



# Primary and community care

This update is produced by the West Yorkshire Primary and Community Care Programme. The aim is to support sharing of key messages across the Programme, provide a consolidated place for partners to receive useful information including the sharing of good practice. Content is not exhaustive but focusses on key highlights. Feedback and suggestions are welcome for future content/items for inclusion can be sent to [timhield@nhs.net](mailto:timhield@nhs.net).

Please advise if you would rather not receive this update or if any contacts have been missed.

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## Programme board



The Primary and Community Care Programme Board met on Tuesday 14<sup>th</sup> June. The meeting was chaired by Carol McKenna, Senior Responsible Officer for the Programme.

The Board received an update on the outcome of the Winter Access Funding (WAF) in West Yorkshire which included lessons learned and evaluation that could be applied to future schemes. See below for a further update.

The West Yorkshire Primary Care Workforce Steering Group shared their refreshed strategy and objectives, setting out the strategic direction of primary care, the ambitions of the Partnership and of the [People Plan](#). The three broad objectives remain: recruit, train, retain.

The Board discussed the headlines from the recently published [National Fuller Stocktake](#), which set out a vision for integrated primary

care. The Stocktake includes supporting development of neighbourhoods, same day access for urgent care, continuity of care and personalised care, as well as workforce, digital and estates.

The Board also received a briefing on the planned refresh of the overarching West Yorkshire Five Year Strategy that will be refreshed over the next six months.

Board members discussed the response to the tackling health inequalities for minority ethnic communities and colleagues action plan.

Board members received an update on the primary care design work which has focussed on the safe transfer of primary medical care as the NHS West Yorkshire Integrated Care Board assumes responsibility from 1 July 2022. The next steps will include focus on community pharmacy, dental and optometry. The next programme board meeting takes place on the 9 August 2022.





## Programme updates



### Clinical Directors Reference Group (CDRG) update

The group met on the 7th June and received updates on several work programmes including a presentation from the Partnerships Digital Team on the first General Practice Online Consultation Procurement Workshop. Clinical Directors shared their views with the Digital Team regarding what functionality they value within the current system and what they feel could be added to enhance patient experience and support general practice moving forward.

Clinical Directors also shared and discussed place level plans for the new Enhanced Access model of care arrangements which come into place October 2022. The group were joined by Jane Close, Clinical Lead for the Ageing Well Programme within the Partnership to talk about the current arrangements across the West Yorkshire locality for Virtual Wards and gather information on how these are working within general practice on day to day basis.

### Winter Access Fund

The Winter Access Fund (WAF) has now come to a conclusion with all of the final approved schemes delivering intended outcomes. Some schemes are continuing into 22/23 due to delayed implementation dates, particularly noting the West Yorkshire Care Navigation and Communication Schemes.



The WAF scheme was developed within exceptionally quick timescales within a challenging position with Omicron Wave and delivery of the COVID Booster programme, however the schemes within places have delivered additional capacity at an unprecedented time of pressure within the health service. Learning and evaluation of the schemes will be a continual process.



### Enhanced Access (EA)

PCNs will be responsible for delivery of Enhanced access from October 2022. A West Yorkshire Access group has been convened with representation from Primary Care Leads, Digital and comms colleagues. The group will regularly meet to support places to consistently implement EA, share learning and review progress.

Places are currently engaging with PCNs to understand approaches to delivery of EA and draft plans are expected to be submitted in July 2022.

### GP Community Pharmacist Consultation Service – Support offer

[GP Community Pharmacist Consultation Service](#) support offer remains and work continues with [Community Pharmacy West Yorkshire](#) (CPWY) and [Primary Care Commissioning CIC](#) (PCC) to help embed GP CPCS into practices or PCN's

The support includes:

- Virtual training for frontline staff on communication skills such as influencing people, dealing with difficult patients and leading change in your practice, with a focus on CPCS
- Virtual facilitated practice or PCN support sessions to review where you are with CPCS and to develop an action plan designed for your practice(s) looking at barriers and solutions to increase referrals
- Face to face support to GP practices and the community
- A CPCS hub and helpdesk to manage queries about the support offered.

Eligible practices and PCNs will have been contacted with details about this support, however, if you wish to find out more please email [marie.wharton@nhs.net](mailto:marie.wharton@nhs.net).





## GP Online Consultation Procurement 2023



Throughout 2019/20 the West Yorkshire Digital Team began the rollout of a National initiative to encourage and promote digital access routes for patients. The idea being that patients could seek help for an administrative query or medical condition without having to queue on the phone or take time out of their busy lives to come into the practice. The practice would then ensure their query is dealt with by the right person in the team, helping ensure everyone is served as quickly and appropriately as possible, promoting 'Right Care, at the Right Time and in the Right Place'.

On the 28th April 2022 the West Yorkshire Digital Team held a Procurement Workshop to understand from representatives across West Yorkshire what functionality they would like from a new solution.

The West Yorkshire Digital Team held the second Procurement Workshop on the 16th June inviting the procurement hub participants to share thoughts, and provided an opportunity for clinical and non-clinical colleagues from GP practices and primary care networks to raise any questions and to get involved in the procurement process.

The ambition is to procure a West Yorkshire single solution by the end of September, allowing 5/6 months for migration, business change support and business continuity. If you would like to be a part of the procurement process, please email [wychp.digital@nhs.net](mailto:wychp.digital@nhs.net).

## News and information

### Community Pharmacies welcome colleagues from NHS England

Two of our West Yorkshire Community Pharmacies recently welcomed colleagues from NHS England. David Webb (Chief Pharmaceutical Officer), Bruce Warner (Deputy Chief Pharmaceutical Officer), Ali Sparke (Director of Community Pharmacy) and Michele Cossey (Regional Chief Pharmacist – North East and Yorkshire) visited a community pharmacy in Kirklees and Leeds.

The teams at Honley Pharmacy and Halton Pharmacy spent time with the NHSE visiting team, talking about their role in the community during the pandemic and opportunities for more ways of integrated working. Thank you to the teams at Honley and Halton for providing a warm welcome to the visiting team and showing off our vision of community pharmacies in West Yorkshire.







From left:

- Keith Kendall, Regional Senior Pharmacy Integration Lead NHS (North East & Yorkshire)
- Asghar Khan, Director, Medicare Pharmacy
- Michele Cossey, Regional Chief Pharmacist, NHS (North East & Yorkshire)
- Fahad Rehman, Operational Lead, Medicare Chemists
- David Webb, Chief Pharmaceutical Officer for England
- Ali Sparke, Director for Pharmacy, Optometry, Dentistry and the NHS Standard Contract
- Ruth Buchan, Chief Executive Officer at Community Pharmacy West Yorkshire
- Bruce Warner, Deputy Chief Pharmaceutical Officer

More information on other pharmacy visits can be found on this [twitter feed](#).

### **Case Study - Building a team with the skills to boost primary care in West Leeds Primary Care Network (cited in NHS England and Improvement 2022)**

Primary Care Networks (PCNs) are making excellent progress in recruiting additional roles as part of the expanded community multidisciplinary teams committed to in the NHS Long Term Plan. These expanded teams give patients access to a range of professionals for their needs via their GP practice, enabling quicker access to care and alleviating workload pressures on existing staff and freeing up GP time.

West Leeds Primary Care Network (PCN) has been introducing new roles into a multidisciplinary team that covers the whole PCN, pooling capacity, experience, knowledge and skills to deliver a seamless primary care service to patients.

The primary care team now includes pharmacists, pharmacy technicians, care coordinators, occupational therapists, dietitians, a paramedic, health and wellbeing coaches, social prescribers, physiotherapists, and physician associates.

Most of these roles are designed to work across the entire PCN on a pro rata basis rather than within individual practices, so that the team's time is spent in the areas where they are most needed. The exception to this is the physician associate roles where the PCN beds individuals into their own allocated practices for continuity and to build relationships. The positions are being funded through the Additional Roles Reimbursement Scheme (ARRS). Further details are available here: <https://www.england.nhs.uk/gp/case-studies/building-a-team/>

### **West Yorkshire Healthier Together – a new website for families launches**



The West Yorkshire Health and Care Partnership (WY HCP) has launched a new website that provides consistent, accurate and trustworthy healthcare advice to parents, carers, young people, and professionals.

West Yorkshire Healthier Together is a free website developed by local healthcare professionals to help parents and carers keep their children safe and healthy. It has a wide range of information and is available by visiting <http://www.wyhealthiertogether.nhs.uk>

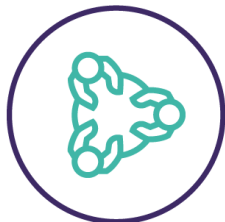
The WY HCP has ensured the online advice compliments local advice given across health and care services. Information has been reviewed by local paediatricians, GPs, community pharmacists, health visitors and other professionals across the region to ensure it is the most current, and up to date information available.

The Healthier Together programme first originated in Wessex and its successful approach adapted and launched in other parts of the country. The benefits of local developments mean links and information about local services and resources have been made available.



It also offers practical advice on whether a child should go to nursery or school if unwell, along with advice on keeping children safe, well and in good general health.

## GPMplus – a free mentoring service for General Practice by General Practice



All of us will have had informal supportive relationships at some time in our professional lives. However, once a GP, Nurse, Practice Manager etc often energy is spent on supporting others. This can mean that in times of challenge or transition it can be hard to seek support or refreshing input.

A confidential chat with an empathetic colleague with no vested interest can make a huge positive difference. The GPMplus service provides the opportunity to receive this support by trained colleagues who have frontline experience of working in General Practice.

NEW – There are a number of Practice Manager Mentors trained and available to support colleagues

The GPMplus mentoring service is available to:

- GPs including trainee, locum and returning GPs
- Practice Nurses and other clinicians with leadership and decision-making responsibilities
- Practice/Business Managers and other non-clinical staff with leadership and decision-making responsibilities

To find out more and to access the service:

- Visit the website [www.gpmplus.co.uk](http://www.gpmplus.co.uk)
- Email at [info@gpmplus.co.uk](mailto:info@gpmplus.co.uk)
- Call on 01423 648570



### **Reflections from a mentor...**

*"A mentee was having difficult issues at work causing poor self-esteem and was considering whether medicine was the right career choice for them. 12 months on, they are feeling reinvigorated, more confident and have taken on a new role. The feedback from my mentees has been that it has been really helpful to have a confidential conversation outside their immediate work environment where they have a safe space to discuss areas such as career development, change in role or a difficult work situation. On a personal note, learning mentoring and coaching skills has been helpful and transferable to my roles as an appraiser and work colleague. They have also been helpful in my role as a GP especially in consultations involving work related anxiety or mental health challenges. I have found the value in good boundaries and the value of attentive listening. I have also learnt that it is best not to come up with solutions to problems (which was a previous inclination) and better for the mentee to be guided towards their own solutions through thoughtful questioning / appropriate challenge. In the busy and potentially isolated role as a GP/Manager it can be difficult for individuals to have a chance to talk and discuss issues. The mentoring service fulfils a very helpful role in career support. It can potentially help to reduce the risk of burnout and re-invigorate a clinician / manager's passion for general practice and medicine."*

### **Reflections from a mentee**

*"I am a GP and was going through a particularly difficult period at work when someone mentioned the GPMplus mentoring service to me. I was able to choose a preferred mentor and opted for a mentor who had experience in similar situations to that which I found myself in. I met with my mentor 5 times and found the sessions to be extremely helpful – they helped me to clarify things and find a new direction that was right for me. I am now in a much better place and the mentoring support was key to this transformation."*



### **Digital Primary Care Innovation Hub**

The West Yorkshire Health and Care Partnership's new Digital Primary Care Innovation Hub is holding an unmet demand workshop on July 21st 2022 14:30-16:00pm.

The Yorkshire and Humber AHSN will be working with West Yorkshire Health and Care Partnership to deliver the new Digital Primary Care Innovation Hub (DPCIH) and are hoping to be joined by colleagues from across the system to gather an in depth understanding of the current areas of challenge within primary care to help with our system innovation identification need. Please register here: [WY Digital Primary Care Innovation Hub- Unmet Demand Tickets, Thu 21 Jul 2022 at 14:30 | Eventbrite](#)

## **Programme contacts:**

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