**ELR GP Federation Ltd**

**Chief Operating Officer Report – August 2018**

1. **Strategy and roles and responsibilities - update**
* CQC registration – JW to make contact with the CQC contact advised by Helen Rose.
* Pricing model – draft developed and will be circulate to the Localities for consideration
* Independent Provider status to enable it to employ staff with NHS pensions; will be kept under review
* Business and budget plan from April 2019; Draft to be developed for the Sept Board meeting for discussion.
* JW will follow up the discussions with 4 Fed; meeting arranged with Helen Rose.
1. **Localities & transformation fund update**
* JW has developed a Project Management structure to assist the Locality teams implement their plans. We are supporting the implementation of these plans. Funding arrangements need to be finalised based on the Board approved pricing model.
* JW has worked with the CCG to develop reporting templates which will are being used as the basis to update the CCG on progress and release the funds to the Localities.
* JW attended the first quarterly CCG review panel and presented an overview of the plans to the PCCC in July 2018.
1. **Urgent Care / extended primary care**
* The specification is likely to be released in early September 2018 for a new contract to start in April 2019.
* The MoU with DHU has been agreed and RB & JW met with DHU (Simon Harris) to discuss the procurement.
* Simon Harris (DHU) attended the market engagement event – see feedback below;
	+ *In attendance were Spirit Healthcare, One Medical, IWantGreatCare and DHU (no Vocare attendance)*
	+ *Two services currently and they want a single service.*
	+ *Aim of the service is to get the right service first time and manage that patient*
	+ *Looking to invest more than the current contract values of the two services (Vocare & DHU)*
	+ *Patients fed back they value the weekend and BH service*
	+ *They want access to be practices direct booking, NHS111, possibly UHL from ED and also the service booking back into GP Practices*
	+ *Services are closely located to 100hr pharmacies*
	+ *Single service across 6 sites*
		- *Rutland – Oakham*
		- *SLAM – Melton*
		- *Harborough – Market Harborough*
		- *Oadby – Oady*
		- *South Blaby – Lutterworth*
		- *North Blaby – Narborough or Blaby*
		- *Weekday evenings and weekend and BH all day*
		- *Walk in, NHS111 bookable, Primary Care Bookable*
		- *Triage and sign posting to patients*
	+ *The Blaby site is to be confirmed once more patient engagement has taken place*
	+ *Service spec to be developed by commissioners*
	+ *Recruitment issue at Oadby due to the late finishes and this is impacting on service delivery.*
	+ *Triage is a major factor that needs to be implemented*
	+ *E prescribing and direct booking within practices are the 2 areas not currently complaint for the GP5YFV*
	+ *Procurement will be on Contracts Finder then via MLCSU Bravo website*
		- *ITT publish w/c 17th September*
		- *ITT deadline w/c 15th October*
		- *w/c 5th November  Interviews*
		- *w/c 19th November Notification*
	+ *3 references required, but not from the contracting authority*
* An email has been circulated to our Practices advising that the Federation is working with a Provider to ensure that the interests of both patients and Practices are achieved.
1. **Collaboration with West & City Federations / Community services re-design**
* Tamsin Hooton is leading the LPT community services re-design project which includes; DNs, Community Nursing, ICS, Community beds, Therapies, Primary Care Coordinators. Procurement options will be outlined in autumn 2018.
* Tamsin encouraged Federations to engage with LPT to consider possible partnership working.
1. **Winter Access scheme**
	* Balance of funds to be distributed.
2. **NHS England; Clinical pharmacists in general practice Project**
* Prescribing Support Services are ready to go.
* Three Practices have withdrawn from the scheme
* Glenfield have agreed to come into the scheme
* Rosemead are considering joining the team
* With Glenfield and Rosemead - we achieve the 90,000 patients - see updated schedule attached.
* As a back-up, I have asked NHS E is we can proceed with 87.000 patients.
* The plan is to start in October 2018.
1. **Community Based Services and inter-practice referral process**
* Latham House have been audited.
* HP is contacting our sub-contracting practices to update the schedule of fitters and their evidence to practice and indemnity certificates
1. **Correspondence management**
* Project meeting held in June 2018 to support the seven practices in implementing the correspondence management process.
1. **Demand Management / Referral Hubs**
* RB/JW met with the CCG on 6th July 2018 to finalise the approach for this year.
* RB/JW have developed a quarterly report for Localities to review their performance data and review the ‘top’ six specialties and agree actions to improve quality.
* We are assisting with the CCG Referral Management work stream to potentially develop referral hubs; where there is potential overlap. This could also provide a business opportunity for the Federation; to support the delivery of the referral hubs.
1. **Diabetes nurse specialists**
* Implementing with Latham House, with support from Diabetes Centre (Laura Willcocks)
* Two DSNs have started work. A third nurse has been identified who is due to start in September 2018.
* Anne Scott (ELR CCG) has agreed to assist with implementing a clinical governance process to assure this scheme.
1. **Rutland Patient App project (VitruCare)**
* JW to develop sub-contract agreements with practices.
* The project and project management structure is in place and the practices are starting to use the system.
* An open day for patients has been planned.
* Key review date in November 2018 to determine whether the project will continue into Year 2.
1. **GP TeamNet -** Harborough, SBL and Rutland and O&W Localities have indicated that they will move forward with GPTeamNet. SLAM North Blaby are likely to follow suite. JW is progressing the implementation with Clarity Informatics.
2. **H Pylori –** The majority of Practices have decided to provide an H Pylori service as a sub-contractor to the Federation. JW is implementing the sub-contracts with Practices wef 1st July 2018.
3. **Primary Care Exchange** – Some Localities plan to develop a staff bank as part of their Transformation Plan. PCE could offer a solution.
4. **Teaching Academy –**

We met with the University in July 2018. It was agreed that a realistic target for the Federation Academy will be to take 5th year students in February 2019. The application is being updated with the eight participating Practices **(draft update is attached in the Board pack for information @ Paper C)**

JW met with Sam Adcock from the South Leics Academy who are willing to work with the Federation.

JW has also met with Dave Stedman from the Jubilee Academy – see note from Dave to the University below;

*‘I had the chance to meet up with James Watkins today regarding the Federation Academy.  We had a productive chat about how there may be a positive way forward for our academy’s to work together. There are different forms this could take and we would of course want to include Sam Adcock at South Leicester Academy. In the first instance though, I wondered if you would have time to speak briefly on the phone in order for me to tell you more and get your initial thoughts?’*

The administrator of the South Leicestershire Academy (Julie Bentley) has agreed to work for the Federation Academy.

1. **GDPR – DPO service**
	* The majority of the Practices have now signed up.
	* Practices now need chasing to complete the self-survey.
	* The plan is to hold a joint workshop in September 2018.
2. **Communications update**

The Transformation Fund pilot scheme to develop hub level web portal, integrated with social media and e-marketing approaches has been started with Rutland Healthcare.

The aim of the pilot is to;

* Build and operate two ‘proof of concept’ web portals, able to interact with individual member practice websites to lessen the burden and reduce the duplication for individual practices in providing core medical advice and ‘active signposting’ advice to patients
* Enable the individual practices to supply practice-specific information and advice into the hub level portal
* Provide live, automated 2-way content sharing between the practice websites and the web portal
* Integrate the portals with social media and e-marketing, to maximise channels of communication and engagement with as wide a range as possible of local patients and stakeholders
* Harness specialist social media and web tools to build audiences and engaging content and, thereby, to maximise the impact and usage of the portal, social media and e-marketing solutions

Joe will provide an update at the meeting.

**The draft annual report is attached in the Board pack for review and comment.**

1. **East Midlands GP Federation Networking Forum -** We have been a member of this Forum for one year and propose that we continue membership for a further year at a cost of £1,000.