

### GP Access Task Group Recommendations

(agreed by Cabinet on 13 June 2023)

Please note that actions will be reviewed in 12 months.

	<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 general practice staff, in particular with 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%	<p>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.</p> <p>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.</p> <p>The initiative is further reinforced by the implementation of robust protocols within practices, garnering full support from healthcare professionals.</p>
2	Recognising that Medway residents need to be supported towards improving their digital literacy skills, thereby enabling	MC Michelle Barnett	100%	Medway Adult Education (MAE) and local libraries have been actively working on digital inclusion for many years, promoting a wide

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
	<p>more people to access the right advice and/or services across the whole system to suit their health and care needs, Cabinet agreed:</p> <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>array of free courses and digital resources. These efforts are publicised through social media, digital newsletters, and internal communications, and the MAE prospectus and webpages. Additionally, postcards promoting these services have been placed on computers and desks within libraries.</p> <p>From June 2023 to January 2024, 17 learners attended these digital inclusion sessions, with all participants successfully completing the courses.</p> <p>A new umbrella campaign is set to launch in February 2024. This campaign will leverage free media channels, including social media, digital newsletters, internal newsletters, and Medspace. If there is capacity the campaign could extend to include press support, a slot in a related and appropriate "One Minute Medway" video, which are released weekly, featuring the relevant portfolio holder discussing how to access the available resources.</p> <p>MAE is exploring partnerships with various community organisations to further support the awareness campaign. Should sufficient resources become available there may be an</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
				<p>option to produce signposting posters, which the team would then discuss with GP surgeries to display in public waiting/high traffic areas. Posters would provide patients with contact information and how they could access digital assistance. Current support locations include All Saints Church, Wainscot care home, 100 of Hoo Library, and St Augustine's in Gillingham.</p> <p>In collaboration with Kent Further Education colleagues, a significant initiative was introduced to the Health and Wellbeing Board on November 23, 2023. Funded by the Local Skills Improvement Fund, this initiative aims to advance assistive technologies and digital skills across the region.</p> <p>Key components include:</p> <ul style="list-style-type: none"> <li>• Establishing six dedicated training hubs within Kent and Medway Further Education Colleges.</li> <li>• Creating assistive technology platforms with integrated training modules.</li> <li>• Overhauling curricula to include digital skills, health and care technologies, and leadership training.</li> <li>• Providing Continuous Professional Development (CPD) sessions to enhance</li> </ul>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
				<p>the skills of the Further Education teaching workforce.</p> <p>An event is also being planned to engage employers and stakeholders, fostering collaboration and support for the project's success.</p> <p>While significant progress has been made, securing additional funding is crucial for expanding these initiatives to reach a wider audience. With more resources, the scope and impact of these digital inclusion and education campaigns can be significantly enhanced and enable engagement with many more residents and the harder to reach audiences.</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>	<p>MC Holly Snelson &amp; Anne Trafford</p>	<p>100%</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. The assets shared were from the Stop think choose campaign and Helps Us to Help You.</p> <p>The messages reshared to date mainly focused on raising awareness to the different roles of professionals within the</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
	<ul style="list-style-type: none"> <li>● Raising awareness of the multidisciplinary teams that make up General Practice (the different roles and what each does)</li> <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</li> </ul>			<p>multidisciplinary team, in addition to introducing social prescribing to the public. 8 posts were shared in November and an additional 8 in December 2023 and 3 in January.</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
	<p>identify solutions to problems they face.</p> <ul style="list-style-type: none"> <li>● Assist with encouraging the uptake of screening and immunisation programmes in areas of low uptake across Medway, specifically childhood immunisations &amp; ensuring there is enough provision to meet demand.</li> <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>			

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
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>	K&M ICB Sharon Lee	100%	<p>One-to-one workforce planning support has been made available to all practices across Kent and Medway. So far, six practices in Medway have accessed this support. The goal is to help practices and Primary Care Networks (PCNs) develop robust workforce plans based on the specific health needs of their populations.</p> <p>This personalized support helps practices and PCNs understand the requirements and benefits of various roles, aiding in their recruitment strategies. Additionally, a wealth of resources is available to all practices and PCNs to maximize these benefits.</p> <p>This initiative also involves working with practices and PCNs to increase opportunities for trainee placements across the multiprofessional workforce, emphasizing the advantages of additional roles.</p>
5	<p>Cabinet agreed to request that the K&amp;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</p>	K&M ICB Sharon Lee	100%	<p>K&amp;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</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
	of Community Pharmacy Consultation Service etc.)			encourage collaboration. This support is being evaluated and enhanced through regular <u>Primary Care Network</u> trainings and events.
6	<p>Cabinet agreed to request the K&amp;M ICB provide training to receptionists across Medway in the following areas:</p> <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> is providing compassion training for all Primary Care Staff.
7	<p>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:</p> <ul style="list-style-type: none"> <li>• Pharmacy Prescribing.</li> <li>• Clinical Pathways.</li> <li>• Workforce Planning including ICT compatibility &amp; connectivity.</li> <li>• Signposting patients in General Practices to Local and National</li> </ul>	K&M LPC / K&M LMC Liz Mears / Mark Anyegbuna	100%	<p>The Delivery Plan for Recovering Access to Primary Care prioritizes expanding the uptake of nationally commissioned community pharmacy clinical services. These initiatives aim to relieve pressure on general practices and enhance patient access to essential healthcare services. The three key services include:</p> <ol style="list-style-type: none"> <li>1. <b>Pharmacy First:</b> Building on the previous Community Pharmacist Consultation Service (CPCS), this service includes seven clinical</li> </ol>



	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
	Commissioning services provided by community pharmacies			<p>pathways. Pharmacists can assess patients and supply prescription-only medicines for:</p> <ul style="list-style-type: none"> <li>• Acute otitis media (age range 1 to 17 years)</li> <li>• Impetigo (age range 1 year and over)</li> <li>• Infected insect bites (age range 1 year and over)</li> <li>• Shingles (age 18 years and over)</li> <li>• Sinusitis (age 12 years and over)</li> <li>• Sore throat (age 5 years and over)</li> <li>• Uncomplicated urinary tract infections in women (age range 16-64 years)</li> </ul> <p>2. <b>Hypertension Case Finding Service:</b> Providing opportunistic blood pressure checks for patients over 40 to detect undiagnosed hypertension, and ad hoc checks for patients with diagnosed hypertension at the request of GP practices.</p> <p>3. <b>Pharmacy Contraception Service:</b> Offering initiation or continuation of oral contraception, initially started by a GP or sexual health clinic.</p> <p>These advanced services, optional for pharmacies to provide, have shown promising initial uptake in Kent &amp; Medway through</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
				collaboration with the Kent Local Pharmaceutical Committee (LPC). To fully leverage these services from both patient and system perspectives, efforts are underway to enhance foundational elements. This includes extending the digital referral process from Pharmacy First to the additional two services and mobilizing Primary Care Network (PCN) Leads within community pharmacies. Their involvement aims to educate and assist PCN teams in identifying suitable patients and referring them to these services (pending double-lock process approval).
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	100%	A formal request has been sent to Social Prescribing providers to submit crucial data spanning from October 1, 2022, to September 30, 2023.  Scott Elliott and Kate Bell will be presenting the Social Prescribing 5-year plan report separately to HASC, marking the completion of this action.

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
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	100%	<p>The ICB cannot ensure that GP practices follow BMA's safe working practices, as this is the responsibility of the surgeries themselves. Wellbeing support was made 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 and the ICB are committed to working with the LMC on the recommendations within the report.</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%	<p>K&amp;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&amp;M ICB have also encouraged GPs to attend Lunch and Learn sessions conducted by K&amp;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.</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
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 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)	K&M ICB Ruth Wells	100%	In 2022/23, Kent and Medway ICB successfully supported and funded practices in transitioning from analogue to digital telephony systems. As of now, all practices in Kent and Medway have actively participated in the cloud telephony program, with 100% implementation achieved. Comprehensive training support has been provided to ensure seamless integration of the technology and its capabilities into daily practice operations.
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	100%	<p>Aligned with the primary care digital service operating model as outlined in NHS England's "Securing Excellence in Primary Care (GP) Digital Services: The Primary Care (GP) Digital Services Operating Model 2021-2023," this comprehensive document defines specific arrangements to manage various aspects of GP digital services.</p> <p>The operating model serves multiple purposes, including clarifying NHS obligations under the CCG-Practice Agreement concerning GP digital services. It communicates expectations to general practices regarding the delivery and</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
				<p>utilization of digital services, ensuring alignment with strategic digital initiatives across the health and care system.</p> <p>Moreover, the model facilitates the adoption of digital technologies to enhance service delivery, transform care practices, and promote patient engagement in primary care. It also outlines the roles and responsibilities of key stakeholders involved in implementing and leveraging digital services within general practice.</p> <p>Regular reviews are integral to the model, ensuring its relevance in an evolving healthcare landscape and maintaining high standards of quality and value across NHS primary care services. Importantly, the model underscores the role of digital solutions in supporting the NHS's commitment to achieving net-zero carbon emissions.</p> <p>Furthermore, the ICB has established streamlined processes across Kent and Medway for practices to request additional equipment based on identified business or clinical needs. Such requests are submitted to and funded by the ICB, reinforcing support for</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
				enhancing practice capabilities and service delivery.
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	100%	<p>At the national level, significant efforts are underway to enhance digital infrastructure connecting GP practices and community pharmacies. The objectives include:</p> <ul style="list-style-type: none"> <li>• Streamlining referral pathways from GP practices to community pharmacies.</li> <li>• Broadening access for community pharmacies to more parts of the GP patient record.</li> <li>• Improving the process of updating GP practice records following pharmacy service provisions.</li> </ul> <p>NHS England is collaborating with approved IT system suppliers to update clinical systems in preparation for the launch of Pharmacy First, aiming to streamline these processes effectively.</p> <p>Both nationally (Department of Health and Social Care, NHS England) and locally (Integrated Care Board), there is a strategic commitment to integrated IT infrastructure</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
				<p>moving forward. Ongoing work focuses on ensuring future IT solutions are cohesive and increasingly utilize the NHS App as a primary gateway to healthcare services.</p> <p>All funding decisions by the Integrated Care Board prioritize metrics such as quality and value for money. Interoperability and integration capabilities are also pivotal factors in these decisions, ensuring seamless coordination across healthcare providers and systems.</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> <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</li> </ul>	<p>MC Teri Reynolds / Umami Bello / John Cole</p>	100%	<p>Letter sent 30/11/23. Additional letter drafted to Wes Streeter 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 dissemination of this information to the relevant bodies who are responsible for the oversight of primary care and recommendations that enhance provision in Medway.</p>

	<b>Recommendation</b>	<b>Lead organisation &amp; Person Responsible</b>	<b>Progress</b>	<b>Update</b>
	undergraduate medical education or clinical research			