

CHIEF EXEC REPORT

An update from Jo Bayley, CEO.

2018/19 saw big changes for GDoc, as we moved from the single large GP Access Fund (Choice+) contract, to providing a number of different services, tailored to local needs. This has meant adapting our clinical model, and also many changes to how we work as a team, to ensure that we are able to meet practices' requirements. It has been tough, but the hard work means that we are now well-placed to support practices in the new world of Primary Care Networks.

The nursing service was a major success story in 2018/19, with more and more practices using GDoc general and specialist nurses. GDoc can provide nurses to fill temporary gaps in your workforce, but we can also supplement your workforce longer-term by providing access to nurses with expertise in long-term conditions and QOF, working flexibly when your practice needs them. This year, we will also start offering a 'parachute nursing service', commissioned by the CCG, to give temporary support to practices in crisis.

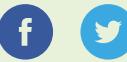
Primary Care Networks

We have been working closely with the CCG and local GPs with specialist interests to develop primary care-based services for ENT and women's health: these will be going live in 2019. If you are a GP with an interest in these or any other speciality and would like to work with us to develop a service, please get in touch.

Primary Care Networks are an exciting development for primary care: many of us have been asking for years for the removal of obstacles to shared working between practices. However, there are many unanswered questions about how PCNs can deliver all that will be asked of them, while their practices also cope with the day job. As your membership organisation, GDoc is ready to support your practice and PCN. We look forward to working with you, as you develop your local PCN to meet your population's needs.

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our website**
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RECENT OFFER TO NETWORKS

Each practice should recently have received a letter outlining the role GDoc Ltd could take in supporting both individual practices and networks.

As a legal entity, GDoc can act as an employer organisation for your network staff. Working to your exact instructions, we can offer as little or as much support as you require. This can range from supplying individual clinicians who work within your existing services to delivering whole service models. GDoc do not employ staff on Agenda for Change terms and conditions, so we can vary our T's & C's to meet your needs.

We already supply practices with GPs, nurses and pharmacists, and are expanding this service to include other practice staff, such as HCA's and receptionists. We are currently exploring the

potential of creating banks of experienced staff who may be able to support surgeries experiencing short term non-clinical staffing needs. Whilst this area of work is still in its development stage, we believe it will go a long way to delivering our mission as an organisation, which is to support the sustainability of general practice in the county.

A copy of our full offer letter is being supplied with this newsletter. Please feel free to contact us in relation to this or any other support you may require.

GDOC FUNDING MODEL

GDoc is a non-contributory organisation. This means that we do not receive any ongoing contribution from our members to cover our running costs. We were set up in 2014 with a one-off investment of 5p per patient (£30,000), much lower than similar organisations in other areas, all of which received at least £1 per patient from their members. The members' initial investment in GDoc was later returned to practices as 10ppp for them to invest in patient services, representing a 100% return on their investment.

Other than the initial 5ppp investment, GDoc has always run without any financial contribution from our members, so needs to cover all running costs from the income generated by the services we provide. During the first few years of GDoc, this was achievable through Choice Plus (which also enabled us to provide the return on investment of 10ppp). Now that the Choice Plus contract has ended, GDoc needs to recover our

full costs, including salaries, premises, systems, insurances etc. directly from the practices or other organisations that commission our services. Our rates include all these costs and our members pay only a small overhead, usually 10%, so we believe that the rates represent good value for money for members. Where GDoc provides services outside of our member practices, higher overhead rates are charged.

To ensure transparency for our member practices, we provide you with full costings so you can see exactly what we are charging and why – we hope this 'open book' policy will reassure you that our services represent value for money. We keep our charging structures under constant review and are always happy to receive feedback on how we can tailor services and charges to meet practices' needs. We have just re-structured our charges for nurses in response to your feedback.



MICROSUCTION AND GYNAECOLOGY SERVICES

Much of our business development focus in 2019/20, in addition to Network support, will focus on improving pathways to ensure equity of access throughout the county and the utilisation of specialist GP and nurse skills to bring more activity back into primary care settings. Currently we are working closely with the CCG, GPs and GHFT consultants on how we can both free up capacity within GHNHSFT and bring care closer to home. In particular we are looking at ENT. Initially we are focusing on microsuction, widening the current microsuction service provided by some practices to cover the entire county, and also investigating the potential of providing more ENT procedures in primary care. We are also looking to develop a number of new,

primary care based, gynaecology pathways which will initially include Heavy Menstrual Bleeding (HMB), menopause and urogynaecology.

If you are a GP or a Nurse who has an interest in any of these specialities and would like to be involved in their provision, please get in touch. We are aiming to launch some of these new services in July so watch this space!



NURSING UPDATE

Update from Maria Wear, Lead Nurse GDoc

GDoc nursing team is made up of diabetes, respiratory, general practice nurses, sexual health nurses and advanced nurse practitioners. Demand for the service is very high and we are fulfilling at least 300 clinical hours a month.

We have an advert currently on NHS jobs for more nurses and for the first time we going to recruit HCA's. We are also looking to recruit phlebotomists over the coming months due to the high interest for these additional services from the practices.



The GDoc nursing service has also reviewed its pricing structure as a result of feedback from the networks and in an effort to be more competitive. We now offer a two-tiered costing structure, one for general practice nurses and a higher charge for specialist nurses. Please email me at maria.wear@nhs.net for further information.

PROJECTS FOR 2019/2020

We are pleased to announce that GDoc and the CCG are working together to deliver some specialist support/training to the practice nurses of Gloucestershire. This will have four main components and will include:

- Mentoring support for new practice nurses – anyone new to practice nursing or have been in post for up to 3 years will be able to access some mentoring support for immunisations, smears, travel etc. in-house.
- Mentoring support for nurses undertaking chronic disease management or sexual health courses – so if you are undertaking your ARTP spirometry course, diabetes, respiratory or sexual health diploma, the GDoc nurses will come and support you in practice for a few sessions to consolidate your learning.
- A parachute nursing service – GDoc are going to be providing general/specialist practice nurses to GP surgeries in crisis
- A practice nurse coordinator for each locality – we have 5 nurses who are going to support practice nurses in Gloucestershire; with the principles of the 10 point plan, raise the profile of practice nursing and be an advocate for high clinical standards and competency based practice.

(More information about this will follow soon and be publicised to all the practices)





NURSE MENTORING – “NEW PRACTICE NURSE MENTORING”

Update from Jenny Cole – GDoc

I am currently supporting/mentoring nurses new to childhood immunisation, smear taking, and travel health, as well as helping to facilitate an understanding of patient group directions, patient specific directions, QOF, templates and day to day administration relevant to the role. Nurses new to the role often admit that General Practice is quite different to any other environment and more so than they had anticipated! Feedback from both nurses and practices has so far been extremely positive. Not only is this valuable for the nurses but takes a little pressure away from the rest of the busy nursing team.



USEFUL RESOURCES

NHS Gloucestershire CCG
<https://www.goucestershireccg.nhs.uk/>

Care Quality Commission
<http://www.cqc.org.uk/>

NHS England
<https://www.england.nhs.uk/>



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Our current projects include:

- The Countywide Improved Access service at weekends
- Provision of general and specialist nurses to primary care
- Nurse mentoring & training
- Non-clinical staff training & development
- Employment of staff on behalf of practices & PCNs
- Support to a number of PCNs in delivering Improved Access
- Providing GP cover in A&E
- Ward cover in community hospitals
- Providing clinicians to assist in medical research projects
- Provision of payroll & other back office support
- Developing extended roles for GPs

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