

Health and Wellbeing Board

Agenda – Part: 1

Item: 9.3

Subject: Primary Care Strategy for Enfield

REPORT OF:

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Date: 12 December 2013

EXECUTIVE SUMMARY

This paper updates the Health and Wellbeing Board on work to date to implement the Primary Care Strategy across the borough of Enfield. There are a number of approved schemes with the budget allocation of £3.4 million.

The Primary Care Strategy project team reports jointly to the CCG Primary Care Strategy Implementation Board and the Health and Wellbeing Board.

RECOMMENDATIONS

The Enfield Health and Wellbeing Board are asked to note the report.

NHS Enfield Primary Care Strategy **December 2013 Update**

1. Introduction

This paper updates the Health and Wellbeing Board on work to date to implement the Primary Care Strategy across the borough of Enfield.

2. Update on the Primary Care Strategy

There are a number of schemes and enabling workstreams that continue to be monitored through the Primary Care Strategy Implementation Board (PCSIB) that is chaired by the Medical Director of Enfield Clinical Commissioning Group (CCG). These schemes include:-

2.1. Access

2.1.1. Enhanced Access Scheme

Thirty-nine practices signed up to the Access LES which created 2,740 additional GP slots per month (in excess of 32,800 additional appointments for the year of the scheme). The appointment slots are either provided as telephone triage/consultation or face to face consultations. The scheme covers 82% of the population in Enfield.

A full evaluation of the Access LES commenced on 18th November 2013 and a patient survey conducted in participating practices demonstrated that 65% of patients reported an improvement in access in the last year

2.1.2 Minor Ailment Scheme

This pilot scheme has utilised pharmacy expertise and capacity to improve access for patients suffering from one of a pre-approved list of twenty minor ailments from ninety different sites. The scheme provides direct access for patients entitled to free prescriptions via a 'MAS passport' up to a maximum of ten occasions. The top three minor ailments for which patient advice has been sought are hay fever, fever and sore throat.

The Minor Ailment Scheme (MAS) commenced on the 18th February 2013 and was scheduled to end on 31st January 2014. However an evaluation of the pilot scheme from its commencement until 31st August 2013 and published in October recommended the need for a Minor Ailment Scheme in Enfield, that the pilot is extended until 31st March 2014 and the implementation of a substantive Scheme from 2104/15. These recommendations were approved by the PCSIB on 19th November 2013.

2.1.3 ECCG/University College of London (UCL) Joint Initiative

The main objectives for this initiative are:

- To improve access to primary care by providing additional capacity of approximately 17,000 extra primary care appointments across Enfield over the two year period;
- To deliver service improvements through research and re-design in one each of the following areas:
 - Elderly Mental Health
 - Palliative Care
 - A&E attendance reduction
 - Diabetic management with associated conditions such as CVD and stroke;
- To raise the profile of Enfield as a borough for newly qualified GPs to settle in the long term

Four Principal Clinical Teaching Fellows have been recruited and will commence on 7th January 2014.

Thirty-one applications were received from potential 'Host' practices, nine of which were shortlisted for further evaluation of their suitability and four of whom have now been chosen to host the Fellows.

2.2 Improving Patient Experience

The schemes below enable patients to receive care closer to home, increasing the likelihood of people being seen and treated and reducing the need to go to hospital for their care.

2.2.1 Health Kiosks

A total of forty-eight Health Kiosks have been installed in both GP practice and Enfield Community Services sites across the borough. These state of the art Health Kiosks allow patients to measure their own blood pressure and Body Mass Index, thereby generating a printout of results to share and discuss with their health care professional. This initiative was widely promoted via the inclusion of an article in 'Our Enfield' on 23rd October 2013.

2.2.2 Childhood obesity

The aim of this project is to support the management of childhood obesity.

The project is well underway with 96% of children attending the summer camp achieving some weight loss up to 8.3kg. The children and their families have continued to receive group post-camp support to the end of November 2013 when they graduated from the programme.

2.2.3 Patient Experience Tracker

The project will enable practices to better assess and respond with real-time results to patient opinion and views on the services provided via the use of tablet devices.

Thirty-four GP Practices have expressed an interest in this service and will be included in the roll-out of the service beyond the pilot stage with three practices this month.

2.3 Improving Health Outcomes

2.3.1 HiLo Initiative

This pilot project is being delivered in conjunction with Queen Mary's University London (QMUL) and aims to improve the management of CHD and BP in general and in particular, those patients traditionally referred to secondary care for management, following poor improvement outcomes when recommended primary care treatment guidelines are followed. Two practices were selected to participate based upon geographical need and size of practice in order to reach the greatest number of the patients. Both practices have been visited, data collection and data analysis has been completed. QMUL will commence intensive work with those practices in January 2014 for a period of twelve months to target those patients who have been identified in respective practice populations for follow-up.

2.3.2 Cancer Screening

Following the establishment of a pop up shop and distribution of 80,000 leaflets and promotional materials to all pharmacies in June 2013, recently recruited Health Trainers are establishing community outreach to promote screening.

2.3.3 Domestic Violence

The aim of this project is to increase the identification and referral of domestic violence and abuse through training and support of practice staff in the IRIS model. Both the IRIS Clinical Lead and Advocate Educator, have been appointed to work with up to twenty-five GP practices.

2.3.4 Blood Pressure Monitoring

By the end of August, a total of 45 stand-alone blood pressure (BP) and Body Mass Index (BMI) health kiosks known as PODs have been deployed across Enfield, covering 48 GP Practices (practices share PODs where they collocate). These 'state of the art' PODs, are being deployed in accessible areas of GP Practices and are cost free for patients. The remaining 3 PODs will be located in strategic locations

where they can fill the gap in provision, bringing a total of 48 PODs to Enfield.

Patients will give their results to their GP practice for inclusion in patient records and they are called back if a change to medication or BP/BMI management is required. The project activity is being obtained throughout September and so far the first 8 practices to respond have confirmed that the PODs have been used on 7,587 occurrences. The Primary Care Strategy is liaising with LBE graphics team to mobilise a campaign via the 'Our Enfield' magazine to increase awareness.

2.3.5 Childhood obesity

The plan with the service provider that, together with the summer residential camp, will support the management of childhood obesity is to:

- Focus specifically on the South-East of Enfield and in particular specific ethnic groups to determine care pathway development based on best practice/evidence base to be considered for future development.
- Training provision – Will consist of 60 places of 1 day introduction to managing childhood obesity training and 30 places on a 2 day toolkit training which will provide be more detailed about interventions. This will be offered to all GP practices and School Nurses across Enfield.

2.3.6 Carers Health support

Enfield Clinical Commissioning Group Primary Care Strategy Programme monies has enabled the Enfield Carers Centre to recruit a GP Liaison Worker, Fiona Jones started in post on the 12th June 2013 on a fixed term contract ending 31st March 2015. Funding has also been approved to recruit a Carers Nurse.

The aims of this project are to:

- Ensure early identification of carers to enable the provision of the right support when carers need it
- Provide support for GPs and practice teams with carer issues
- Assist the prevention of carer breakdown which avoids hospital admission
- Help Keep carers healthy both physically and mentally
- Provide a link between primary care, the Enfield Carers Centre and other services in the local community
- Provide a clear referral pathway for GPs and practice staff to a GP Liaison Worker and Practice Nurse

There has been a lot of activity and promotion of the service with the GP Liaison Worker having actively engaged with 77% of practices

regarding the service and providing leaflets, posters and referral forms. Awareness is growing in Enfield regarding the services available for carers and the Carers Centre is reporting an increase in activity due to the project.

3.0 IT Developments

79% of Enfield practices have been refreshed with new hardware (PCs, printers and iPads for doctors making home visits) and clinical systems that hold patient records have now been upgraded to cloud-based technology with at least 50% of practices having their hardware updated with new scanners, printers, arrival screens and patient information boards.

iPLATO text messaging services continues to support GP Practices reduce their 'did not attend' rates. To date, 3,690 clinical appointments or 615 clinical hours (based on 10 minute appointments) have been saved, enabling GP Practices to free up this access to other patients who need to be seen.

4.0 Conclusion

The developments outlined in this report provide a summary of the progress made in achieving long term sustainable improvements in the delivery of primary care services that will support the improvement in the health and wellbeing of the residents of Enfield.