

Somerset Clinical Commissioning Group

Working Together to Improve Health & Wellbeing

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Editorial - Continuity of Care

Last month I referred to the need to identify key evidence-based principles around which to build our thinking and proposals as work progresses on our Health and Care Strategy for Somerset (known as ‘Fit For My Future’).

‘Continuity of Care’ is one such principle that would appear to be critical as there is good evidence of strong associations between accumulated knowledge of patients by the practitioner and a number of powerful benefits.

A very brief summary of which are:

Improved patient outcomes associated with increased provider continuity (Van Walraven et al, 2010)

Reductions in mortality - Pereira Gray et al (2018) performed a systematic review of continuity *in all medical settings* and found that 81.8% of studies reported statistically significant reductions in mortality with increased continuity of care *and that these significant protective effects occurred with both generalist and specialist doctors.*

Reduced use of healthcare resources - Strong associations have been found between accumulated knowledge of patients by the practitioner and use of healthcare resources including:

- Time saved in the GP consultation
- A reduction in requests for laboratory tests (ten-fold difference)
- Reduced prescribing
- Reduced sickness certification
- Reduced elective referrals
- Reduced emergency admissions - *It is estimated that a feasible increase in continuity of care could reduce emergency admissions by 12.6%!*

(Hjortdahl et al, 1991; Huntley et al, 2014; Barker et al, 2017; Deeny et al, 2017; Tammes et al, 2017)

Positive evidence of continuity of GP care in reducing whole system costs (Imison et al, 2017)

It is also recognised and accepted by the vast majority of GPs that continuity enables them to provide care for their patients more efficiently and effectively. Continuity also tends to lead to increased satisfaction of patients with their care and satisfaction of professionals with their work.

When we think of continuity of care, most of us will immediately recognise

the 'relational' type in which an individual practitioner accumulates personal knowledge of a patient. This accords with the description of traditional general practice articulated by Rosen (2018): *'Medical generalism involves using deep contextual knowledge of patients and their family and social situation to understand and interpret symptoms and problems. It enables GPs to hold clinical risk in the community without onward referral to other services. For around a quarter of patients, it can help to 'de-medicalise' problems for which medicine may be unable to find an answer'*.

'Relational' continuity and interpersonal factors will of course remain absolutely central – we are, after all, humans caring for other humans at the end of the day. However, other ways that continuity can be enhanced are being discussed – these are usually termed 'informational' and 'management'. All three are being combined in some practices in a 'team based continuity' approach that is producing positive results for both patients and the health and care professionals involved in their care.

How the principle of 'continuity of care' is baked into the organisation and delivery of health and care services will, of course, be varied and complex and for all of us across the Somerset system to consider and develop within our spheres of control and influence. Whenever and however this happens for each of us, I hope that this piece helps to raise the profile of this important idea and to get us all thinking and talking about it with a little more confidence and conviction.

Dr Will Harris - Editor

Healthy NHS Somerset event and AGM

This will be taking place on Tuesday 18 September 2018 at the Cheese & Grain, Market Yard, Justice Lane, Frome BA11 1BE. As this year marks the 70th birthday of the NHS, we will be showcasing some of our commissioned services, particularly with voluntary and charitable partners. The event is open from 11.00am to 5.00pm and will include the Annual General Meeting starting at 1.30pm.

A copy of the CCG's Annual Report and Accounts 2017/18 is available on the [CCG website](#).

For more information contact Tracey.Tilsley@nhs.net or kathy.palfrey@nhs.net

Fit For My Future - latest

"Since our last staff briefing, we've heard the announcement from Theresa May and Jeremy Hunt about the much anticipated funding present to celebrate the 70th birthday of the NHS. Dr Rosie Benneyworth was one of very few people from outside London who was invited to hear the announcement first hand."

Read about this and the latest updates on the development of Somerset's health and care strategy in the third issue of the Fit For My Future staff briefing. Also included in this briefing are details of the six workstreams with useful contacts. You can catch up with this and previous editions of the briefing on the website www.fitforourfuture.org.uk

For more information contact Rosie.Benneyworth@nhs.net

Sign up and become an antibiotic guardian!

There is a Quality Premium measure in place to reduce Gram Negative Bloodstream Infections (GNBSIs) and inappropriate prescribing, but there is a risk that the cases may not be reduced to meet national expectations. I would like your support to help with the Quality Premium by becoming an antibiotic guardian.

Antibiotic resistance is a major threat to public health. You can play an important role in helping to reduce the risk, that's why I am asking you to become an antibiotic guardian. The aim is to increase awareness of the risks of taking antibiotics when you don't need them.

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

I am an antibiotic guardian and have made a pledge to champion within our organisation to encourage at least 100 others to pledge.

Become an antibiotic guardian: join me at <http://antibioticguardian.com/>

Let's make Somerset stand out for spreading a message faster than the resistance!

For more information contact Jacqui.Cross@nhs.net

NHS public access WiFi rollout in Somerset general practice

Following a full procurement process, Somerset CCG has awarded the contract to provide NHS public access Wi-Fi in general practice to Sky Ltd. Sky has great experience in offering services to the NHS, providing products and services to 22 NHS trusts and over 600 GP practices.

NHS Digital has allocated the CCG with two years of funding to provide NHS Wi-Fi, which has to meet NHS Wi-Fi standards such as NHS logo, landing and exit pages with the option of local customisation for promotional campaigns. South Central and West Commissioning Support Unit (SCW CSU) are supporting SKY with the delivery of this service to general practice. The planning and testing of the delivery is underway and further updates will follow.

For more information please contact grahamriley@nhs.net

EMIS Viewer Phase 3

As part of the SiDeR (Somerset Integrated Digital electronic Record) programme, EMIS Viewer Phase 3 provides read only access to GP practice patient records, for the purpose of direct care, in community pharmacies. The first pharmacy (Bruton Pharmacy, linked to Bruton

Surgery) was trained and went live on Monday 18 June 2018.

Three more pharmacies (Axbridge Pharmacy, Minster Pharmacy in Ilminster and Well Pharmacy in Burnham) will go live later in July, linked to their local GP practices.

If successful, EMIS Viewer Phase 3 will continue to roll out to a further eight pharmacies, linked to 5 GP practices, during August / September 2018.

The pilot (totalling 12 pharmacies, linked to 9 GP practices) will run for a period of six months, at which point all pharmacy and GP practices will meet with the CCG and Somerset Local Pharmaceutical Committee (LPC) to review, discuss the benefits / issues, any refinements, and determine if this model is viable and appropriate to rollout across the whole county.

Patients Benefits

Pharmacists will be able to provide patients with advice based on their previous medical history, contact with healthcare services and current treatment plans.

GP Practice Benefits

Giving GP patient record view only access to pharmacists will improve the continuity of patient care, remove the need for some unnecessary contact with the GP Practice in relation to medication related queries, reduce costs by reducing medication waste and save time for GPs, dispensing staff and receptionists.

Pharmacy Benefits

For pharmacists, access will allow them to see more detailed clinical information enabling more informed dispensing, allow them to deliver improved patient advice, help reduce dispensing errors, improve Medicines Use Reviews (MURs) and save staff time.

Thanks to the pharmacies and practices for their willingness to participate in this pilot, as well as the support from the CCG Primary Care and Information Governance Teams, Somerset Local Medical Committee (LMC) and Somerset LPC.

For more information contact Richard.Greaves1@nhs.net

Reflections on the NHS 70 celebration at Westminster Abbey

Thursday 5 July was the [70 anniversary](#) of the creation of the NHS. I was pleased to be one of the three representatives nominated from Somerset Clinical Commissioning Group to attend a [service of thanksgiving](#) for the NHS at Westminster Abbey.

Arriving at Westminster Abbey with our Chief Officer, Nick Robinson and Associate Director of Quality, Karen Taylor we queued for just 10 or 15 minutes whilst undergoing the obligatory security checks, before taking our seats with 3,000 other people in this most iconic emblem of the power of church and state.

Friendly chatter was breaking out all around with fellow NHS staff and clinicians from all across England. It didn't matter where you were from,

we were all part of this great public institution and it reminded us that we are part of the NHS family – with a shared sense of purpose and values. Those attending the service were like a who's who of the NHS and medical establishment. As they took their seats you could recognise past and present Ministers of Health, MPs, representatives from the Royal Colleges and many of the most senior executives within today's health service management. We waited excitedly until the arrival of the Countess of Wessex and the start of the ceremony.

The mood of the event only changed when we heard a heartrending expression of thanks for the NHS and its staff by 15 year old Freya Lewis, a victim of the Manchester Arena suicide bombing in May 2017. Freya underwent 70 hours of surgery after the terror attack, followed by months of rehabilitation to help her walk again. It was NHS staff who saved her life and she said her experience that day taught her how important the NHS was to her and the lives of millions of other people. She received a rapturous applause from everyone in the abbey.

There followed speeches from Jeremy Hunt, the former Secretary of State for Health and [Simon Stevens](#), the Chief Executive of NHS England, acknowledging the special place the NHS has in the affection of the nation and how the NHS needed to constantly change if it was to keep up with the development of new drugs, scientific breakthroughs and advances in computer technology, in order to meet the future health needs of the population.

After the ceremony and feeling thoroughly uplifted we joined the slow procession leaving the abbey. Amongst the crowd I noticed Sir Robert Francis QC, the man who chaired the [Mid Staffordshire NHS Trust inquiry](#) from 2009 to 2013. With him was [one of the relatives](#) of those who died at the hospital. She and other members of the campaign group 'Cure the NHS' had fought for years to discover the truth surrounding the death of their loved ones. They too had been invited to attend this national day of celebration for their NHS. It did remind me that it is not just doctors and nurses who heal - time can heal too.

Paul Courtney, Communications Manager – Paul.Courtney@nhs.net

Somerset clinicians visit Parliament re type 2 diabetes remission

Somerset clinicians Catherine Cassell (Practice Nurse), Prof Richard Welbourn (Consultant Surgeon) and Dr Campbell Murdoch (GP) addressed the All-Party Parliamentary Group for Diabetes in Westminster on the 27 June - a meeting chaired by the MP Keith Vaz. They came together with two other national experts Prof Roy Taylor and Dr David Unwin, and two patients Geoff Whittington (www.fixingdad.com) and Mark Hancock in a packed venue to discuss the reversal and remission of type 2 diabetes.

Catherine shared how a patient had opened her eyes to the possibility of reversing the condition, and how her working days are now filled with energy and joy as she offers hope and support to many more patients. Prof Welbourn shared the success stories and the evidence of how bariatric surgery can transform the lives of people with type 2 diabetes who are unable to address their condition through dietary adjustment. Dr Murdoch spoke on reversing type 2 diabetes at scale, and his work delivering

Diabetes.co.uk's type 2 diabetes reversal program around the world in partnership with the reinsurance industry; the Low Carb Program achieves a type 2 diabetes remission rate of 25%.

He also spoke about the significant social movement that is now happening with networks of hundreds and thousands of healthcare professionals forming groups to share knowledge and experience across the world.

The collaborative evening of discussion concluded with an explicit recognition that type 2 diabetes is not defined as a chronic progressive disease, and that good quality healthcare should aim at placing type 2 diabetes into remission; with options being a low carbohydrate diet, a very low calorie diet, and bariatric surgery. This aligns with the recent paper published in the British Medical Journal, *Dietary and nutritional approaches for prevention and management of type 2 diabetes* <https://www.bmj.com/content/361/bmj.k2234>

By taking these steps not only are we reversing the type 2 diabetes epidemic but we are also saving the NHS and freeing up resources to meet the vast array of significant need that exist in our population.

For more information contact Campbell.Murdock@nhs.net

Be Clear on Cancer - Blood in Pee campaign

Public Health England is re-running the [Be Clear on Cancer Blood in Pee campaign](#) from 19 July to 23 September 2018. The campaign aims to raise public awareness of visible haematuria which is a symptom not only of bladder and kidney cancer but other cancers and conditions too. Blood in urine is a key symptom in 64% of bladder cancer patients aged 40 years and above and 18% of kidney patients in this age group. The campaign urges people to tell their doctor straight away if they notice blood in their pee, even if it is just once, as bladder and kidney cancers are more treatable if they are found early.

Bladder and kidney cancer are both in the top ten cancers most commonly diagnosed and we know that improvements can be made in patient outcomes by diagnosing and treating patients earlier. Previous 'Blood in Pee' campaigns have shown an increase in awareness of the symptom, prompting more presentations to the GP.

For more information contact Rachael.Rowe@nhs.net

'The Safeguard'

The monthly e-newsletters from the CCG's safeguarding children team are now available on the [CCG website](#). The July issue includes revised working together guidance, published by the Somerset Safeguarding Children Board, Safeguarding Conference announcement, information about Somerset's Think Family Strategy 2018/19, a revised Child Exploitation tool, links to the latest Special Educational Needs and Disabilities (SEND) newsletters and to Somerset County Council's 'The Journey' newsletter, and more.

For more information contact Melanie.Munday@nhs.net

Taunton Ambulance Station Open Day

South Western Ambulance Service NHS Foundation Trust (SWASFT) paramedics will be on hand to show how they respond to medical emergencies at a special open day at Taunton Ambulance Station, Lisieux Way, Taunton TA1 2LB on Sunday 19 August, 11.00am to 4.00pm. The event will be opened by the Mayor of Taunton Deane, Councillor Catherine Herbert, and her Consort, Mr Robin Herbert.

There will be a display of frontline resources including rapid response care, ambulance vehicles, motorcycle response units, and the hazardous Area Response Team (HART). There will also be sessions about how to do lifesaving CPR (cardiopulmonary resuscitation, involving chest compressions) and how to apply bandaging. Volunteer Community First Responders will also be available to talk about their role within the Trust. There will also be a bouncy castle, face painting, colouring, as well as hot and cold refreshments. All are welcome.

For more information contact Claire.Warner@swast.nhs.uk

Editor

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Contact Us

Please send feedback on this newsletter to:

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Addressing inequalities in access to general practice

NHS England is pleased to host an [animation](#) developed by the University of East Anglia that aims help address inequalities in access to general practice services. The animation aims to demonstrate the patient pathway to general practice services, where inequalities in access may be experienced, and some practical solutions to address this. For queries contact england.gpaccess@nhs.net
