

Dorset Primary Care
Sustainability and Transformation Plan

Menu of Support available to General Practice

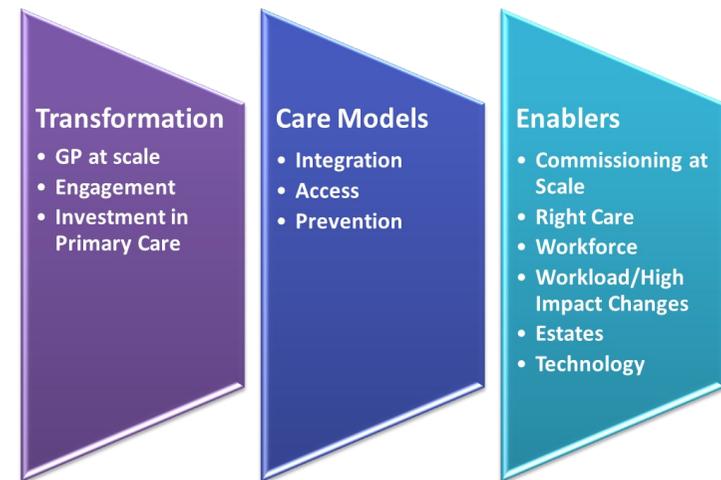
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Foreword

General practice in Britain is facing unprecedented pressures with regards to increasing workload and demand. Unfortunately we are not immune to these pressures in Dorset. Our practices and services have responded to this challenge by developing their own local plans for sustainability and transformation in order to maintain their already high levels of patient care and satisfaction based on the national GP Five Year Forward View and the Dorset Primary Care Strategy. We have been working closely with GP leaders to understand how best to support collaborative and at scale working to improve population health, and as a result of this I am pleased to introduce the Menu of Support developed by Dorset CCG.

This document gives details of all currently available support for the resilience, sustainability and transformation of General Practice. The locality chairs continue to lead the further development and implementation of local plans. I would encourage doctors, nurses, practice managers and all members of the General Practice community to consider how they may benefit from this Menu Support and to get involved in locality discussions about how they can contribute to locality plans. We have a considerable opportunity to improve the working lives of our staff and the care of our patients.



Dr Anu Dhir, Primary Care Clinical Lead

1. Primary Care Team

The Dorset CCG Primary Care Strategy and Delivery Plan have been developed to ensure General Practice plays a central role in improving health and wellbeing, quality of care, efficiency and productivity.

The Primary Care team has been restructured to support practices to deliver the Five Year GP Forward View.

- Principal Primary Care lead allocated to each cluster to support change
- Localities have a dedicated Relationship Manager as the key contact
- Named Locality team administrator
- Primary Care team members have been assigned to the 12 programme areas for the implementation of the Locality Transformation plans
 - Access
 - Commissioning and Contracting
 - Estates and Technology Enabling care
 - Engagement and Communications
 - New Models of Care
 - Prevention at scale
 - Primary Care investment
 - Right Care
 - Transforming Primary Care (Provider Development)
 - Workforce and Workload
- Additional project management support is available

For new primary care queries and to enable a quick response, please contact the Primary Care Team Support Line

 **0333 241 2495**

 **primary.care@dorsetccg.nhs.uk**

2. Primary Care Public Engagement

To ensure that there is public engagement and coproduction in developing local plans, the public engagement plan was produced and focusses on how NHS Dorset CCG will facilitate meaningful engagement ensuring the views of local people inform transformation plans. The document clearly defines the engagement process which is in line with national guidance. Working with local people - each area will be supported to do:

- An audience analysis - who should be involved and informed locally at each stage?
- A review of existing feedback - what have local people already told us?
- Hold half day workshops with 20-30 local people to seek views on current services and ideas for future proposals.
- Use existing feedback and views from the workshops to inform proposals.
- Further communication, engagement and/or consultation, depending on the type of plan.

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3. Workforce

We can:

- Offer Protected Learning Time (PLT) to free up time to develop your collective vision for transformation.
- Help Practices and localities to undertake workforce baseline assessments to inform the development of workforce plans and skill mix opportunities
- Through Doorway to [Dorset http://www.doorwaytodorset.nhs.uk/](http://www.doorwaytodorset.nhs.uk/) we can:
 - Advertise your vacancies
 - Support individual marketing campaigns
 - Support reviewing role and skill mix
 - Showcase opportunities available across Primary Care and other NHS organisations in one place
- Post graduate recruitment
- Temporary administration staff via the Dorset Healthcare bank trust.temps@dhuft.nhs.uk
- Locum Chambers provides an online booking system for Practices and Locums
- GP Retainer Scheme—To ensure doctors who can only undertake a small amount of paid professional work may keep in touch with general practice and retain their skills, with a view to returning to NHS general practice in the future. <https://heeo.hee.nhs.uk/retainer>
- GP Returner—To support GPs who have previously been in practice to introduce them back into the workforce.



PrimaryCare.WorkforceCentre@dorsetccg.nhs.uk

4. Leadership and Service Transformation

We can:

- Offer a number of Leadership and Transformation courses available for Practice staff, including:
 - Certificate in Leadership and Service Transformation
Steven.aylwin@dorsetccg.nhs.uk or
PrimaryCare.WorkforceCentre@dorsetccg.nhs.uk
 - Practice Manager Programme
localevents@tvwleadershipacademy.nhs.uk
 - Edward Jenner
localevents@tvwleadershipacademy.nhs.uk
 - Transformational change through system leadership
enquiries@improvement.nhs.uk
 - Quality, service improvement and redesign (QSIR)
enquiries@improvement.nhs.uk
 - Culture and collective leadership
 - Building capability for improvement



<https://intranet.dorsetccg.nhs.uk/localities/>

5. NHSE GP Resilience

NHS England

- General Practice Resilience Programme can:
 1. Improve GP sustainability and resilience
 2. Secure operational sustainability
 3. Develop more effective ways of working
 4. Work towards future sustainability
 5. Explore new care models
 6. Understand the 'as is' situation of the practice
 7. Analyse agreed elements of your business to identify opportunities for change and increased resilience
 8. Support for implementation for Practice forward view.

<https://www.england.nhs.uk/wp-content/uploads/2016/07/gp-resilience-prog.pdf>

 **Olivia Falgayrac-Jones**
olivia.falgayrac-jones@nhs.net

6. Integrated Community Services Team

We can:

- Support Practices to consider and implement changes to organisational structures. Enabling Practices to evolve and improve to deliver Primary Care at scale services with reference to;
- ICS model of care
 - Improvement of Practice systems and processes
 - Communication and Patient Participation
 - Diagnostics
- Self-care/Self-management/Telehealth
- Frailty/End of life
- Digital health
- Rehabilitation
- Voluntary sector/early help

Providing Practices with an understanding of the different options for organisational development which are available to improve access, improve efficiency and deliver a more sustainable and resilient General Practice.

- Data analysis

	Fiona Richardson	01202 541651	Fiona.Richardson@dorsetccg.nhs.uk
	Sarah Howard	01305 368079	Sarah.Howard@dorsetccg.nhs.uk
	Nichola Arathoon	01305 368912	Nichola.Arathoon@dorsetccg.nhs.uk
	Dee O'Neil	07468 708775	Dee.O'Neil@dorsetccg.nhs.uk
	Sarah Boltwood	01305 368050	Sarah.Boltwood@dorsetccg.nhs.uk

7. Expert Advice

Legal Workshop offer:

- As part of support to deliver local plans for 'at-scale' working we have agreed to support Legal Workshops. These are intended to be accessed by at-scale groups as part of the Local Plan, interested practices should discuss with their Chair/Local Transformation team and advise their Relationship Manager if they want to access this support. The support will be to fund a local legal workshop delivered by an agreed framework provider.

CQC offer:

- The CQC have offered a dedicated Officer to support and advise 'at-scale' General Practice groups. The CQC Officer can be contacted direct: Emma Bekefi emma.bekefi@cqc.org.uk

 0333 241 2495

 primary.care@dorsetccg.nhs.uk

8. Facilitation Support for Primary Care

We can:

- Provide facilitation support to all localities. Facilitation is intended to enable collective conversations leading to clear decisions and plans. This support can be used to facilitate discussions at:
 - Locality meetings;
 - Protected Learning Time sessions (PLTs);
 - Internal discussions within (vulnerable) GP practices as part of resilience support.
- Each locality will be offered the equivalent of 2 days of facilitation support over the next 6 months and it is for the Locality Chair to determine how they wish to utilise this support.
- Some localities may wish to utilise the facilitation offer during their additional PLT sessions during April and May, to support the progress of their transformation plans.

 01202 541 542

 emma.shipton@dorsetccg.nhs.uk

9. Local Profile Support

Business Intelligence

We can:

- Offer bespoke training and support for CHART and all PRIMIS tools (including GRASP-AF) delivered methods range from interactive webinars, 'how to guides' and tutorials to 1-1 direct support.
- Supply detailed knowledge and expertise on running MIQUEST queries and reporting from GP systems (both SystmOne and EMIS web) including generating bespoke queries/searches and report outputs.
- Provide analytical support, expertise and advice on numerous data sets including Acute Secondary Care, Referrals, Community and Mental Health, QoF etc.
- Offer a full suite for Primary Care interactive reports using various data sources included LES and DES returns
- Provide expertise and general advice on collection, analysis, reporting and presentation of data.
- Respond to general queries and enquires connected with completing LES and DES reporting templates.

Working with colleagues at Public Health Dorset we aim to produce a comprehensive Locality Profile to support prevention at scale. To include better decision making around how resources could be re-focused in areas to improve outcomes, improve efficiency and impact on the care and quality challenges.

We have allocated team support for each Locality which can be found on our website. Please see link below.

 <https://intranet.dorsetccg.nhs.uk/commissioning/localities/bi-contacts.htm>

10. Quality

We can:

- Offer advice and guidance around any professional issues related to:
 - Registration
 - Revalidation
 - Professional development
 - Pre registration training
 - Clinical supervision
 - Staff support
- Practices can contact us with any concerns or questions in relation to:
 - Care Homes
 - Quality monitoring team
 - Supporting quality improvement in adult social care including domiciliary services
 - LD residential supported living—this may include signposting elsewhere for specific advice and intervention
- There are also a number of specific areas where we can signpost to, these are:
 - End of Life care
 - Dementia
 - Pressure ulcer prevention and management
 - Complaints and patient experience

 01305 368 957

 [Jaydee Swarbrick - Jaydee.Swarbrick1@dorsetccg.nhs.uk](mailto:Jaydee.Swarbrick1@dorsetccg.nhs.uk)

11. Technology Enabling Care

We can:

- Support Practices to install an online consultation system, help supporting GPs spend more time with patients. Our IT team will work closely with you to ensure the right systems can be put in place for your practice.
- On-going programme supporting practices to change or upgrade their GP IT system of choice.
- Dorset Care Record <https://www.dorsetforyou.gov.uk/dorset-care-record>



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12. Investment

- Dorset CCG plans to invest £2.3m over 2 years to transform primary care, in line with NHS Operational planning guidance requirements. This fund should enable groups of practices working at scale to support delivery of the Dorset GP Forward View delivery plan. The investment is designed to be used to stimulate development of at scale providers for improved access, stimulate implementation of the 10 high impact actions to free up GP time, and secure sustainability of general practice”.
- Funding is intended to enable local plans to be delivered at scale securing:
 - Clinical leadership for member practices
 - Business/project support
- Each locality will receive an initial funding allocation for local investment with chairs taking responsibility for how this fund is used.



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Get in touch

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