Expressions of Interest Form

Correspondence Management

Name of scheme applying for:

James Watkins, ELR GP Federation – on behalf of 7 practices

Full name:

Chief Operating Officer

Job title:

Central Surgery, S Wigston HC, Croft MC, Billesdon, Forest House MC, Kibworth, Uppingham

Practices:

C82021 / C82079 / C82067 / C82022 / C82066 / C82001 / C82077

Code:

7 practices supported by ELR GP Federation

Scale of application:

7 practices as listed above; approx. 68,546 patients

If group, who:

07805 515782

James Watkins

Project lead: Contact no.:

James.watkins@elrgpfed.com

E-mail address:

Ursula Montgomery + one GP from each practice – see appendix 1 below

07496 923685

Clinical lead: Contact no.:

Ursula.montgomery@gp-c82021.nhs.uk

E-mail address:

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| Please explain why you are interested in becoming a pilot practice |
| We are a group of practices who have all been looking at our GP workload and the area of correspondence management with differing approaches. This provides the opportunity to learn new ways of working, train our staff, make General practice workload more manageable and develop our teams. By facilitating a larger test bed, this approach allows us to realise the benefit of working together and building on our respective best practice to develop the most effective protocols. In addition, this cross site project will build confidence for future collaboration across the Federation. |

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| What are the aims of your project? |
| * Develop innovative ways of managing correspondence
* Enable patients to benefit from improved processes; notes having the right information in the right place
* Improve patients’ experience of administrative processes
* Improved monitoring and management of long term conditions through better coding
* Workforce development; enabling our administration teams to become more experienced and empowered to improve data quality
* Generate closer working relationships between practices in ELR
* Improve GP practice resilience through more efficient working and productivity
* Release GP time through a reduction in inappropriate consultations
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| What do you hope to achieve with your project? |
| * Improve patient record keeping and data quality
* Demonstrate a reduction in GP hours on administration
* Develop a core workforce who are able to cascade training within our teams or across sites
* Develop robust protocols underpinned by secure clinical governance
* Create a Clinical and Non-clinical Champion who could support the roll out to other practices in ELR/LLR to achieve the same
* Effective collaboration and joint working between practices to improve practice within ELR
* Ensure practices achieve a safe, sustainable implementation of correspondence management
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| How much funding are you applying for? |
| We will be working with a social enterprise, ‘HERE’ ; <http://hereweare.org.uk/what-we-do/workflow-optimisation/> - an NHS England recommended workflow optimisation service who have worked with over 600 practices across the UK.HERE has proposed a cost @ 40p per patient + VAT. Circa £32,900; Cost to be finalised with HERE.The practices will invest in arranging for the relevant staff to attend the training, thereby covering the backfill costs.By utilising an existing proven training programme, recommended by NHS England, our practices will benefit from a wide base of learning in the most effective and efficient way. By building on the training we will be able to create trainers to cascade the approach locally.  |

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| How will you utilise this funding? |
| HERE’s approach that we will be using is outlined below.1. **Training for document management**

The training provides a proven framework; giving practices the confidence to redirect the flow of clinical administration work within the practice – releasing GPs to spend a greater proportion of their time with their patients. Practices are assured that clinical administration will be handled safely and accurately.HERE’s experience is that up to 80% of the patient correspondence is completed without the GP, freeing up approximately 40 minutes of GP time each day. Patients and their clinicians can then make informed decisions about their health which allows people to move onto the next step in their health care journey safely and efficiently.1. **The Training Programme**

The training programme consists of:* 4-day training course for administrators. Administrators are trained to read, code and action incoming clinical correspondence safely and accurately. Administrators are trained on their practices’ own patients – ensuring that the training is as realistic as possible. Training courses are taught in small groups of up to 16 trainees with a maximum ratio of 4 trainees to every trainer.
* Half-day training course for GP Champions. GP Champions attend a half-day training course learning the key responsibilities of their role – the role is pivotal in ensuring the practice achieves a safe, sustainable and full implementation of Workflow Optimisation. The training includes; the principles and processes underpinning Workflow Optimisation, the role of auditing and feedback in ensuring clinical governance and assurance, the medication protocol and other key protocols.
* Follow-up visits to support implementation. Follow-up visits can be provided to support practices in implementing Workflow Optimisation, to provide a refresher on any aspects the practice remains unsure of and to troubleshoot any issues encountered by the practice.

In addition to the training programme, practices also benefit from:* An e-learning platform
* Training resources (including manuals, policies, protocols etc).
* An online forum
* Remote support from the Workflow Optimisation team for the duration of the contract – up to 2 years
* Medical indemnity assurance for Workflow Optimisation as confirmed by the Medical Defence Union (MDU) and the Medical Protection Society (MPS).
* CPD accreditation for the GP Champion element of the training programme
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| What outcomes do you expect to deliver? |
| * Clear processes underpinned by robust clinical governance to support correspondence management
* Improved patient record keeping and quality
* Improvement in GP/staff job satisfaction
* A reduction in the time GPs spend on correspondence
* Fully trained administrators with a champion/trainer to maintain the process
* A positive learning experience of practices working together across ELR
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| Signature | Date |
|  | 31st August 2017 |

**Appendix 1**

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| **Practice** | **Patients** | **Management lead** | **Clinical lead** |
| The Croft Medical Centre | 9,130 | Saiful Choudhury | Dr R Dalby |
| Central Surgery | 8,750 | Dr U Montgomery | Dr U Montgomery |
| Forest House Medical Centre | 14,289 | James Webster | Dr N Ranpura |
| Kibworth Medical Centre | 9,555 | Kirsty Whawell | Dr N Stollery |
| The Uppingham Surgery | 11,182 | Clare Jackson  | Dr Wass |
| Billesdon Surgery | 6,939 | Diane Stubbs | Dr S Cooke |
| South Wigston Health Centre | 8,701 | Angus Christie | Dr A Rahman |
| **TOTAL** | **68,546** |  |  |