

### GP Access Task Group recommendations

(agreed by Cabinet on 13 June 2023)

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
1	Cabinet agreed to request K&M ICB to offer appropriate training and support to practice staff, in particular reception staff to enable them to signpost and support patients without digital access or with low digital literacy to enable them to book GP and other primary care appointments	K&M ICB Sharon Lee	100%	The Telephone Signposting and Triage for Receptionists and Healthcare Assistants (HCA) constitute an ongoing program accessible to all reception staff. Due to its high uptake, new dates are consistently added to the platform. The course empowers receptionists and Healthcare Support Workers (HCSW) to safely allocate patients to either face-to-face or telephone appointments, facilitated by NHS England's (NHSE) additional training for Primary Care staff, which has been appropriately publicised. The initiative is further reinforced by the implementation of robust protocols within practices, garnering full support from healthcare professionals.
2	Recognising that Medway residents need to be supported towards improving their digital literacy skills, thereby enabling more people to access the right advice and/or services across the whole system to suit their health and care needs, Cabinet agreed:	MC Michelle Barnett	50%	There is ongoing work around digital inclusion with MAE (Medway Adult Education) and libraries as well as a long-running campaign for Adult Education and all the free courses. These courses are being promoted across socials and digital newsletters. Additionally, promotion for free support and access to

	<ul style="list-style-type: none"> <li>• That the Council review and revive the digital inclusion programme</li> <li>• That the Council (in partnership with K&amp;M ICB) raise awareness of Medway Council's digital literacy courses across the health and social care networks so that patients can be signposted by primary care and social care settings.</li> </ul>		<p>machines in libraries, post cards were attached to the computers/desks. This has been ongoing for years. From June 2023 till January 2024, 17 learners have attended these sessions, with all completing them. Current work is underway to launch an umbrella campaign starting February 2024 that will be promoted across social media, digital newsletters, internal newsletter, and Medspace. Depending on budgetary restrictions, the campaign will also be expanded to the press and the addition of a weekly 'one-minute Medway' with the relevant portfolio holder discussing what's available.</p> <p>Moreover, on the 23rd of November 2023, the Further Education colleges in Kent shared their program for advancing assistive technologies with the Health and Wellbeing Board.</p> <p>With funding secured through the Local Skills Improvement Fund, a comprehensive plan is underway to establish six dedicated spaces within Kent and Medway Further Education Colleges. These spaces will serve as training hubs, showcasing real-world scenarios that highlight the efficacy of assistive technology.</p> <p>Simultaneously, the initiative includes the creation of assistive technology platforms, complete with a training component designed to enhance the skills of both the existing and</p>
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				<p>future workforce. This strategic approach extends beyond physical spaces and platforms to encompass a holistic curriculum overhaul. This includes the enrichment of existing courses and the introduction of new programs that integrate contextualized digital skills, health and care technologies, and leadership skills. A key aspect of this initiative involves Continuous Professional Development (CPD) sessions aimed at elevating the capabilities of the Further Education teaching and learning workforce.</p> <p>Moreover, to foster collaboration within the sector, an event is being planned, providing a platform for engagement with employers and stakeholders invested in the project's success.</p>
3	<p>Recognising that there may be additional opportunities within the Council to assist the K&amp;M ICB/NHS in maximising its reach within the community, Cabinet agreed that the Council (subject to resources being available), led by the communications team, assist the K&amp;M ICB/NHS in resharing messages issued by the NHS on Medway channels and in schools concentrating on the following key areas:</p> <ul style="list-style-type: none"> <li>● Raising awareness of the multidisciplinary teams that make up</li> </ul>	<p>MC Holly Snelson &amp; Anne Trafford</p>	<p><b>100%</b></p>	<p>The Council has created a communication plan for each month, starting with November 2023 that reshapes the messages issued by the NHS on online platforms such as Facebook, Instagram, LinkedIn, and X.</p> <p>The messages reshared to date mainly focused on raising awareness to the different roles of professionals within the multidisciplinary team, in addition to introducing social prescribing to the public. 8 posts were shared in November and an additional 8 in December 2023. 3 are planned for January with more being developed.</p>

	<p>General Practice (the different roles and what each does)</p> <ul style="list-style-type: none"><li>● Using engagement opportunities to inform and encourage people on how to access help in different ways, supporting them to take ownership and make decisions about the care they need, and signposting them as seeing a GP may not always be the best option. For instance, GP online, NHS 111 appointments, pharmacy, the NHS App, First Contact Physiotherapy, Social prescribers can be appropriate alternatives</li><li>● Raising awareness about social prescribing services in Medway and how they can be accessed</li><li>● Raising awareness about Patient Participation Groups and encouraging members of the public to join their practice's PPG in order to have a voice and inform their practices on what matters most to them and identify solutions to problems they face.</li><li>● Assist with encouraging the uptake of screening and immunisation programmes in areas of low uptake across Medway, specifically childhood immunisations &amp; ensuring</li></ul>			<p>Feedback and insights from the campaign will be compiled in February as part of a summative evaluation.</p>
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	<p>there is enough provision to meet demand.</p> <ul style="list-style-type: none"> <li>● Tailoring PSE programmes in schools to inform and empower young people to better understand the range of health and care services available to them and how to access these services</li> <li>● Utilise Medway Matters to communicate the above messages, reaching patients who are not generally active online.</li> </ul>			
4	<p>Cabinet agreed to request that the K&amp;M ICB supports PCN's in recruiting additional roles (i.e., allied health professional such as mental health practitioners, physiotherapists).</p> <p>This will allow GPs to devote resources and time to support patients and deal with issues that GPs are uniquely best placed to resolve.</p>	<p>K&amp;M ICB Sharon Lee</p>	<p><b>100%</b></p>	<p>The task of implementing one-to-one workforce planning support was entrusted to K&amp;M ICB. Six Medway practices have already engaged and utilised this support. The focus of the initiative is to enable practices and Primary Care Networks to develop robust workforce plans aligned with population health needs.</p> <p>The support extends to role-specific requirements, recruitment strategies, and access to digital resources. Practices and Primary Care Networks (PCNs) are increasing opportunities for trainee placements for other healthcare professions in addition to Medical Students and GP trainees. Currently 9 out of 35 GP Practices are Training Practices.</p>

5	Cabinet agreed to request that the K&M ICB collates and shares best practice amongst surgeries that can enhance practice efficiency and the quality of care provided to patients (i.e. Primary Care Team dynamics, telephone systems, use of Community Pharmacy Consultation Service etc.)	K&M ICB Sharon Lee	100%	K&M ICB to compile and disseminate best practices among surgeries. This work is ongoing. There was a PCN Celebration event that took place on 1 November 2023. This event enabled all practices to share innovative approaches, foster development, and encourage collaboration. This support is being evaluated and enhanced through regular <u>Primary Care Network</u> trainings and events.
6	Cabinet agreed to request the K&M ICB provide training to receptionists across Medway in the following areas: <ul style="list-style-type: none"> <li>• Patient compassion training;</li> <li>• Efficient and effective use of technology (computer terminals &amp; answering of phone calls);</li> <li>• Handling majority of administrative duties so that tasks that only need actioning by a GP are passed onto to them.</li> </ul>	K&M ICB Sharon Lee	100%	To alleviate the workload on GPs, training was initiated for receptionists, utilizing Invicta programs, which cover various topics complementary to in-house training and the Commissioning Support Unit. Additionally, <u>Kindness into Action</u> are providing compassion training for all Primary Care Staff.
7	Cabinet agreed to request the Kent and Medway Local Pharmaceutical Committee (community pharmacies) and the Kent Local Medical Committee (general practices) work together and align in the following areas to provide the best and most efficient care for patients: <ul style="list-style-type: none"> <li>• Pharmacy Prescribing;</li> <li>• Clinical Pathways;</li> <li>• Workforce Planning including ICT compatibility &amp; connectivity;</li> </ul>	K&M LPC / K&M LMC Liz Mears / Mark Anyegbuna	50%	In continuance with the <u>Delivery Plan for Recovering Access to Primary Care</u> , there has been a focus on the role of community pharmacies clinical services in reducing pressure on the healthcare system. Three nationally commissioned services are included in this plan; Pharmacy Contraception Service, Hypertension Case Finding Service, and Pharmacy First Service.

	<ul style="list-style-type: none"> <li>• Signposting patients in General Practices to Local and National Commissioning services provided by community pharmacies</li> </ul>			<p>The first of the services is already in action, but starting December 2023 a new initiative was launched in which community pharmacies can initiate oral contraceptives. The second service began by providing opportunistic blood pressure checks for those eligible and is now expanding for delivery by wider pharmacy team to increase the number of blood pressure checks.</p> <p>The third is a new service to be launched in January 2024 that is optional for pharmacies to sign up to. This service aims to replace the Community Pharmacist Consultation Service (CPCS) that permits urgent repeat medicine supply and NHS referrals for minor illnesses. A new aspect will be a clinical pathway that incorporates supply of medicines via Patient Group Direction (PGD) via walk-in and previous CPCS route. Work on digital integration between GP services and pharmacies are already underway to streamline referral routes, increase access to patient medical files for community pharmacists and update GP practice records with Community Pharmacist records.</p>
8	Cabinet agreed that the Public Health team provide an annual update of the Medway Social Prescribing Plan to the Health and Adult Social Care Overview and Scrutiny Committee.	MC Amie Kemp / Scott Elliott	20%	Multiple events have been launched that focus on the use of Voluntary, Community, Faith, and Social Enterprise (VCSFE) organisations and social prescribing to support primary care and socially isolated people. Additionally, a social

			<p>prescribing directory service called Joy has just been launched that provides details of all services in Medway.</p> <p>The team has gotten funding through the Social Prescribing Funding Project from the Health Inequalities Fund of the Health and Social Care Partnership and using this have been identifying gaps in the community and targeting them through funding new activities or financing currently available ones.</p> <p>A formal request has been dispatched to Social Prescribing providers, soliciting crucial data spanning from October 1, 2022, to September 30, 2023. This data encompasses the number of individuals accessing link worker services, those who completed services with discernible health and wellbeing improvements, and the count of social prescriptions issued for community activities by link workers to VCSFE organizations. Providers have been allocated until the end of January to submit their respective data sets. The report's development will commence once all data is received, and a finalized version will be shared in February 2024, thereby ensuring transparent and timely communication of the outcomes of the Medway Social Prescribing Plan.</p>
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9	Cabinet agreed to request the K&M ICB that the ICB ensures that GP practices are following <u>BMA's safe working in general practice</u> guidelines and providing the necessary support for GPs to be able to continue delivering safe patient care whilst preserving their wellbeing and health.	K&M ICB	30%	<p>The ICB has engaged with the LMC and requested that the LMC advise members to adhere to the BMA's safe working practice guidelines. Additionally, they were advised that wellbeing support was available through the <u>Health and Wellbeing Hub</u> if needed.</p> <p>The LMC have recently published a report on the pressures on Primary Care.</p>
10	Cabinet agreed to request the K&M ICB to investigate how online consultations are being utilised in General Practices and share best practices with other practices for improvements/adoption.	K&M ICB Jo Quinn	100%	K&M ICB conducted the Online Consultation (OC) procurement project that includes a review of features that GPs require. Practices have been supported to better use existing functionality within their digital booking systems. A series of eConsult webinars to train people on how to optimise functionality have been held. K&M ICB have also encouraged GPs to attend Lunch and Learn sessions conducted by K&M Digital Champions Network. Moreover, Folkestone, Hythe, and Rural have developed a <u>blueprint guide</u> which is being shared with each Health and Care Partnership.
11	Cabinet agreed to request the K&M ICB to support all PCNs and general practices to ensure they are making the best use of technology. This includes having an efficient telephone system to manage their calls and being shown the	K&M ICB Ruth Wells	98%	The ICB were already involved in supporting and funding practices to move to digital telephony systems. 98% of the practices have implemented the programme, with the remaining 2% in progress. Training and

	advantages of having telephone hubs across a PCN to pool resources and provide a more effective and efficient call answering service (such as that seen at the St Mary's Island Practice)			support is provided to support the practice with transformation.
12	Cabinet agreed to request the K&M ICB to ensure patients can access the right services (GP appointments, preventative programmes, social prescribers etc.) to suit their health and care needs by supplying practices with the necessary technological infrastructure (i.e., computer terminals).	K&M ICB Dan Campbell	50%	<p>Aligned with the infrastructure outlined in the primary care digital service operating model, specifically the <u>NHS England's "Securing Excellence in Primary Care (GP) Digital Services: The Primary Care (GP) Digital Services Operating Model 2021-2023,"</u> this comprehensive document outlines the specific arrangements established by NHS England to address various aspects of GP digital services. The operating model serves several purposes, including elucidating the NHS's obligations concerning GP digital services under the CCG-Practice Agreement.</p> <p>It informs general practices of expectations regarding the provision and receipt of GP digital services, ensuring alignment with key strategic digital programs and mandates across the health and care system.</p> <p>Additionally, the model aims to make digital technologies available for service improvement, care transformation, and patient engagement with primary care. It further delineates the responsibilities of principal stakeholders involved in delivering and utilizing digital services for general</p>

				practice. The model mandates regular reviews to adapt to the evolving healthcare environment, offering assurance that quality and value are consistently upheld across NHS primary care services. Notably, the model emphasizes the importance of digital enablers to support the NHS commitment to achieving net-zero carbon emissions.
13	As other parts of primary care system including community pharmacies are going to be playing a critical role in relieving pressures on General Practices, ICT interface and integration across the system is key to enabling an integrated system that allows for clear communication of a patient's medical records (including referrals, prescriptions, outcomes of tests and assessments, feedback to clinicians). Therefore, the Cabinet agreed to request that the ICB explore funding opportunities for ICT integration to increase compatibility and connectivity between IT systems and to enable a more efficient and adequate provision of healthcare services.	K&M ICB Dan Campbell	50%	<p>Significant work is taking place at national level to improve the digital infrastructure between GP practices and community pharmacy to: (i) streamline referral routes from GP practices, (ii) increase access to more parts of the GP patient record for community pharmacy, and (iii) improve how GP practice records are updated following the provision of pharmacy services.</p> <p>NHS England are working with approved IT system suppliers to update their clinical systems in preparation for the launch of Pharmacy First.</p>
14	<p>Cabinet agreed to make representations to Central Government to consider the need to:</p> <ul style="list-style-type: none"> <li>● Increase the proportion of training practices and GP educational and clinical supervisors;</li> </ul>	MC Teri Reynolds / Ummi Bello / John Cole	100%	<p>Letter sent 30/11/23. Additional letter drafted to Wes Streeting on behalf of Cllr Murray.</p> <p>The purpose of this letter was to underscore the recommendations put forth by the GP Access Task Group and request the</p>

	<ul style="list-style-type: none"><li>● Increase the quantity of undergraduate teaching in general practice;</li><li>● Review funding into undergraduate placements in general practice;</li><li>● Review the career structure and pathways for GPs interested in undergraduate medical education or clinical research</li></ul>			dissemination of this information to the relevant bodies who are responsible for the oversight of primary care and recommendations that enhance provision in Medway.
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