

WHO ARE WE?



GDoc Ltd is the GP Provider Company for Gloucestershire. GDoc was created in 2013 and is owned by all the GP practices in the county, who are all shareholders. Our aim is to safeguard the viability of general practice in Gloucestershire. We work hard to achieve our core strategic objective of supporting general practice in Gloucestershire and assisting its sustainability.

Please contact our team on 01452 389300 if you would like our help in your practice.

The GP Access Fund will continue at least until March 2018 and has resulted in an additional £9 million of funding for general practice within the county. It is likely that the GP Access Fund will pass to cluster level from April 2018. GDoc is already working to support practices and clusters on other projects.

We are meeting with cluster and locality leads in July to sketch out the areas where GDoc can work more closely with member practices during this challenging period in the history of the NHS. GDoc would welcome ideas from any of its stakeholders in how we can better serve the interests of patients and general practice in Gloucestershire.

SUPPORTING OUR MEMBERS

RECRUITMENT AND APPOINTMENTS

GDoc can provide the operational, administrative and tendering skills, which clusters may lack or have insufficient resource to do themselves. As clusters of practices are not legal entities in their own right, GDoc has acted as the employing body. By providing a back office function GDoc has reduced workload - handling the recruitment of the staff with the right expertise to implement some of their sustainability and transformation plans.

Over the last few months, we have worked with:

- Cheltenham Central and Cheltenham Peripheral clusters and successfully recruited three clinical pharmacists who will commence in their posts in July
- North East Gloucester Group (NEGG) and have supported the cluster in the successful appointment of a Community Matron who starts in August
- Berkeley Vale and have successfully recruited a team of repeat prescription coordinators who will be handling all their patients' repeat prescription requests from a central location



BID SUPPORT

GDoc has worked with clusters in Berkeley Vale and Gloucester to submit bids to NHS England for funding in Wave Two of the National Clinical Pharmacy scheme. The Gloucester bid was successful and it is expected that, with some refinement, the Berkeley Vale bid will be successful in the next Gateway submission.



“*Stroud locality practices have benefitted significantly from GDoc's support over the last 12-18 months - particularly from Choice + appointments, but also from specialist nursing input and training and from the Rapid Response service, that GDoc supports.*”
DR PATRICK HOLMES, PARTNER GP FROM BEECHES GREEN PRACTICE

BERKELEY VALE PRESCRIPTION ORDERING CENTRE

GDoc has worked with Berkeley Vale cluster to set up a central Repeat Prescription Ordering Centre. With the project lead GP, Tom Yerburgh, and working with Chris Llewellyn of the CCG's Medicines Optimisation Team, GDoc has successfully launched the service, including:

- Finding suitable premises
- Recruiting the five team members and being the employer on behalf of the cluster
- Sourcing the necessary telephony equipment
- Sourcing the relevant reporting software for ongoing evaluation
- Getting the IT equipment ordered and installed with the relevant systems and software. This was very important as not all the practices are on the same system
- Setting up and providing mandatory training and working with the CCG to organise systems training, training materials and relevant prescriptions and pharmacy training
- Reporting for evaluation purposes
- Budgeting, invoicing and managing finance issues
- General project management and working with the practices to ensure a smooth transition
- Meeting with the relevant PPGs to raise awareness and encourage their buy in
- Working with the CCG to promote the service and produce marketing materials

FEEDBACK SO FAR FROM PATIENTS IS POSITIVE AND THAT THEY LIKE THE HUMAN TOUCH THIS BRINGS TO THEIR EXPERIENCE. OTHER SIMILAR SCHEMES IN SWINDON AND COVENTRY AND RUGBY HAVE SHOWN A REDUCTION IN WASTE, WITH SWINDON REPORTING £1M IN SAVINGS. GCCG ARE KEEN TO SEE WHETHER WE CAN MATCH THAT.

“*I have found this service a really positive improvement for our patients. Although initially there were a few teething problems, which are inevitable with this work, I really feel that it will benefit patients going forward and will also help us start working together across practices*”
DR SIMON O'PHER, PARTNER GP FROM WALNUT TREE PRACTICE

FINANCE £

You will have noticed from the annual accounts for 2015 that GDoc made a profit of over £50,000. The accounts for 2016 are currently being audited, but it is likely that the profits will be significantly higher than in 2015. GDoc is using the surplus to support general practice eg. 10p per patient provided to cluster STP projects. Surpluses will continue to be used in this way and to underwrite the future financial stability of GDoc so that we can continue to support our shareholders, the general practices in Gloucestershire and their patients.

ALLEN MAWBY, FINANCE DIRECTOR



GP ACCESS FUND

You will already have heard that GDoc has been successful in being awarded a continuation of the GP Access fund and Choice+ by the CCG up to March 2018. This will be the third year that GDoc has been able to offer such services.

Choice+ clinics are based in every locality each offering GP appointments to patients needing same day treatment up to seven days a week. Choice+ has been running countywide since March 2016. Since its introduction in Gloucester City in summer 2015 we have offered over 121,588 appointments, approximately 75,000 in 2016-17. There is an 81% take up rate which is 10% above the national scheme average. To enable this effective county-wide coverage, Choice+ operates from 19 hubs stretching from Lydney Hospital to Moreton-In-Marsh and Tewkesbury.

Patient feedback continues to be very positive. Latest results show over 95% of patients described their experience of the service as either Good or Very Good. A selection of patients comments are shown below:

“I had a very good experience at this location and am grateful for the care I was provided, thank you”

“A very positive, efficient and friendly service from all staff. Thank you for taking care of me”.

“Fantastic welcome at Reception! I wasn't aware of Choice+ service. I think it'll be extremely beneficial!”.

Kevin Fowell, Choice+ Lead



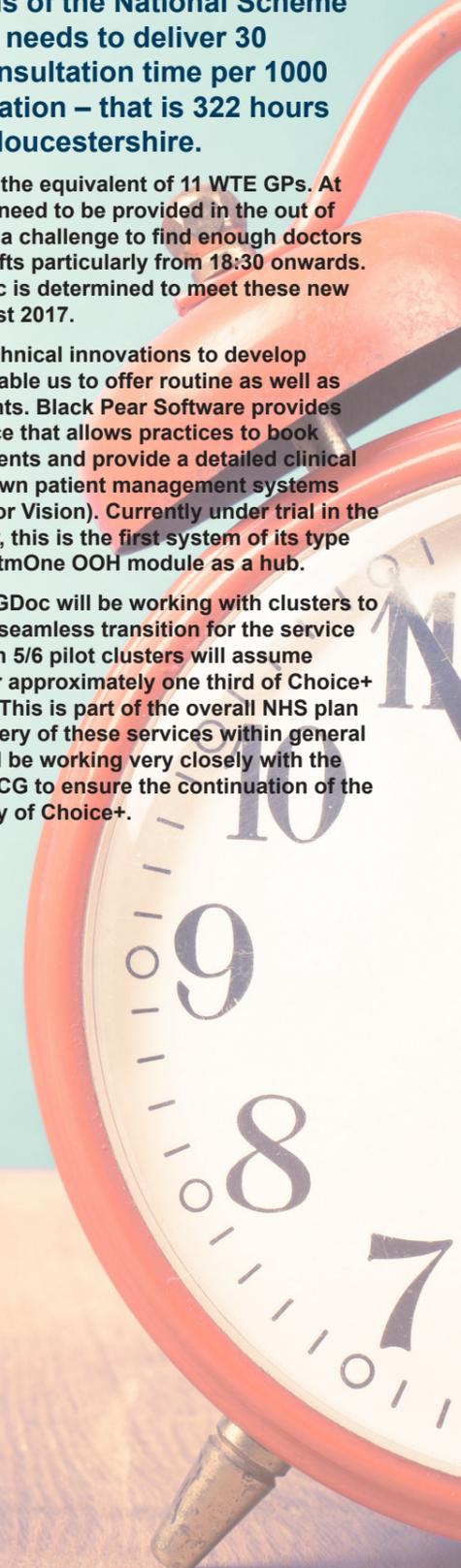
THE FUTURE

Choice+ continues to evolve in order to meet the needs of the National Scheme criteria. GDoc needs to deliver 30 minutes of consultation time per 1000 head of population – that is 322 hours per week in Gloucestershire.

Every week this is the equivalent of 11 WTE GPs. At least half of these need to be provided in the out of hours' period. It is a challenge to find enough doctors to cover all the shifts particularly from 18:30 onwards. Nevertheless GDoc is determined to meet these new criteria from August 2017.

We are piloting technical innovations to develop the service and enable us to offer routine as well as urgent appointments. Black Pear Software provides a standard interface that allows practices to book Choice+ appointments and provide a detailed clinical precis from their own patient management systems (SystemOne, EMIS or Vision). Currently under trial in the North Cots locality, this is the first system of its type using the TPP SystemOne OOH module as a hub.

Over the summer GDoc will be working with clusters to plan and deliver a seamless transition for the service from October when 5/6 pilot clusters will assume responsibilities for approximately one third of Choice+ service provision. This is part of the overall NHS plan to embed the delivery of these services within general practice. GDoc will be working very closely with the clusters and the CCG to ensure the continuation of the successful delivery of Choice+.



SPECIALIST PRACTICE NURSING

GDoc Specialist Practice Nursing Service has been running since 2015 and is financed by the GP Access Fund. Our aim is to support/mentor practice nurses, provide short term cover during sickness or recruitment of staff, provide evidence based training and a quality nursing service within general practice to patients of Gloucestershire.

We have nurses specialising in the general practice management of Diabetes, COPD, Asthma, Spirometry, Family Planning, and Cardiovascular disease as well as general practice nursing and nurse triage. We are talking to some clusters about offering a specialist nurse to work within their team; this would include providing chronic disease management clinics in the week, weekend and in the evenings. We hope to implement this over the next couple of months.

TRAINING

We have commissioned chronic disease management Diploma courses and a variety of update days in many aspects of practice nursing:

- 30 places for Diabetes
- 30 places for Respiratory
- 15 Cardiovascular

In addition, we have funded 15 places and 5 discounted places for the Spirometry Performing and Interpreting module, including the ARTP accreditation and this year we are really excited to be offering a 'New to Practice Nursing' programme, run over five study days with built-in practice level mentoring support.

DISSEMINATING GOOD PRACTICE

We are in the process of developing chronic disease management protocols to cascade out to all surgeries in an effort to standardise the level of care across the county

FEEDBACK:

PATIENT *"To know a problem is developing and have the chance to prevent or minimise it is far better than finding out when it is too late or requires much more astringent action"*

PATIENT *"Very caring attitude towards patients, excellent. Taking time to listen without rushing patients, taking time to talk, thinking over and explaining everything in ways I understand. This is an excellent service which is much needed"*

PATIENT *"No doubt that this was the best consultation I've ever had regarding my asthma & I have suffered with this condition for decades"*

PRACTICE MANAGER *"We have received nursing support from GDoc in both respiratory support/training and the provision of a Sexual Health nurse. The arrangements went smoothly and the nurses provided were great to work with. We are very grateful for the support GDoc has provided"*

PRACTICE MANAGER *"The support has been very positive and beneficial to the practice and our patients"*

THE FUTURE

From April 2018 the nursing service will no longer be funded by the GP Access Fund The GDoc nursing service has proven invaluable over the past few years and we really want this to continue so we would love to hear what you want from the service in the future.

MARIA WEAR, NURSE MANAGER



E-CONSULTATION

At present five practices are using an e-consultation system. Three practices from the pilot have requested to extend their licences and are being funded for a second year.

Stow Surgery – WebGP (Emis)

Mythe Medical – AskmyGP

Campden Surgery – AskmyGP

These practices have actively promoted the e-consultation system and have seen the greatest benefit from it. This includes being visible on the website, promotional leaflets within the practice, inclusion of details in newsletters and answerphone messages. Whilst feedback shows that the system is not saving a lot of GP time, patients find it very useful and are using it in gradually increasing numbers.

PRACTICE FEEDBACK

- I think it could be a real benefit and we perhaps just need to work harder at promoting it!
- The plus side for staff it is one less phone call to answer and the email can be dealt with when they choose within the timeframe which can help with workload

PATIENT FEEDBACK

- What a fabulous system! Haven't yet had the call back so can't comment on the whole experience but the fact that I'm not using up an appointment slot for something which can hopefully be dealt with by phone is excellent.
- So far my experiences with this system have been that it's really helpful, reassuring and time saving for everyone involved.
- Obtained a fast response & was able to decide if an appointment was required.
- It is good to be able to pose a question Out of Hours when convenient to me and not have to contact the surgery who are often engaged on the telephone as they are busy
- Was pleased to find this service available as I find it difficult to phone up when doing school run, going to work etc. Very simple to use.
- Very straightforward system and a great addition to all the other services provided by Chipping Campden Surgery.
- At last! A simple, effective way to communicate efficiently, maximising both the patients and GP's time. Allelujah!
- The system was easy to use, even for a certified technophobe !

HEALTH APP



Illness or injury? Not sure where to turn?



The latest download figures for the ASAP app (as at 16 June 2017) are just over 14,600.

Earlier this year, two new conditions were added to cover mental health; anxiety/depression and postnatal depression.

To access promotional materials or to suggest new conditions to be added during future updates, please contact Sophie.hopkins1@nhs.net

PROMOTIONAL MATERIALS AVAILABLE:

- Info cards (credit card size – new artwork)
- Posters (A4, general & child focus – new artwork)
- 8pp leaflet (A5)
- Flyer (A5, general & child focus)
- Fridge magnets (general & child focus)

The GP Access Fund has provided near-patient testing equipment and GP telephone support to the Rapid Response Teams. Conservative estimates show that using iStat machines with clinical back up has already prevented at least 186 admissions, particularly for patients with suspected Sepsis and Acute Kidney Injury.

CLINICAL GOVERNANCE

Working with local GPs has been a GDoc priority from the start, so they bring local knowledge, as well as clinical expertise to their work. We also have many GPs who do out of hours' work, which helps strengthen our relationship with out of hours providers.

Strengthening Governance

We encourage feedback from practices and patients, including any complaints. Everyone who attends a Choice+ clinic receives information on how to give feedback. The rate of complaints remains low – typically one a quarter – and is greatly outweighed by compliments: feedback is almost 100% positive.

We are not complacent though: any kind of acute primary care is inherently risky, so we are always looking for ways to strengthen governance. As an example, we changed from having stand-alone clinical governance meetings, to making them part of every Board meeting, so the Directors have a full picture of all the issues.

Communication with clinicians

We are conscious of maintaining communication with all our GPs, even those who only work the occasional session for us. A newsletter with learning from complaints, significant events, audits etc goes out at least every quarter, and more often when necessary. We try to keep communication as interactive as possible, with GPs suggesting topics that should be shared with their colleagues. I have summarised the learning that might be of interest to practices. this is attached as a slideset.

Audit

All GPs' record-keeping is audited for general quality and for chosen themes, most recently signposting advice and recording of observations. We have also recently audited prescribing of a range of antibiotics and drugs with the potential for abuse. As we would expect, given the clinical experience of our GPs, the standards of record-keeping and prescribing are generally very high, but areas for improvement are identified at clinical governance meetings, re-audited and also shared with all clinicians.

Supporting General Practice

Looking ahead, we expect Black Pear to expand the range of conditions we are able to see in Choice+ clinics considerably. We are also looking at how we can streamline arrangements for patients who need simple investigations (blood tests, non-urgent ECGs etc), to avoid duplication of work with their registered practice, while also ensuring continuity of care and meeting the medico-legal requirement for the test requester to ensure that the test is acted upon. We are also working with the GDoc nurses to develop support for practices in achieving QOF.

CQC

GP Access Fund schemes present a challenge to the CQC, as they don't easily fit into the existing inspection regimes and each scheme is different, so they cannot be benchmarked. We have had a helpful preliminary meeting with the local inspection team, to discuss the best approach and are continuing to work with them to help them determine how we should be inspected.

USEFUL RESOURCES

A nice app and website to support patients with lifestyle changes – particularly aimed at those with type 2 DM: www.fixingdad.com/fix-a-loved-one

I highly recommend the gppaedstips.blogspot.co.uk blog by Edward Snelson, a GP and paediatric A&E consultant. He gives simple, practical advice that actually works in real-life primary care.

www.medicinesforchildren.org.uk Is a really useful site run by the RCPCH with information about medication for parents – including how to persuade kids to take them in the first place!

DR JO BAYLEY, CLINICAL DIRECTOR



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NEW TEAM MEMBER

We are pleased to announce that Karen Pitney has joined the GDoc team. Many of you may know her from her past roles in Practice Management, Gloucestershire PCT and for the past six years in the Gloucestershire Public Health Team with areas of responsibility including Sexual Health, Public Health Nursing and Health Visiting and NHS Health Checks.

Karen has strong connections with general practice working in a range of areas including Enhanced Service contracting and management, Practice Manager and Locality liaison and linking with the CCG and the LMC on service changes and developments. She is also a member of the National Advisory Group on Contraception and has represented the All Party Parliamentary Group on Sexual and Reproductive Health with the Gloucester model of service delivery and the associated positive outcomes.

"Whilst I have thoroughly enjoyed all my previous roles within the Health sector, I have consistently worked with Primary Care and the role I am now undertaking for GDoc will enable me to develop business opportunities. I will be supporting different ways of working to enable General Practice in the county to continue to deliver excellent care to their residents particularly in such challenging times".

Karen will be working with Vee Scott, our Business Manager, to help clusters and our member practices in developing their work programmes. Initially she will be covering five localities, Forest of Dean, Stroud and Berkeley Vale, North and South Cotswolds and Tewkesbury. She will be in touch with you soon to come and meet with you to understand your needs and to identify what support and help GDoc can offer.

GLoucestershire LOCALITY CONTACTS

GDoc DIRECTOR

GPAF DELIVERY BOARD

LOCALITY CHAIR

BERKELEY VALE

DR RICHARD PROBERT

DR NEIL FLETCHER

DR SIMON OPPER

CHELTENHAM

DR ROBIN HOLLANDS

DR ROBIN HOLLANDS

DR WILL MILES

FOREST OF DEAN

DR ANDREW COOMBES

DR STEFAN SCHEUNER

DR PAUL WEISS

GLOUCESTER

DR JON UNWIN

DR RACHAEL BUNNETT

DR BOB HODGES

NORTH COTSWOLDS

JULIA TAMBINI

DR HYWEL FURN-DAVIES

DR HYWEL FURN-DAVIES

SOUTH COTSWOLDS

KESH MAKHECHA

DR STEPHEN JENKINS

DR JULIAN TALLON – ROTATES

STROUD

DR PATRICK HOLMES

DR EWART LEWIS

DR SIMON OPPER

TEWKESBURY

VACANCY

VACANCY

DR ANDREW RIGBY

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