

INTRODUCTION

Hello and welcome to July's Extended Access newsletter.

It has been a great first half of the year; our focus has been on securing our new contracts from October. There have been lots and lots of meetings and planning with still lots to do but it is safe to say it is all very positive and the future of extended access is looking very bright. As extended access evolves into enhanced access, we will continue to review how we work together with general practice providing as much support as possible.

As always, we want to thank each and every single person who works within the extended access team, so far this year we have offered a total of 101,134 appointments to the people of Leeds- which is incredible and would not be possible without you all.

Jane Kennard

--THE LATEST-- From Extended Access

July 2022

EDITION 02

CHANGES IN THE TEAM

Lauren Park

Lauren joined the Confed in October 2021. Lauren has successfully started a new role as Business & Operations Manager for Operational Projects. Lauren is proactive, responsive and a real team player. Lauren has been vital to delivering a great service and is doing outstanding work.

Nicola Haigh

Nicola has been with the Confed for roughly 2 years now. Nicola will begin a new role as Project Support Officer in July. Nicola always shows great initiative, and we believe will be amazing in her new role.

Vijayita Kaushal

VJ is undertaking a secondment role outside of Extended Access supporting Lucia Dey and the wider team with training and delivery. VJ was an asset to EA and is really enjoying her new role.

Tracey Godley

Tracey started a new role as Admin co-ordinator, helping to oversee all things rota related. This new role fell in line with our new booking system LANTUM. Tracey has worked tirelessly to ensure everything is up and running properly, responding to endless calls and emails day and night.

We have also recruited two new admin staff who start soon: Leah O'Connor and Eve Hodgson.

<https://www.leedsgpconfederation.org.uk/about-us/meet-the-team/>



Citywide Same Day Response Service.pc



Care Navigation - Flowchart.pdf

Please see attached some useful documents for our City-Wide Same Day response Service. This service offered over 3000 appointments alone last month and has become essential to our city. It is imperative we only book in appropriate patients to this service; unsuitable bookings can cause either delay in patient care or, time is taken away on routine presentations which could have been spent on patient's who need urgent on the day care.

If you would like more information or training, please do not hesitate to contact us.

IMPROVING COMMUNICATIONS

Knock Knock, you're amazing!!

Here at the Confed, we're always on the lookout for ways to provide additional benefits to our members; whether it's using our economies of scale to deliver as much as possible, rapidly redirecting staff where support is most needed, or designing and refining initiatives that help to manage the enormous pressure on general practice.

We will always do this. It's what makes us come to work (practices, offices, spare rooms!) every day. But it's also particularly lovely when our approach and our efforts are truly seen by those who benefit. Recently a surprise delivery sent to our Extended Access Team not only contained some lovely goodies, but more importantly a huge thanks for their hard work and dedication.

"We wanted to thank the EA team for their help on a number of occasions where we have required help due to clinical and admin staff shortages. Generally, we are a practice that prides ourselves on being very self-sufficient and only asking for help when really needed. So, we really appreciated the response that we had from the team." Practice Manager

This is so heart-warming when we are all working so hard to provide support, resources, and expertise so that practices can focus on caring for their communities. Well done team and keep up the great work!

If you call the office number, it will divert to the on-call team Leader; there is always at least one OTL on call during all EA working hours

0113 8873899

Leeds GP Confederation leads successful bid for the Community Dermatology contract

A £7.5m investment over 5 years has been awarded to a collaborative led by Leeds GP Confederation and made up of Street Lane Practice, Chevin Medical Practice, OneMedical Group, and Leeds Teaching Hospitals NHS Trust.

The Confed sought to bring the skills, expertise, and community insight of these partners together around a shared vision; to help referral routes between primary and secondary care, to make provision more equitable and accessible, and most importantly, to better meet the needs of our local communities. We're delighted this has been recognised by the commissioner. It's demonstrated the Confed's leadership and experience in designing and delivering at-scale, integrated services that are centred on local communities. You can find out more and keep up to date with the service delivery via the Confed website.

<https://www.leedsqpcconfederation.org.uk/>



On 24 February 2022, Russia invaded Ukraine in a major escalation of the Russo-Ukrainian War that began in 2014. The invasion caused Europe's largest refugee crisis since World War II, with more than eight million Ukrainians fleeing the country and a third of the population displaced.

Dr Dave Kirby, our Medical Lead, and his wonderful family opened their home to support Oxana and Patrick who like so many others were being forced to leave their homes.

Jane Sadler, our Head of Primary Care Access, wanted to help and donations began with over £500 being raised very quickly. Jane spent a week of annual leave picking up as many essential items as she possibly could to make Oxana and Patrick feel welcome and help them to start to build a home in England when they arrived.

Thank you to everyone who donated; It is overwhelming by what started out as a few toiletries to what was collectively achieved!



What else have we been doing.....

OPEL 4 support Case Study

What we did

Two Leeds GP Confederation teams (the Extended Access team and the Primary Care Development Team) worked with GP Practices across the city to ensure support was offered to GP Practices reporting OPEL Level 4.

When a GP Practice reports OPEL Level 4, a member of our team contacts the GP Practice to discuss and agree support that could be provided. Our support has included:

- Ringfencing of appointments within the Same Day Response Service for the GP Practice to utilise;
- Sourcing in hours clinical capacity through the extended access clinician pool;
- Providing on site reception and administrative support;
- Undertaking clinical admin remotely;
- Providing additional clinical capacity within the extended access service for the GP Practice reporting OPEL Level 4.

Aims- what we wanted to achieve

- GP Practices are better supported when they have staffing issues
- GP Practices are better supported when they have reduced capacity
- Leeds GP Confederation collaborates across teams to deploy support and resources quickly and effectively

Benefits what difference we made

- GP Practices were given additional clinical capacity easing the pressure on the practice;
- Patients were able to be seen within a primary care service and didn't default to ED;
- GP Practices know they are supported through Extended Access and Same Day Response;
- Nimble workforce able to be flexed easily.



KEY DATES & COMPANY INDUCTIONS

Preventative & Inequalities Forum:

Tuesday 9th August 12.30-1.30pm

Same Day Response Forum:

The 4th Wednesday and 4th Sunday of every month.
(July is Wednesday 20th July and Sunday 31st July)

Nurse forum:

23rd July 27th August 29th October

For more key dates and info click on the company induction link below.



Leeds GP Confed -
Company Induction.

Farwell, Bon Voyage, Goodbye, Au revoir!

It is with sadness we wave goodbye to our very wonderful Clinical Lead Vicky Eastwood. Vicky joined the Extended Access team as our Same day response lead, she has worked tirelessly to get this service to where it is. Vicky is a very respected colleague not only within the EA team but across Leeds as a whole. She will be missed a considerable amount and it's safe to say anyone who has had the pleasure of working alongside Vicky will have learnt a great deal.

We wish you and your Family all the best in your new venture Vicky, the population of New Zealand are very lucky to have you!!

CONTINUED LEARNING

When things do go wrong, we aim to manage complaints and significant events properly, so patients and staff concerns are dealt with appropriately. Good complaint handling matters because it is an important way of ensuring patients and staff receive the service they are entitled to expect. Complaints and Significant Events are a valuable source of feedback for extended access; they provide an audit trail and can be an early warning of failures in service delivery. When handled well, these provide an opportunity for us to continually improve.

Serious Incident and shared learning Case Study

A patient had an appointment booked within the Extended Access service. She had a history of recent mental health issues. She had small children at home. When the clinician phoned the patient on a Saturday morning a young child answered the call and put mum on the phone who then hung up. Despite repeated efforts to phone the patient contact could not be made. A SMS/text was sent asking her to contact the surgery for a review on the Monday. This did not happen. There were safeguarding issues within the home that subsequently escalated and the children subsequently moved in with a relative.

On review of this case, the clinician was not aware of the safeguarding information in the notes. His smartcard's SystemOne profile did not have safeguarding access enabled and the node was therefore not visible. Neither was the safeguarding icon under the demographic box on SystemOne. Coding of a recent safeguarding-relevant document which may have raised concerns within the clinician's mind had been done making it unclear of significant recent events the patient had suffered.

Had the extent of concerns been noted, additional support may have been provided and decisions may have been different.

Please consider safeguarding access rights for your teams. This includes locums who work for your service. If there is a significant safeguarding incident noted within a document, perhaps code such that it is visible as such within the New Journal and not just in the communication/letters screen. Has the domestic violence SystemOne pop-up been completed?

Every day, we all work hard to manage our patients as safely and effectively as possible. This Serious Incident has demonstrated the importance of the systems and processes supporting us in our roles to achieve good patient care.

WORKING HOURS

The Leeds GP Confederation understands that sometimes, due to exceptional circumstances, a team member may need to leave work earlier than their scheduled shift finish time. If this should arise the team member must speak to the Operational Team Leader on call prior to leaving to obtain agreement. This will then be documented within Lantum and the shift times amended accordingly. We would not expect simply finishing clinic early as being an adequate reason. Can we also remind all team members that they must be on site for the full duration of their scheduled shift; irrespective of whether the clinical session finishes earlier than anticipated. This is to ensure that our services and colleagues are not put in any compromising position and to ensure we continue to deliver against our contractual obligations. If we find that team members are leaving before the end of their scheduled shift without authorisation from the Operational Team Leader on call, we will need to investigate and there is the potential for action to be taken.

Should you have any questions regarding this please do not hesitate to get in touch.

WHAT WOULD YOU LIKE TO SEE NEXT?

Do you work with someone who you feel deserves a special mention?

Is there something that works well at your hub worth sharing?

Send suggestions via email to:
jane.kennard1@nhs.net