

Haverstock Healthcare News



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Haverstock Healthcare GP Federation
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Highlights

What you said, what we have done

&

What we are working on now

Haverstock Healthcare GP Federation are proud of the work that we have completed and continue to be a part of on behalf of our practices and PCNs.

Since the implementation of the new Haverstock Healthcare GP Federation team in December 2018, the way we work has been driven by a shared commitment to deliver the best care possible for the patients of Camden and support our member practices.

From the very beginning we heard loud and clear the call for greater transparency about our work and we have listened.

We were also asked for help and support with services and projects, some of which are highlighted here.

You said We did

We want to know more about plans for change

- We published our plans, governance framework and funding structures, as well as involved you in the decision-making processes.



You said We did

You are experiencing difficulties increasing cervical screening rates

- We sourced and promoted clinical cervical screening training for qualified staff
- We sourced, promoted and hosted non-clinical cervical screening training for administrative staff
- We planned, developed and are implementing a funded cervical screening call & recall pilot

You said We did

We need funding at individual practice level to support all the GPFV/QIST work

- We bid for the money and distributed around £0.5m across the Haverstock practices



You said We did

You needed guidance with your PCN Schedule submissions

- We produced a paper identifying the support Haverstock is able to provide, including the offer to be the 'payee' for PCNs
- We issued schedule guidance to PCN leads
- We arranged & hosted HR & legal advice by Capsticks for the HH & CHE PCN leads

You said We did

You needed assistance with reaching your QIST targets

- We developed a QIST support role to work in practices to provide support and guidance. This role was to also monitor progress and support the QIST leads in identifying areas in need of attention



You said We did

You wanted to upskill staff

- We have employed mentors and implemented a mentorship scheme for any staff members
- We have promoted EMIS training days
- We have sourced and promoted training sessions
- We worked with CPEN to tailor the training available to your needs

You said We did

You asked us to help free time and help you utilise existing resources

- We have sourced and promoted:
 - The young volunteers programme
 - Rebalance, weight management programme
 - Group consultation training
- We have created a Workflow Optimisation Task & Finish Group

You said We did

You asked us to help improve services for your population

- We have facilitated the development of place-based plans for:
 - Mental Health
 - Frailty
- We have supported the introduction of Paediatrics MDTs



You said We did

You needed assistance with your DSPT submissions and CQC inspections

- We funded, developed and shared DSTP template documents for practices to adopt and adapt
- We funded, developed and shared CQC insights, hosted training sessions and released a guidance document for practices



Building working relationships with CHE, sharing learning and our outcomes and developing plans to address projects on a wider scale.



Assisting and supporting the STP, practices and Doctorlink with the **implementation of Doctorlink**, an online consultation and navigation tool for your patients.

Working with UCL to conduct a '**Community Mobilisation' Workshop** aiming to engage with the Bengali community that are affected by and living with diabetes to learn how best to engage with these community groups and support management of diabetes.



Supporting the delivery of cancer screening programs, as well as engaging in pilots, aiming to provide training and advancing practice protocols. These include:

- Cervical screening
- Breast screening
- Bowel screening
- Lung cancer
- Prostate screening

Sourced a 2-day training and development course for **Releasing Time for care** which is tailored towards individual practices to help them focus and develop any project relating to the 10 High impact actions.

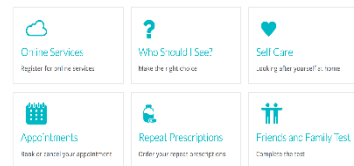


Reflecting on 2018-19 QIST planning and outcomes and using these learnings to shape our planning and aims for 2019-20.



NHS Sourced and are promoting a **Trainee Nursing Associate Apprenticeship Programme**, this is an opportunity to upskill your workforce to provide better quality patient care and it is validated by NMC.

Sourced funding and will provide guidance on the **development of practice websites** to enable patients to be appropriately navigated to services and to access their care online.



Currently in the process of sourcing **DPO services** as well as working with NCL on the provision of this for practices.

Assisting NCL on the development of a **DPIA to integrate 111 services with GP practice systems** for better and more consistent patient care.



Sought funding and are in the process of **employing a Lead nurse** to provide training, guidance and a safe reflective space for practice nurses across Camden.

Working with Public Health on a tool to aid GPs in **effectively managing high risk patients with AF** on certain medications.



Developed and established a **Provider Partnership Group** which brings together all local providers to work jointly on developing integrated care approaches and build on relationships.

We have sourced and will be promoting a free 2-day **Quality Improvement for General Practice Nurses Programme**.



We are supporting practices form as PCNs, as well as assisting with schedule submissions we are:

- **Representing as Payee for PCNs**
- **Developing guidance for developing PCN websites**
- **Sourcing and assisting in the development of PCN data store libraries**



We really value your feedback...

If you want to know more about any of these projects please get in touch.