

Somerset Clinical Commissioning Group

Clinical Leadership to Improve Health

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Editorial - Somerset GP Survey

With the general election just over two months away, we will shortly be seeing a surge in polls trying to predict the nation's political preferences based on what are considered to be the key issues of the day. The CCG recently undertook its own poll online with the aim of understanding better the issues of importance for GPs in Somerset. Unlike the outcome of the forthcoming general election, the responses to the question as to what are the greatest challenges to general practice in Somerset, were in a way predictable, but no less worrying. The top issues were: workforce shortages, recruitment, demands from patients and workload pressure.

Regarding the question posed as to what can general practice in Somerset do to meet the increasing demands, it was far less predictable. The most frequent responses returned were to develop new models of general practice and closer collaborative working between practices. This was a surprise in some way as, to date, there has been little objective evidence of general practices in Somerset changing how they deliver care, whether in their day to day practice or in working with other practices or other organisations.

However, there are projects underway in Somerset directly involving general practice that are starting to explore how general practice and other organisations can develop new models of care; in particular the three Test and Learn pilots which are developing different care models to meet the needs of patients with multiple long term conditions based on the earlier South Somerset Symphony project. The CCG has also just submitted a joint expression of interest, with Yeovil Hospital and the South Somerset GP Federation, to NHS England to become a [New Model of Care vanguard site](#) based on the Test and Learn pilot in South Somerset and the associated joint venture between the hospital and primary care. Other work that is expected to have an impact includes the [Somerset Practice Quality Scheme](#), Somerset [House of Care](#) and the use of [Capitated Outcome Based Incentivised Contracting](#) which is being explored by the CCG.

It feels as if the NHS is at a watershed moment with healthcare professionals starting to wake up and recognise the NHS needs to change from the historical models of care provision. In Somerset, there are signs that general practice is starting the journey of change with some practices now actively looking to reorganise. However, the motives for change need to be clear; simply to reorganise to larger groups for self preservation is not sufficient and would miss the opportunity to take advantage of the new commissioning landscape to improve services for patients and to be in the best position possible to provide high quality primary care for the future.

We know that polls and surveys often get things wrong, but in this case we are starting to see increasing numbers of Somerset GPs get the message that new models of general practice provision are needed if the NHS is to

meet the challenges of the future and continue to be a world leader whilst remaining true to its original values.

Dr Geoff Sharp - Editor

Taunton GP Federation Pilots to Support Integrated Care

As part of the Somerset Practice Quality Scheme (SPQS), Taunton GP Federation is developing a number of pilots to support integrated care for patients with long term conditions. One of these pilots involves learning from primary care led multidisciplinary team meetings.

The lead practice, St James Medical Centre, is working with Crown, Creech and Quantock Vale medical centres to develop a multidisciplinary team (MDT). The practices have met with Dr Tim Jobson from Taunton and Somerset NHS Foundation Trust to discuss the project and agree the format of meetings and the cohort of patients.

Initially, one patient from each practice will be discussed by the MDT to identify actions to eliminate inappropriate levels of service usage. Learning will then be rolled out across other practices and clinical areas. Patients chosen (using Emis Web searches and the Risc tool) will have three or more long term conditions, have had an emergency admission or used A&E on numerous occasions.

The GP will contact the patient to obtain consent which will be recorded in the patient's medical records. A template will be used as a discussion tool and populated with a brief clinical history and any learning points the GP obtains from the clinical notes. Once consent has been obtained, the NHS number and template will be shared with the hospital consultants to review the patient prior to the meeting.

The first MDT meeting was attended by GPs Dr A Pitrowski, Dr A Fulford, Dr E Barthakur and Dr J Harrington, Lead Practice Manager Guy Patey, primary care Federation workstream lead Maria Chapman, and Dr T Jobson and Dr M Hayman from secondary care.

Following full discussions of the cases, it was apparent that there were common learning points which could lead to improved patient care. These points will be discussed in full with the Taunton GP Federation.

For more information contact [Jonathan Davies](#)

Independent Living Teams - Update

In the past three months, interim changes have been made to the Independent Living Team (ILT) service in order to support Somerset County Council meet their core business functions. This saw social workers relocated to hospitals and into community support roles, and a change to the referral route in order to free up team members and enable more people with low level needs to be signposted to self-help options.

Over the next 12 months the plan is to reshape the service for the longer term, maintaining the integrated and person centred ethos, but enabling the service to evolve. Both Adult Social Care and Somerset Partnership NHS

Trust will be undertaking internal transformational change programmes that will strengthen this approach, and, with the developing Test and Learn pilots, flexibility can be given to increase integration and develop new roles and skills.

There will continue to be a local ILT presence, recognising the benefits of being clustered around primary care, but with a stronger focus on linking and working with the third sector and local communities. It is anticipated this will be achieved gradually over time, aligning with these larger system developments.

For further information contact [Sue Glanfield](#)

Care.data Update

Somerset work is progressing as one of four national pathfinder sites, with 48 practices now signed up to be 'Pathfinder' practices. Planning is underway with the national programme team to identify timescales, the detail for mailing out to patients, and support required for practices. Following this, and if the national programme, Dame Fiona Caldicott and others agree that fair processing has been undertaken, these practices will aid the testing of the GP Extraction Service, with follow up evaluation to understand how the Pathfinder has achieved its purpose.

In the meantime, the co-production of the proposed materials has continued with an active Reference Group, well supported by Patient Participation Group (PPG) and practice representatives. The group has reviewed draft materials for mailing to patients, together with a poster design and Frequently Asked Questions for both patients and practices. Feedback has been captured and we are awaiting a full response on comments from the national programme team, and the amended materials. Work will continue during March 2015, and the CCG would like to acknowledge the input made by PPG and practices.

For more information contact [Allison Nation](#)

IM&T Developments

Electronic Prescription Service (EPSr2) is now live in 37% of all practices in Somerset, with further rollout planned for 2015-16.

Summary Care Records (SCR) have now been created for 90% of patients in Somerset, with further rollout planned by mid-2015.

Access to SCR is being successfully used in a national Proof of Concept with 14 community pharmacies in Somerset. Examples where access to the SCR have proven of benefit have included emergency supplies to regular and Temporary Resident patients to check prescription validity, and for other patients for prescribing to patients who cannot remember what medication they are on.

Early indications have noted that:

- 25% of accesses prevented a medication error
- 60% of interventions prevented onward referral to a GP, either in-hours or out-of-hours

This data mirrors the national picture for pilot areas and a national case is being prepared for further roll-out across to all pharmacies over a 2-3 year period.

For more information contact [Allison Nation](#)

Developing PPGs - the Somerset Story

Patient Voice South (PVS) is a project commissioned by a team from two NHS commissioning support units (CSUs); South West CSU and South CSU, to support the improvement of patient and public participation in the design and delivery of healthcare across the South of England region. PVS does this by supporting a growing network of people working in the field by sharing relevant resources and running learning opportunities via online webinars. In January this year, Peter Rowe (Network Chair and Somerset CCG Governing Body Observer Lay Member) and Sandra Wilson (Network Vice Chair) of Somerset Patient Participation Group (PPG) Chairs' Network, alongside Christine Lincoln of the CCG's Patient Engagement Team developed and ran a webinar, in partnership with PVS, that told the story of how PPGs in Somerset were developed and their increasing role in providing feedback on the patient experience within commissioning.

This free online event, which attracted 21 attendees, from NHS, voluntary & community sector and Healthwatch organisations from across the South of England region:

- Provided a history of the development of PPGs and the Chair Network in Somerset
- Highlighted the value of PPGs to patients, practices and commissioners
- Discussed recruitment and the development of online / virtual groups
- Acknowledged the successes and challenges of the work

Questions from attendees were wide and varied ranging from budgets, ensuring diverse representation within PPG memberships through to PPGs roles in CQC inspections of primary care and health promotion. Feedback on the webinar was very positive and the online interaction during the webinar was so positive that attendees have been put in touch with each other so that they can continue the conversation!

For more information on this webinar and the Somerset PPG Chair Network email [Christine Lincoln](#) or phone her on 01935 385020.

The Care Act is on its Way

At Somerset County Council we have been preparing with our partners for the new Care Act reforms that will affect people who receive care and support in Somerset and unpaid carers from April 2015.

The key changes from April are:

- **Carers' rights** – carers will be entitled to have an assessment of their needs and may be able to get more help to support them in their caring role or to have a life outside of caring.
- **People will have more choice and control over their care and support** – We are making it easier for people to access information and advice on local care and support services by launching a new website called 'Somerset Choices' in Spring 2015. We are also making sure

everyone we support has a 'personal budget' so they can decide what care and support services they want, putting them in control of their care. We are also encouraging local care providers to plan services that meet the needs of local people in creative and non-traditional ways to create more choice in the marketplace.

- **A new national eligibility threshold** – providing peace of mind that wherever people live in the country, or plan to move to, if their needs meet the threshold they will be eligible for support. This national approach won't significantly impact on people in Somerset.
- **Deferred payment agreements available across the country** – Somerset already offers a deferred payments scheme which means that people don't have to sell their home in their lifetime to fund their care costs.

The County Council has developed a useful 'Question and Answer' document that will help answer the most common questions about the Care Act and the changes to care and support locally. Take a look at the 'Q&A' document on the Council's website, where you can also watch an animation that quickly explains what the Care Act is all about, visit:

www.somerset.gov.uk/careact

If you are advising someone on the changes to care and support locally, direct them to find more information on the website or call Somerset County Council on 0845 345 9133. If the person already receives care and support from the County Council they should speak to their Social Worker.

Promote your Local Support Groups Online

Do you run a local support group or care and support service?

If the answer is 'yes', then you have an opportunity to promote your support groups, services or products, free of charge on an exciting new website called Somerset Choices.

Somerset Choices, led by Somerset County Council, will allow people to search for health and wellbeing information including care services, products, support group events and activities in the local area.

Somerset Choices is due to launch in Spring 2015 and the Council and Somerset CCG are encouraging local support groups, services providers and voluntary agencies to register their details in order to upload your information.

Don't miss out! Come along to one of our information events to find out more about Somerset Choices, see a demonstration of the new website and to register for free.

Date	Venue	Time
Thursday 19 March	Somerset College, Wellington Road, Taunton TA1 5AX	Three times are available 9am - 10.30am 11.30am - 1pm 2.30pm - 4pm
Tuesday 24 March	Long Sutton Golf Course, Long Load TA10 9JU	10am - 11.30am

Wednesday 25 March	West Somerset District Council Office, Killick Way Williton TA4 4QA	10am – 11.30am
Friday 27 March	Sedgemoor District Council Offices, Bridgwater House Kings Square Bridgwater TA6 3AR	2pm – 3.30pm
Thursday 9 April	Mendip District Council, Cannards Grave Road, Shepton Mallet BA4 5BT	10am – 11.30am

To sign up for one of these events email infoandadvicewebsite@somerset.gov.uk

Somerset Choices will initially focus on Adults services and support (including social care, physical health, mental health and much more) and those relevant to children will be uploaded shortly afterwards.

For further information contact the CCG Project Manager, [Emma Dunford](#)

Editor

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Contact Us

Please send feedback on this newsletter to:
enquiries@somersetccg.nhs.uk

NHS Change Day

The countdown has begun to NHS Change Day on 11 March. [NHS Change Day](#) is a grassroots movement backed by NHS England that's about harnessing the collective energy, creativity and ideas of thousands of people to improve the care and wellbeing of people who use healthcare services, their families and staff. Over the past two years thousands of people have made pledges to change things. Everyone and anyone can choose to make the NHS better through the changes they choose to make, by sharing them and inspiring others.

What will your action be? For more information visit the [NHS Change Day website](#) and [log your action](#)
