



**Haverstock Healthcare LTD**  
**GP Federation and Services**  
November 2019

### Highlights

Haverstock GP Federation

CHE & Haverstock Stronger  
Together

Haverstock Units of Business



Over the last year, we have worked in partnership with other health and care providers, including the voluntary sector and local academic organisations to provide best care possible for the patients of Camden and endeavour to support our member practices and our PCNs.

We continue to look at new ways to improve and use innovative approaches to help and support our member practices. We are proud of what we have achieved so far, some of which is highlighted here.

## Recent Highlights

Haverstock have a full programme of work supporting our member practices and PCNs. Here are some of the highlights:

### Supporting the development of new models of care

- At a PCN/Neighbourhood level- the 'Primrose A' pilot in NW5 (working with the PCN and C+I to provide peer support and an evidence based primary care model to improve the physical and mental health of people living with Serious Mental Illness).
- Improving the care pathway for unscheduled and urgent care for those on the Frailty register in NW3 through a quality improvement approach in partnership with the Royal Free Hospital.
- Workshop with VAC and Age UK Camden to establish consistent quality standards across Camden around role of social prescribers in PCNs



**DMagic- Community Mobilisation Workshop** We partnered with UCLH, Queens Crescent Practice and the local community centre to organise a 'Community Mobilisation' workshop. The aim was to start a dialogue with the local Bengali community about health and wellbeing particularly for people affected by and living with diabetes

**"If you have another DMagic event, I will bring 5 people with me". Patient -Queens Crescent Practice.**

### Quality Improvement

#### Target Achieved

**Patients Contacted: 95%**

**Screening Appointments made :102%**

**Cervical Screening Telephone Intervention Project** We launched and supported the delivery of a Cervical Screening Telephone intervention project in partnership with Public Health and Cancer Research UK. The project was very well received and saw an increase in the uptake of appointments booked and smears attended in the participating practices.

**Productive General Practices Programme (PGP)** Through this programme, we supported practices to evaluate their processes and efficiencies using PDSA cycles, provided help with delivering modules at PCN levels and encouraged collaborative team working. We had 10 member practices participating successfully in this programme.

**PGP-Qualitas  
'Celebratory Event'  
on the 27th  
November 2019**

**Time to Care Training** provided by the National Team to support Quality Improvement (QI) Champions, these will be local experts who can advise practices and PCNs on QI methodology and approaches. This two-day Quality Improvement Fundamentals training course will be held on the 5th Dec from 9am-4.45pm at Ort House, and on the 12th Dec from 9am-4.30pm at the Swiss Cottage School Development & Research Centre.



The **Workflow Optimisation** Task & Finish Group (WOTFG) have completed their analysis of the practices as well as looked at the benefits and risks of the available options for harmonising workflow across the Federation. Taking into account multiple factors which affect practices the WOTFG have developed a Change Management Recommendation which will be shared with the practices during the PAN Federation meeting.



## Stronger Together – A Single Primary Care Voice for Camden

Over the past year the two GP Federations have been working increasingly closely together. Stronger together seeks to identify possible solutions and conduct an options appraisal on how to strengthen and unify the voice and governance arrangements of primary care at scale in Camden.

CHE and Haverstock continue to work closely together on business as usual supporting MDT Chairs, PAMs, Workforce developments and a lead nurse for primary care.

## Working with partners

The last Provider Partnership meeting offered the opportunity for local health and social care partners to meet Clinical Directors and share priorities for closer working.

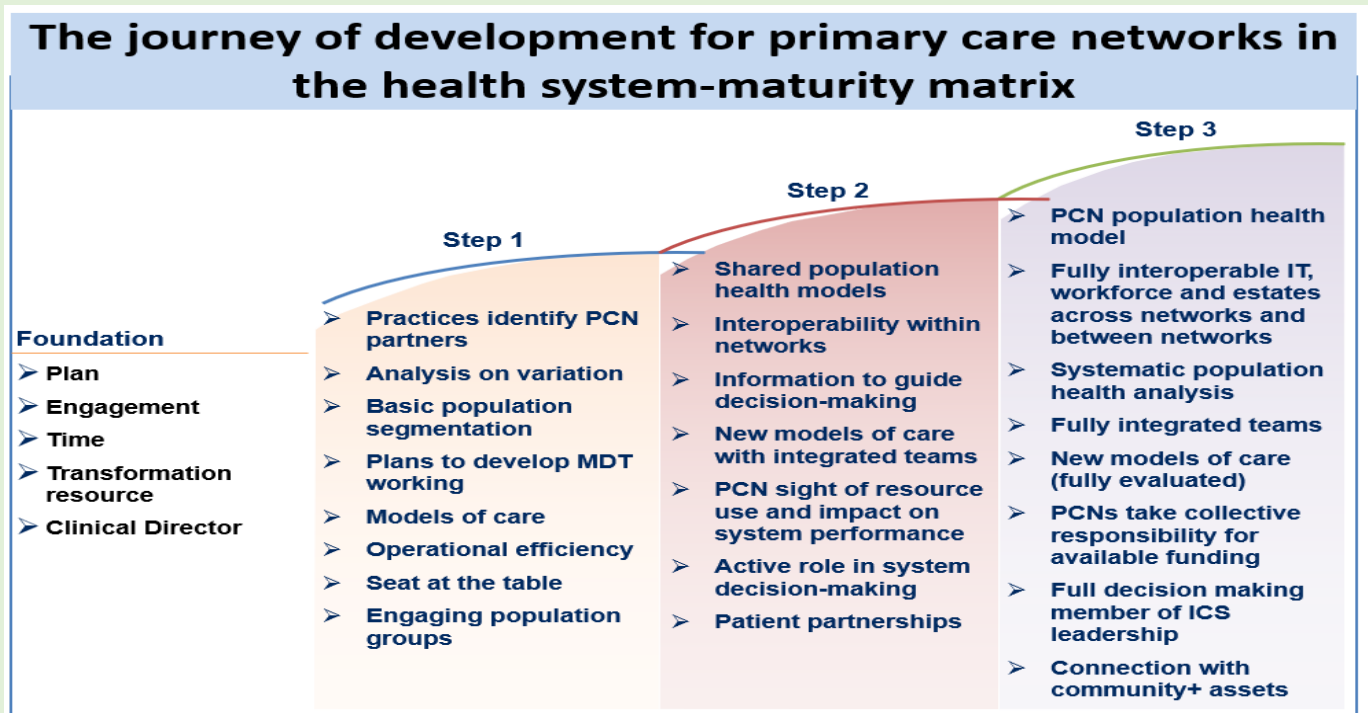
We are also working closely with:

- the RFH to understand the opportunities of the Group model for Haverstock, looking beyond the existing contracts we hold with them for the RFH and Barnet UCCs and Diabetes IPU to working more strategically with them,
- CNWL and C+I to understand how workforce and estates can be better deployed to support integration
- With UCL-working on two potential grant bids around
  - 'Pre-primary care'-(a 2-site study between UCL/Camden and York/Hull) building on the 'D' Magic pilot and international work done on community support groups
  - Healthy Ageing- developing new models for supporting people to stay healthy and well as they grow older



# Primary Care Networks

We have provided a range of support to our local PCNs on their journey to maturity including advice on service specifications, support in completing and analysing the resilience surveys, support in developing local PCN bids for NCL funding.



We are also working with CHE to provide support to the Clinical Directors Group where CDs can come together to work on those areas where PCNs benefit from collaboration and joint working.



# Workforce Development

We are involved in significant amounts of work around work force in partnership with the CCG, CPEN and other provider partners and other Federations in NCL.

**GP Spin Scheme:** As a part of the Health Education England GP retention Fellowship programme, we interviewed and offered exciting opportunity to newly qualified GPs to join a supportive, innovative scheme that focuses on individualised career development

*We are pleased to announce that we have successfully appointed 3 GPs under this scheme and are introducing them to their new practices*

**Congratulations to Dr Tom Oxenham, Dr Nitisha Nahata and Dr Kevin Clarkson on completing their GP Fellowship!**

**GP Fellows:** Dr Kevin Clarkson completed a project on Work flow Optimisation which has supported the local task and finish group. Dr Tom Oxenham undertook a project on Dermatology in partnership with the CCG.

**Ongoing Mentorship Programme:** Our experienced GP mentors provide support and mentoring to clinical and non-clinical practice staff across Camden.

**Training:** We have continued to work with CPEN and the CCG Workforce lead to ensure that a range of training and development opportunities are available and clearly communicated through our email updates.

### Upcoming Trainings, Workshops and Conferences:

- CRUK -Cancer Screening Training Programme on 11/12/19 and 16 /1/20 at James Wigg
- Time for Care- Quality Improvement (QI) Fundamentals training course on 5<sup>th</sup> December at ORT house and 12 December at Swiss Cottage School Development &Research centre
- DMagic Community Mobilisation Workshop at Prince of Wales in January 2020
- Quality Improvement workshop for General Practice Nurses on 3<sup>rd</sup> and 4<sup>th</sup> of March 2020 -Venue TBC
- Coaching for Health Training – Available in December 2019/ February 2020 and March 2020
- New horizons in Diabetes Management in Primary Care at Royal College of Physicians on 3/12/2020



## Our Units of Business

Haverstock Health deliver a wide range of different Healthcare Services across London providing patient centred care. Since 2009, we have strived for clinical quality improvement, operational and digital innovation, and high-quality medical services that improve outcomes for patients.

As a trusted NHS provider, and we also deliver advisory services to a wide range of healthcare providers to share skills and experience.





**Diabetes and IPU service:** Our Diabetes and IPU service is based at St Pancras Hospital where we work collaboratively with the RFH & CNWL. We provide a nurse led comprehensive service for patients within Camden with type 2 diabetes, supporting patients to achieve glycaemic control and a better understanding of diabetes. This services also includes giving high quality information and advice to newly diagnosed patients with a DESMOND programme, insulin initiation and titration and ongoing review. We also have a podiatry service for the diabetic patients and provide help and support to primary care health care professionals caring for diabetic patients.

**Urgent Care Centre and Urgent Treatment Centre:** We are working closely with the Royal Free Trust to increase the through flow of patients into Urgent Care. We are working as an Urgent Treatment Centre at the Royal Free Hospital whilst at Barnet Hospital we are operating an Urgent Care Centre.

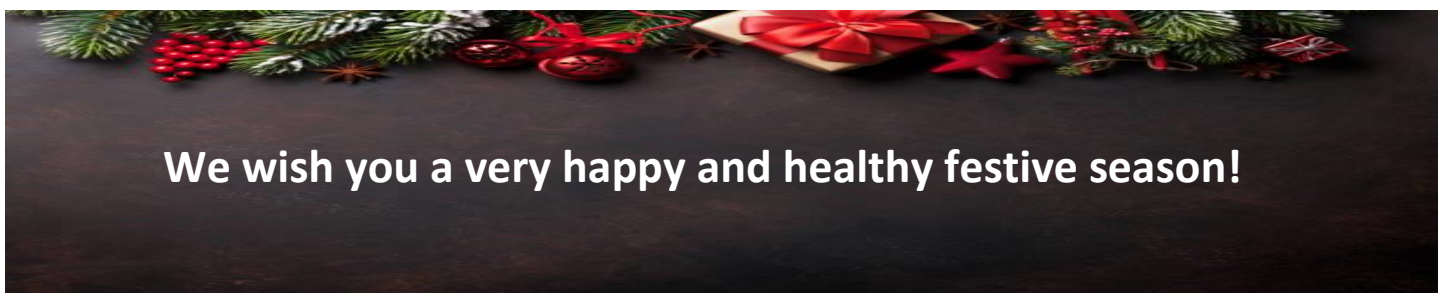
- As a UTC we work as one team alongside ED Doctors, ENPs, Paediatrics and GPs. We see patients directly booked in from 111.
- At Barnet UCC we continue to see Primary Urgent Care cases and minor injuries. We await the transformation into a UTC.

We are excited to welcome UCL Year 5 Medical Students for their General Practice Core placement in the UTC. This is a unique opportunity to experience the changing and challenging role of General Practice.

The Haverstock Health Medical Director alongside our Operations Manager, meet regularly with Haverstock GPs to work on providing continued excellent patient care.

### **Successful handover of Ordinance & Unity Centre for Health and SAS:**

We successfully handed over Ordinance & Unity Centre for Health, which finished at the end of September followed closely afterwards by the exit from the SAS contract that ended beginning of November. All Haverstock Health team members worked hard to assure patient safety and support staff through the process. There was ultimately a smooth handover to minimise disruption to patients and the service. A big thank you to all who were involved!



**Your feedback is very important to us... If you need any further information, please do get in touch.**