinical days with Alf Collins will be held on 19 April and 24 May 2010.

This advanced course content will address the key elements of the COPD National Strategy:

- Relevant guidelines
- Important initiatives in respiratory care
- Motivational Interviewing
- Leadership – Change Management

The programme will support you to meet the needs of respiratory patients within your locality. Signed commitment from you to attend all study days is important and you will be required to do a small amount of work in your own time in order to achieve the designed outcomes for the course. However, you and your colleagues on the programme will be instrumental in guiding and setting some of these outcomes.

Places are limited and will be awarded to Practice Nurses who complete the attached application form. Please complete the information section and give an explanation as to why you feel you would like to be included in the first wave of this exciting project. Your application will then be presented to WyvernHealth.Com's COPD Project Team and places will be awarded to the successful nurses. Once the course is completed the successful candidates will be awarded a certificate by WyvernHealth.Com and REUK which will recognise you and your practice as being the leaders in Somerset for COPD Management.

The course is fully funded, by an educational grant from AstraZeneca, Boehringer and GlaxoSmithKline, and is recruiting now. If you require more details please contact: Wenda Hobbs on 07879474049 or email: wenda.hobbs@virgin.net

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