

**NHS Southwark Clinical Commissioning Group (CCG)
General Practice (GP) Services Summary
Overview Scrutiny Committee – 28 March 2017**

Introduction

This document is a summary of the presentation on Southwark GP Practice services (see appendix 1) to OSC on 21 February 2017.

It responds to the following 3 Key Lines of Enquiry by OSC members:

1. What are the biggest pressures GP practice services are facing and what could the wider system do to help alleviate?
2. What was the outcome of the CQC review of Southwark GP surgeries?
3. What role for (a) the council (b) the CCG (c) others in helping to address the changing needs of GP practice services, including facilities?

What we are doing?	What are the biggest pressures for primary care?	What we could be doing?
<p>The extended primary care services have been commissioned to provide up to an additional 87,000 appointments per year, 8am – 8pm 7 days per week.</p> <p>We are commissioning an access tool to support practices with demand and capacity modelling, which will support practices to develop an access model for their population (e.g. identifying the types and modes of appointment that would</p>	<p>Access</p>	<p>Additional communications campaign to promote the extended primary care services in practices, A&E and via online channels.</p> <p>CCG led Contract management of practices where improvement is required under delegated commission of GP</p>

<p>best meet the needs for their demographic).</p> <p>Promoting primary care online services to registered patients and supporting practices to have processes in place to maximise the benefits for the practice and patients.</p> <p>Developing a specification to pilot online consultations in practices.</p> <p>Procuring an overlay telephone system to provide all practices with a minimum standard of telephone access for their patients.</p>		<p>services from 1 April 2017</p>
<p>The GP federations in the north and south of the borough provide population based contracts to ensure all registered patients have the same access to services.</p> <p>Primary care commissioning intentions include introducing collective incentives in to individual practice contracts to support improvements in population level outcomes and a reduction in unwarranted variation.</p> <p>Developing a Clinical Effectiveness Group (CEG), which will be based on the learning from the East London CEG and support quality improvement across general practice through</p>	<p>Variation in quality</p>	<p>CCG led Contract management of practices where improvement is required under delegated commission of GP services from 1 April 2017</p>

the use of standardised evidence based guidelines and templates, primary care facilitation and analytics.		
<p>Supporting primary care working at scale through GP federations and Local Care Networks (integrated primary care with other health and care providers and the voluntary sector).</p> <p>Support for practices to merger where this supports the sustainability of general practice in Southwark and support the delivery of the Five Year Forward View.</p> <p>Both GP federations have resilience plans which provide support for practices with inadequate CQC outcomes, and includes initiatives to support workforce development, financial modelling and quality improvement programmes.</p>	Fragility	CCG led Contract management of practices where improvement is required under delegated commission of GP services from 1 April 2017
<p>Workforce Steering Group oversees the development and implementation of supporting workforce in GP practices</p> <p>Supporting different ways of working i.e. primary care pharmacist, medical assistant including a pilot for general practice based clinical pharmacists to work across practices hosted by GP federations (awaiting outcome of bids to NHS</p>	Workforce	<p>Develop clearer understanding of GP practice workforce and needs through the creation and use of a system-wide data set.</p> <p>Enable the development of non-clinical roles in general practice, so that practice staff are able to take part in processes of service improvement and productivity</p>

<p>England as part of General Practice Forward View funding).</p> <p>Primary care placements for student nurses to promote opportunities for working in general practice post qualification.</p> <p>Development of a workforce intelligence tool to support real-time understanding of local general practice workforce, recording of training etc.</p> <p>Developing an integrated workforce programme across Local Care Networks (primary, secondary, community, mental health, social care and voluntary sector) with a focus on developing skills and competencies to support people with complex needs (e.g. 3+ LTCs).</p> <p>Development of a clinical staff bank</p> <p>Supporting 'training' practices</p> <p>Primary care placements for student nurse</p> <p>Training care navigators – the GP federations have partnered with Age UK to employ 3 Safe and Independent Living (SAIL) navigators that are embedded within general practice and provide support to practices for those patients with more</p>		<p>improvement.</p> <p>Support GP practices to have structures for salaried and locum GPs to develop portfolio careers in Southwark.</p>
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<p>socially oriented needs</p> <p>Exploring a development programme for community leaders to enhance awareness and understanding of NHS services, and equip community leaders with signposting and navigation skills so that they can activate their local communities and ensure patients are aware of the services they can access and when it's appropriate to access them</p>		
<p>Projects on-going at Dulwich and Aylesbury.</p> <p>Practices are also supported in bidding for Improvement monies from NHS England to upgrade existing premises to meet modern standards where possible.</p>	<p>Physical Infrastructure e.g. Estates</p>	<p>Implementation of the local estates plan which proposes three community health hubs in Dulwich, Elephant and Castle and Old Kent Road, with support health hubs at Aylesbury, Lister, Surrey Docks and Canada Water. This will offer a good spread of services across the borough, support the delivery of more services in the community and ensure that additional services are provided in areas of largest population growth. CCG welcomes support in securing these hubs for the benefit of residents care</p> <p>Currently working with the Council's regeneration team to identify potential sites for future health facilities at the Elephant and Castle, Old Kent Road and Canada Water.</p> <p>This is a significant role for S106 and/or Community</p>

		<p>Infrastructure Levy resources to support these developments and the CCG would welcome support securing this</p> <p>Exploring the possible extension of the Lister Primary Care Centre would provide required additional capacity in the Peckham area.</p>
<p>Developing IT infrastructure to support at scale working and greater provider efficiency (e.g. shared back office functions to reduce administrative burden on practices).</p> <p>Supporting practices to identify and develop systems to improve access for patients including on line consultations and apps</p> <p>Introduced the Local Care Record, which is a secure way of sharing information electronically between local hospitals and GP practice in Lambeth and Southwark.</p> <p>Wi-Fi installed in to GP practices which will be accessible for all healthcare staff, including community services, supporting</p>	Systems e.g. IT	<p>Integrating IT systems across all providers including social care to support the development of Local Care Networks for the benefit of resident's care.</p>

staff to work efficiently and remotely in the community.		
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Appendix 1



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