



## Patient Update June 2022

*(NOTE SHC – ‘Stratford Health Centre’ – TFP – ‘The Forest Practice’)*



### *Introduction from Dr Anil Shah*

*It's encouraging that we are coming out of the Covid pandemic and most restrictions are now lifted. My plea to everyone is not to be complacent though. Last week there were still over 50,000 people testing positive in the UK – it has not gone away but we are certainly learning to live with it. Scientists suggest we may see another surge in cases as we move into the Autumn Flu season.*

*The General Practice landscape continues to be challenging and we strive to look for ways of working with our community partners and improving Patient Access overall. A new NHS initiative means we are working more closely with our Community Pharmacy teams and referring patients with more acute / minor ailments to their service, freeing up our appointments for more complex health conditions.*

*Social Media and TV/press are still feeling the need to ‘bash’ General Practices which often provides a more challenging environment for our teams.*

### **We wanted to provide you an update on a few key areas:**

- CCG's change to ICS's (Integrated Care Partnerships) from July 2022
- New GPCPCS – General Practice Community Pharmacy Consultation Service
- Our Clinical Team
- Practice News – Results for 2021-22
- Our Primary Care Network – Newham NW2 PCN

# Abolition of CCG's from July 1<sup>st</sup> 2022

Over the past three year, the number of CCG's has almost halved as many areas have merged the commissioning teams, management and support roles. From 200 in 2019, there are currently 106 CCG's in operation. From 1<sup>st</sup> July 2022, CCG's will no longer exist and will evolve into 42 Integrated Care Systems (ICS's) – We will operate under the North East London ICS

## What are integrated care systems?

Integrated Care Systems (ICSs) are partnerships of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area.

Following several years of locally led development, recommendations of NHS England and NHS Improvement and Royal Assent of the Health and Care Act (2022), 42 ICSs will be established across England on a statutory basis on 1 July 2022.

Each ICS will include:

- An **Integrated Care Partnership (ICP)** – a statutory committee jointly formed between the NHS Integrated Care Board and all upper-tier local authorities that fall within the ICS area. The ICP will bring together a broad alliance of partners concerned with improving the care, health and wellbeing of the population, with membership determined locally. The ICP is responsible for producing an integrated care strategy on how to meet the health and wellbeing needs of the population in the ICS area.
- An **Integrated Care Board (ICB)** – a statutory NHS organisation responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in the ICS area. When ICBs are legally established, clinical commissioning groups (CCGs) will be abolished
- **local authorities** in the ICS area, which are responsible for social care and public health functions as well as other vital services for local people and businesses
- Within each ICS, **place-based partnerships** will lead the detailed design and delivery of integrated services across their localities and neighbourhoods. The partnerships will involve the NHS, local councils, community and voluntary organisations, local residents, people who use services, their carers and representatives and other community partners with a role in supporting the health and wellbeing of the population.
- **provider collaboratives** will bring providers together to achieve the benefits of working at scale across multiple places and one or more ICSs, to improve quality, efficiency and outcomes and address unwarranted variation and inequalities in access and experience across different providers

**The purpose of ICSs is to bring partner organisations together to:**

- **improve outcomes** in population health and healthcare
- **tackle inequalities** in outcomes, experience and access
- enhance **productivity and value for money**
- help the NHS support broader **social and economic development**.

**Collaborating as ICSs will help health and care organisations tackle complex challenges, including:**

- improving the health of children and young people
- supporting people to stay well and independent
- acting sooner to help those with preventable conditions
- supporting those with long-term conditions or mental health issues
- caring for those with multiple needs as populations age
- getting the best from collective resources so people get care as quickly as possible.
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Within Newham, the local federation, Newham Health Collaborative is taking a significant role in supporting and owning the delivery of many services across the Primary Care setting.

As time goes by, more services will be targeted and provided at PCN level and PCNs are likely to grow in size through local mergers- there are currently 9 Primary Care Networks within Newham

## **General Practice Community Pharmacy Consultation Service**

**Following an extensive trial – it has been determined that, on average, 6% of all appointment requests into the GP Practice can be safely handled by a Community Pharmacist.**

### **What is the NHS Community Pharmacist Consultation Service?**

The NHS Community Pharmacist Consultation Service (NHS CPCS) is a community pharmacist led clinical service which is well established in community pharmacy across England and has been managing referrals for minor illness conditions since October 2019. NHS CPCS receives referrals from NHS 111 for both minor illness and urgent repeat medication requests, although the GP referral pathway is exclusively for minor illness presentations.

NHS CPCS relieves pressure on the wider NHS by connecting (via a secure electronic referral) patients with a community pharmacist. This provides quick and convenient access to primary care for patients, who can either speak to the pharmacist remotely, or if attending the pharmacy, the discussion will happen in confidence in the private consultation room.

During the consultation, pharmacists access the Summary Care Record (SCR) which may detail the patient's current medications, allergies and any previous bad reactions to medicines. The patient is provided with advice and treatment for a range of minor illness conditions. If following the consultation, the patient needs to be escalated or referred on to another healthcare setting, then the pharmacist can arrange this. A consultation summary is sent to the patient's registered general practice when it is considered clinically important to inform the patient's GP, or to ensure the patient's GP based record is updated.

## How does the referral from General Practice to NHS CPCS work?

Practices can triage patients using any existing triage capability or streaming protocols they have in place, in a way that works for them. This may be a locally designed triage method or using system capability such as online consultations. Referrals are to be sent to community pharmacists digitally, with the information being transferred in a secure electronic format.

Once the information is received by the community pharmacist, they will contact the patient to carry out the consultation remotely or invite the patient to present at the pharmacy for a face-to-face consultation. If the pharmacist determines that the consultation cannot be completed and that the patient requires further advice/treatment, the pharmacist will either signpost to another service, or contact the GP practice directly to book the patient in for an appointment.

The four-step process shows the patient journey for a general practice referral to a CPCS consultation:



### Medical Conditions Allowed for Referral

Acne, Spots and Pimples	Allergic Reaction	Ankle or Foot Pain or Swelling
Arm, Pain or Swelling	Athlete's Foot	Bites or Stings , Insect or spider
Blisters	Cold or Flu	Constipation
Cough	Diarrhea	Ear Discharge or Ear Wax
Earache	Eye, Painful	Eye, Red or Irritable
Eye, Sticky or Watery	Eye, Visual Loss or Disturbance	Eyelid Problems
Failed Contraception	Hair loss	Head Lice
Headache	Hearing Problems or Blocked Ear	Hip, Thigh or Buttock Pain or Swelling
Itch	Knee or Lower Leg Pain or Swelling	Limb, cold or color change
Lower Back Pain	Lower Limb Pain or Swelling	Mouth Ulcers
Nasal Congestion	Pain and/or Frequency Passing Urine	Rectal Pain, Swelling, Lump or Itch
Scabies	Shoulder Pain	Skin, Rash
Sleep Difficulties	Sore Throat and Hoarse Voice	Tattoos, Birthmarks or Moles
Tiredness (Fatigue)	Toe Pain or Swelling	Vomiting
Wound Problems	Wrist, Hand or Finger Pain or Swelling	

Our Practices have been trialling this Referral pathway since the end of May and in 3 weeks, we have made over 150 referrals to the service, which has increased Patient Access for more complex health needs

That is an extra 8 Clinical sessions of appointments given back to the Practices.

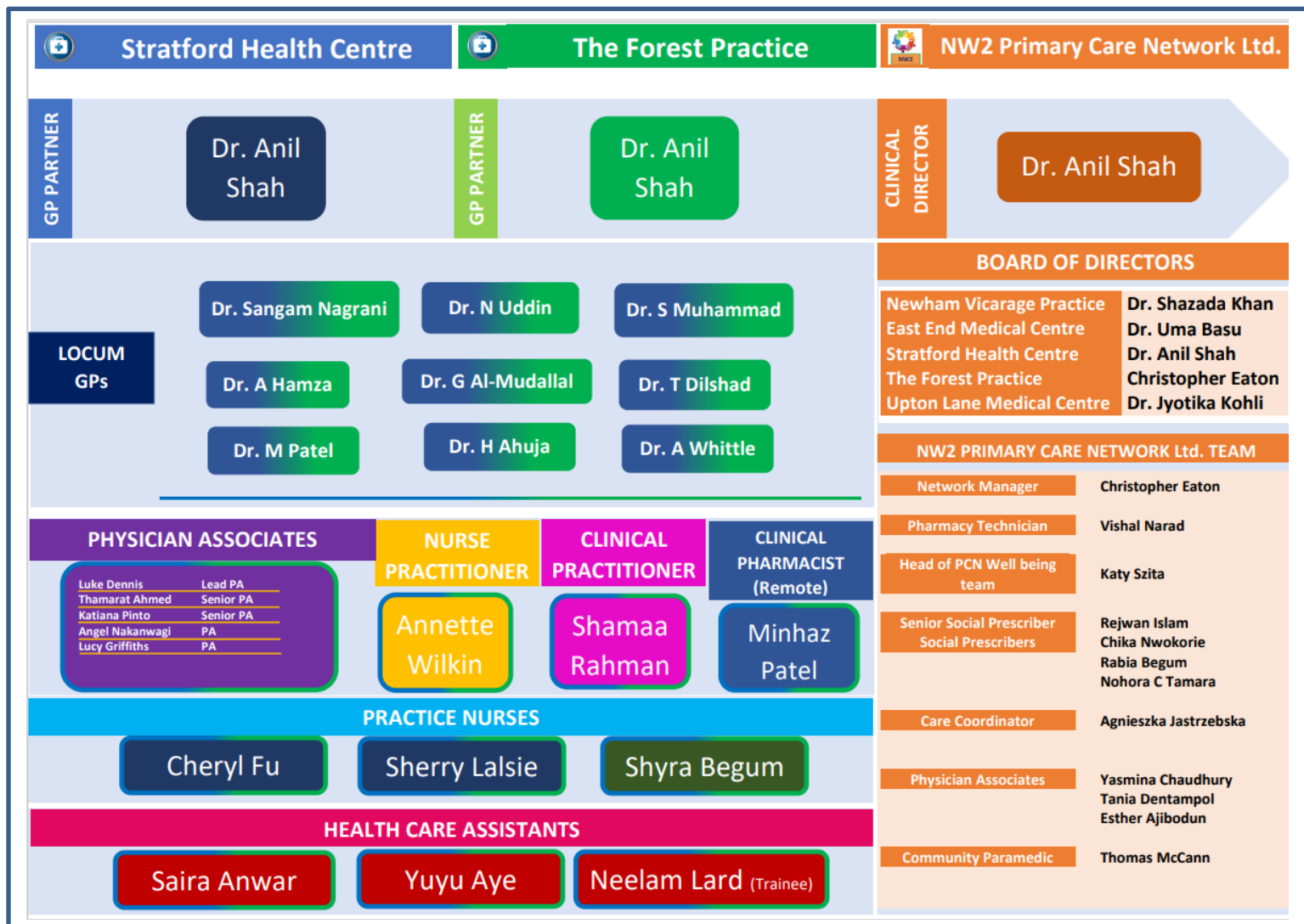
## Our Clinical Team

The Recruitment market remains every challenging. We have been aiming to recruit an additional Lead GP / Partner but have been unsuccessful at present. Greater flexibility, home working, shorter weeks are among the demands being made by potential new recruits on a daily basis. We appreciate the need to be competitive in the market and offer flexibility of working where we can – but we are mindful of the need to deliver of NHS England contract and provide adequate GP cover with support from our Allied Healthcare team.

We have been fortunate to retain a team of 'long term' Locum GP's and have recently brought 3 more Locums on board.

Discussion are 'in progress' with regards to a potential Lead GP coming on board in the short to medium term.

Our wider clinical team continues to be supported by ANP's (Advanced Nurse Practitioners) and PA's (Physician Associates)





## Practice News

**Performance Headlines 2021-22 (to 31<sup>st</sup> March) – A comprehensive call/recall and monitoring process in place to ensure a consistent focus on key measures:**

### **QOF (Quality Outcomes Framework)**

Overall performance impacted by the new Childhood Imms measure which does not allow for declined patients. This indicator was worth 54 points (nearly 10% of QOF) and we missed achievement by a handful of patients as shown in the summaries (this was a national issue and has been raised on several GP Forums)

- TFP 512.52 points @91.35% achievement (would be 99% if Childhood Imms adjusted)
- SHC 503.99 points @89.83% achievement (would be 99% if Childhood Imms adjusted)

### **Cervical Screening**

Both Practices exceeding the National Screening Target of 80% in both age categories. (this includes Patients that have formally declined with a dissent form submitted). This KPI has been a constant focus for the Practice and it is encouraging to be among the top Practices in the borough for screening levels.

### **NHS Health Checks**

- Both Practices exceeding target every quarter throughout the year
- SHC increased by 52% versus previous year (121) and TFP an increase of 37% (87 more)

### **Referrals to Social Prescribing Service**

Referral % have continued to increase with 5 Social Prescribers now working across the PCN as part of the ARRS roles.

5% Referral rate at TFP | 4% Referral rate at SHC and this will continue to build over 2022-23.

## New Patient Registrations

SHC has seen a significant increase in Patients, where TFP has remained flat

REGISTRATION REPORT 2022		
Week Commencing	Stratford Health Centre	The Forest Practice
3-Jan-22	68	9
10-Jan-22	72	9
17-Jan-22	51	25
24-Jan-22	56	10
31-Jan-22	44	12
7-Feb-22	61	17
14-Feb-22	51	17
21-Feb-22	38	18
28-Feb-22	48	17
7-Mar-22	39	18
14-Mar-22	47	22
21-Mar-22	27	10
28-Mar-22	40	22
4-Apr-22	45	13
11-Apr-22	28	9
18-Apr-22	33	16
25-Apr-22	36	3
2-May-22	39	3
9-May-22	30	9
16-May-22	21	1
<b>Total Registrations</b>	<b>874</b>	<b>260</b>

### Stratford Health Centre

**2021 – 2,384 New Registrations**

**2020 – 1,033 New Registrations**

**Total Population 24.05.2022 – 8,551**

**(Real time 30% increase since 2016)**

### The Forest Practice

**2021 – 872 New Registrations**

**2020 – 874 New Registrations**

**Total Population 24.05.2022 - 7,229**

**(Real time 4% increase since 2016)**

## Formal Complaints

### How many formal complaints do we have?

STRATFORD HEALTH CENTRE		THE FOREST PRACTICE	
<b>2021-22</b>	<b>2 formal complaints</b>	<b>2021-22</b>	<b>7 formal complaints</b>
<b>2020-21</b>	<b>3 formal complaints</b>	<b>2020-21</b>	<b>7 formal complaints</b>
<b>2019-20</b>	<b>10 formal complaints</b>	<b>2019-20</b>	<b>6 formal complaints</b>
<b>2018-19</b>	<b>15 formal complaints</b>	<b>2018-19</b>	<b>10 formal complaints</b>

A significant reduction in complaints over the last 4 years and just 2 for 2021-22. The biggest impact is Reception Service which has had a marked improvement over time and 'Duty Manager' and 'PM' available to assist with any challenges as they arise day to day

A consistent 'flat' trend with 7 formal complaints last year. 4 out of the 7 complaints were 'clinically related' and 3 regarding Reception services/procedures. Sometimes a complaint may be investigated and found to be unsubstantiated although we should always reflect on any learnings along the way

The Annual GP Patient Survey will be published mid-July and this is a significant indicator used by CQC to measure patient satisfaction | determine trends | identify local improvement opportunities

## ONLINE CONSULTATIONS SERVICE

### 1271 - Stratford Health Centre

#### Reports

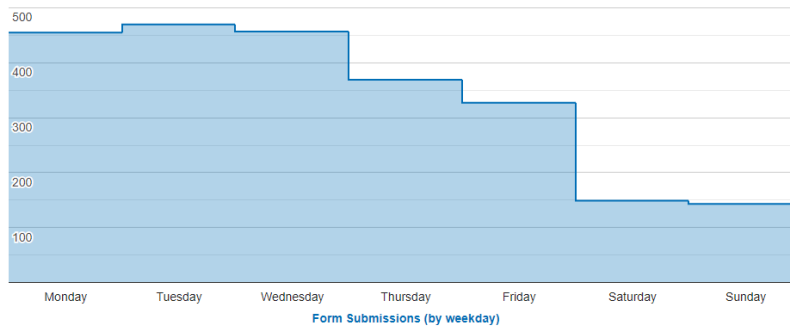
01-Nov-2021 - 30-Apr-2022

Change dates

**2370**

Forms submitted

[View Form Breakdown](#)  
[Export Data](#)



We continue to use On-line consults for many of our Admin Process

**Jan 1<sup>st</sup> to Dec 31<sup>st</sup> 2021**

**10,331 forms processed**

SHC, 5376 forms submitted

TFP 4,955 forms submitted

**From Nov 21-April 22**

**4,368 forms processed**

**SHC 2,370 | TFP 1,998**

**(Average 91 per week SHC / 77 per week TFP)**

### 4419 - The Forest Practice

#### Reports

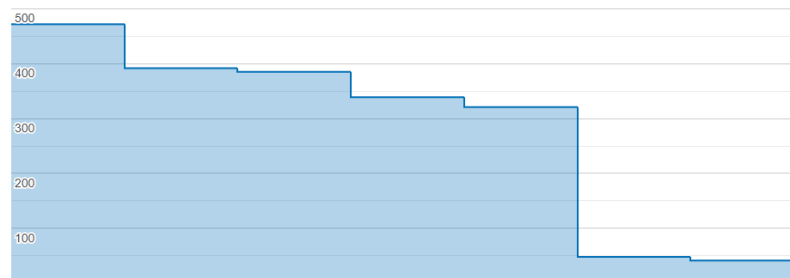
01-Nov-2021 - 30-Apr-2022

Change dates

**1998**

Forms submitted

[View Form Breakdown](#)  
[Export Data](#)





## Our Primary Care Network



### Newham NW2 PCN

**Dr Samuel and Dr Khan's Practice**

**East End Medical Centre**

**Stratford Health Centre**

**The Forest Practice**

**Upton Lane Medical Centre**

#### **NEWHAM NW2 PCN POPULATION 1<sup>st</sup> April 2022**

- For information – a update on our Total Raw / Weighted population:

Practice	Raw Population April 1 <sup>st</sup> 22	Weighted Population
East End Medical Centre	6726	6609
Newham Vicarage Practice	9263	9037
Stratford Health Centre	8551	8321
The Forest Practice	7259	7296
Upton Lane Medical Centre	8195	7685
<b>NW2 TOTALS</b>	<b>39994</b>	<b>38948</b>

1<sup>st</sup> July will see us in hit our third anniversary operating as a wider Primary Care Network.

We have been the only PCN in Newham (out of 9) to spend its resource investment fully in 2021-22 and have also secured additional resource and exceeded our investment for 2022-23 already.

A Paramedic joined our team in April, a Mental Health Nurse joins us end June 2022 and a new Clinical Pharmacist joins mid-August 2022.

#### **Our extended team now includes: (530 hours per week)**

- ❖ 5 full time Social Prescribers
- ❖ 5 full time Physician Associates
- ❖ 1 full time Care Coordinator
- ❖ 1 full time Paramedic
- ❖ 1 full time Clinical Pharmacist
- ❖ 1 part time Pharmacy Technician (22.5 hours per week)
- ❖ 1 half time Mental Nurse Practitioner (20 hours per week)

SHC/TFP are allocated circa 40% of this resource

That's a significant amount of additional capacity for our Patients

**An extra 212 hours!**

A number of National Quality measures and quantitative measures are targeted at PCN level and a large proportion of NHSE funding has moved from Practice based to PCN based with the aim of 'raising the bar' on average performance.