

Prime Minister's Challenge Fund Event

Wave One Pilot 3: Derbyshire & Nottinghamshire Area Team

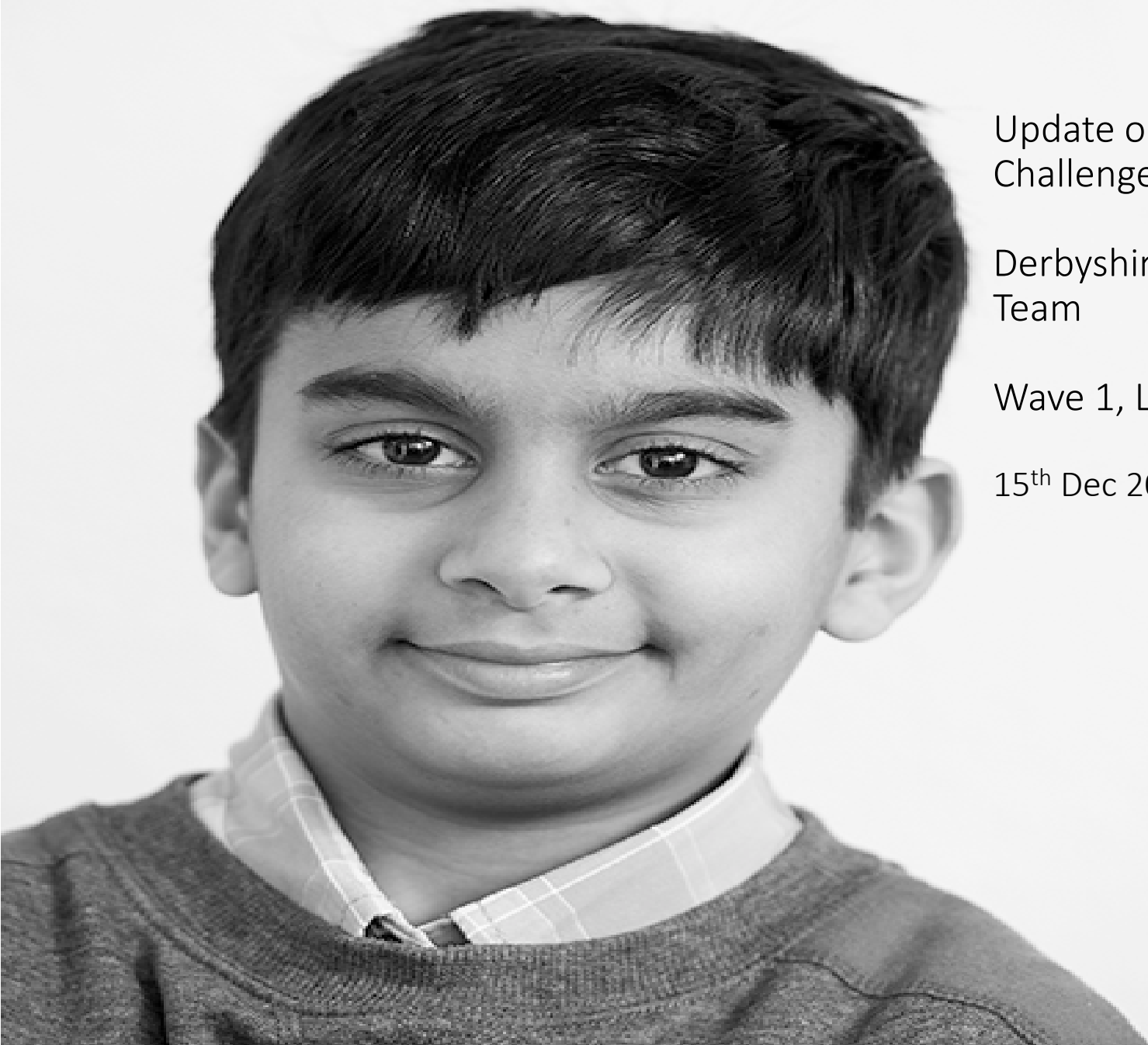
Gerald Ellis, Programme Manager, Primary Care Transformation

Update on the Prime Minister's
Challenge Fund

Derbyshire & Nottinghamshire Area
Team

Wave 1, Locality Hubs

15th Dec 2014



Background

- Patients have told us access to General Practice services need to improve
- In response the Prime Minister launched a wave 1 'Challenge Fund' which in Derbyshire and Nottinghamshire an AT led bid was successful:
 - Derbyshire & Nottinghamshire "collaborative" bid success (£5.2m)
 - 12 months project, consistent with local 5 year strategy
 - 9 CCGs, 1.2 million patients 150 general practices
 - Range of interventions: extended hours, technology, urgent care, social capital, telehealth

Locality Hubs – Challenges

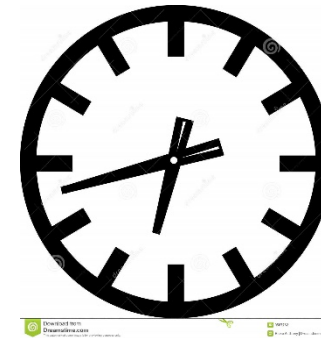
- WHY DO IT - Expectations of what we can achieve
- Engagement Patients
- Engagement with Practices
- Local Primary Care Infrastructure
- Delivery model, Staffing
- Information Governance
- Information Systems
- CQC Registration, Indemnity
- Progress to date
- Lessons learned



Locality Hubs – Challenges

WHY DO IT - Expectations of what we can achieve:

- Improve access or spread it ?
- Reduce A & E attendances ?
- Improve patient outcomes and quality ?
- Develop federated models ?



How prepared are you for the Challenges ?

Patient Engagement

How do we know what local population wants and expects?

- ✓ Surveys
- ✓ PPGs
- ✓ Staff feedback
- ✓ Interviews
- ✓ Patient education
- ✓ Outcomes

Growing patient concern over access, evenings and weekends but not necessarily 8am – 8pm days

Practice Engagement

How do we capture hearts and minds of practices given they are independent contractors use to working in boundaries?

- ✓ Acceptance that transformation needs to take place
- ✓ AT / CCG Communications events
- ✓ CCG Practice events
- ✓ Support with developing ideas and business cases
- ✓ Locality based solutions
- ✓ Individuality of practices, list sizes, resources
- ✓ Collaboration brings economies of scale to localities
- ✓ How comfortable or uncomfortable are practices to do this?
- ✓ Growing practice concern over pressures for staffing, finance
- ✓

Primary Care Infrastructure

Does the locality have the clinical leadership and form in place?

- ✓ Clinical leadership
- ✓ Links to all primary care providers, OOH, 111
- ✓ Willingness to collaborate
- ✓ Available organisational forms to lead collaboration
- ✓ Lead provider

A solid platform of primary care needs to be in place to build collaborative models

Delivery model and staffing

Clinical leadership, who will drive the project forward

- ✓ Lead provider model
- ✓ What is the population locality, which practices
- ✓ What will the extended hours be, routine / urgent care ?
- ✓ What staffing is required to run hub, how do you book
- ✓ Recruit or increase hours, given shortage of GPs / ANPs
- ✓ Impacts on healthcare system such as Pharmacy, Testing
- ✓ Project management resources

Information Governance

Importance of Clinical Leadership

- ✓ Information sharing agreements, between providers
- ✓ IG toolkit – level 2 CQC Compliance DON'T ASSUME
- ✓ Patient consent at booking
- ✓ Systems e.g. TPP SYSTMONE shared administration
- ✓ Audit processes
- ✓ What if records are viewed ? What happens next ?
- ✓ Once viewed you cannot un-view
 - Guidance expected from NHS England central team

Information Systems

- ✓ Pilot sites predominantly TPP SYSTMONE - grouped
- ✓ Shared Administration System opens up all records
- ✓ Trust ? Comparisons to hospitals access to records
- ✓ 3rd party systems – not implemented to date
- ✓ Other systems e.g. OOH ADASTRA – risk
- ✓ Needs system development and support

Enabler or Blocker ?

CQC and Indemnity

CQC

- ✓ Engage early
- ✓ Lead provider
- ✓ Don't assume

Indemnity

- ✓ For extended hours and patients not on registered list
- ✓ Cost implications

Progress so far

- ✓ Lead provider models in place
- ✓ Pilot Locality hubs in 4 CCGs
- ✓ First operational Ilkeston hub launched Nov 3rd
- ✓ Offering 8am – 8pm, Sat/Sun 9-2pm GP / ANPs
- ✓ Patients through November 648 (80%+ utilisation)
- ✓ Patient satisfaction, very high (touch screen at hub)
- ✓ Reasons for attending hub - analysis in progress
- ✓ Other systems e.g. OOH ADAstra – risk
- ✓ Phased roll out
- ✓

Lessons learned

- ✓ Change/improvements can be made if practices are fully engaged and committed to the process.
- ✓ Work with practices around collaboration and the building of relationships prior to the starting would be great benefit to the practices working together
- ✓ Workforce is an issue, high demand for more GPs, nurses
- ✓ CQC registration needed earlier consideration
- ✓ Earlier influencing of IT systems
- ✓ Faster adoption of policies for information governance

PMCF HAS CATALYSED TRANSFORMATION

Thank You
gerald.ellis@nhs.net

