

7. Winter Access & Escalation Plans (OPEN)

BNSSG Primary Care Commissioning Committee
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Overview

1. Winter Access Plan
2. Primary Care Escalation

1. Winter Access Plan aimed at:

- Supporting resilience and additional capacity
- Reviewing and addressing variation
- Increasing on the day appointments / urgent care needs
- Supporting access and patient experience
- Enablers

Scheme details

Scheme	Update
<p>1 - Enhanced General Practice Resilience & Quality Support Programme</p> <p>The enhanced General Practice Resilience and Quality Support Programme will provide support to a small number of BNSSG practices which will benefit from intensive, hands-on support to understand and tackle the root causes of resilience and quality issues. It will be used to compliment the national Time For Care Access Improvement Programme, ensuring that practices are able to tackle any underlying root causes and enabling them to maximise access for patients via the national programme.</p>	<ul style="list-style-type: none">• Practices identified for the programme which were not already in receipt of support have been onboarded to the support programme. 9 practices are currently participating in the programme.• Commissioning process between BNSSG CCG and One Care for additional programme capacity has been completed. Recruitment processes are in progress and there have been successful appointments made to increase the programme team capacity in the previous period.
<p>2. GP Clinical Network Service (GP-CNS)</p> <p>Provide an attractive GP homeworking opportunity: for those on the Mass Vaccination bank, GPs taking a career break, those who would otherwise retire or who have recently retired, those only wanting to work a few hours per week etc. To provide additional GPs to support patients and practices in BNSSG in and out of core hours.</p> <p>Envisaged as a GP service initially, it is anticipated that this could be extended to include a wide range of clinicians. Explore supporting 111 referrals.</p>	<ul style="list-style-type: none">• 1 practice participating in the scheme.• Scheme expanded to include additional administrative staff
<p>3. Digital remote consultation offer:</p> <p>Use of digital remote consultation third party supplier utilising an existing pan BNSSG EMIS platform</p>	<ul style="list-style-type: none">• Only 2 practices have submitted claims so far totalling 128 sessions (30,720 minutes)• Awaiting claims from other practices

Scheme	Update
<p>4. Mental health offer: VitaHealth offer of mental health First Contact Practitioner support - Explore centralised Mental Health hub</p>	<ul style="list-style-type: none"> • Initial proposal was revised to remote consultations due to Phase 3 advice to work from home. • Meeting arranged with Vita and lead clinicians 22nd March to discuss service and next steps.
<p>5. Same Day Urgent Care/ Expansion of Improved Access (IA): Flexible approach building on: - expansion of Improved Access (excluding Covid vaccinations and in addition to current IA specification) - previous winter pressures work - general practice same day offer at locality level</p>	<ul style="list-style-type: none"> • Responses received from 71 practices. Additional minutes totalling 370,057. Funding agreed for all requests. • Claims received for 105183 minutes to date. • Contacting practices that have yet to claim.

Scheme	Update
<p>6. Community Pharmacy/Meds Op Offer: a) Community Pharmacy Consultation Service* (CPCS): Extend the Community Pharmacy scheme Maximising CPCS sign-up and training for best practice utilisation eConsult and AskmyGP referral link to CPCS Use of alerts and digital solution for referrals from GPs Contraceptive pilot</p>	<ul style="list-style-type: none"> • Further training with practices has been undertaken and overall numbers referred to Community Pharmacy (CP) has increased. • BNSSG will pilot 111 online referrals to CP, going live 03.03.22
<p>6. Community Pharmacy/Meds Op Offer: b) Patient Group Directions: Develop further local PGDs</p> <p>c) Hubs: Accelerate development of PCN prescribing hubs: augment local resource offered to accelerate. Potential to start with practices in the resilience support list Deploy £120k national funding to support further Electronic Repeat Dispensing roll out in BNSSG</p>	<ul style="list-style-type: none"> • Some clinical queries around expansion of the UTI service have been raised which we are currently working to resolve. We have identified options which need discussion with medical director, urologists and potentially clinical cabinet. • Hay fever pathways are under development developed for Spring 2022. Also scoping an Ear Pilot to train a small number of pharmacists to examine ears, likely autumn
<p>6. Community Pharmacy/Meds Op Offer: c) Hubs: Accelerate development of PCN prescribing hubs: augment local resource offered to accelerate. Potential to start with practices in the resilience support list Deploy £120k national funding to support further Electronic Repeat Dispensing (ERD) roll out in BNSSG</p>	<ul style="list-style-type: none"> • Connexus have two practices within the PCN that are coming together to form a hub (Wells Rd and Birchwood). other practices in the PCN are considering joining. • ERD will be funded from national digital funding.

Scheme	Update
<p>7. Proactive and positive insights and engagement with our communities Use of local insights to support national comms campaign Support for signposting Practice website development Work with Health Watch, practice PPGs and voluntary sector Maximise use of health apps to support self-care</p>	<ul style="list-style-type: none"> • Social media campaign will start this week on Facebook and Instagram, using national assets. These will go out from the BNSSG CCG social accounts. This is a 'soft-launch' of the campaign. • Filming of the case studies should take place w/c 21 March. • Preparing for the full campaign launch in early April.
<p>8. Telephony: maximising benefits of cloud based telephony in general practice and supporting readiness for implementation of National telephony support programme</p>	<ul style="list-style-type: none"> • Scheme will support practices with the additional telephony costs incurred over the winter period with increased call volumes.
<p>9. Health Inequalities: Mobile handset and pay-as-you-go SIM cards to be provided to homeless population to support communication with service providers and attending scheduled appointments</p>	<ul style="list-style-type: none"> • Handsets purchased
<p>10. Health Inequalities: Hepatitis C Treatment for 70-80 patients in homeless population requiring treatment.</p>	<ul style="list-style-type: none"> • Provider liaising with UHBW regarding honorary contract for consultant for provision of Hep C treatment.
<p>11. Health Inequalities: Expansion of Family Centred Clinics - Community-based clinics developing a family centred approach to healthcare bespoke to the community in which the clinics are held to make every patient contact count. Clinics are currently delivering flu vaccine and Covid-19 vaccinations (including boosters), with the proposal to expand</p>	<ul style="list-style-type: none"> • Caafi Health are currently booking venues and recruiting a project manager. Clinical governance to be finalised.

Scheme	Update
<p>12: Health Inequalities: Find Your Village' pilot - project seeks improved outcomes for young refugee children and their families, by bringing families together and enabling them to meet their needs</p>	<ul style="list-style-type: none"> • Project lead working to secure funding from own organisation to support project to run for one year. To run the pilot for only six months cited as being challenging to recruit to and benefits/outcomes may not be realised.
<p>13: Health Inequalities Bid: Trauma Psychologist support to homeless pilot – Patient cohort generally have complex and traumatic backgrounds from which alcohol and substance misuse arises</p>	<ul style="list-style-type: none"> • Project lead to engage with BNSSG Mental Health provider to confirm capacity to support project
<p>14: Health Inequalities Bid: Dentistry Pilot – Access to dental services for homeless population who have very poor dentition resulting from intravenous drug usage and poor diet</p>	<ul style="list-style-type: none"> • Consultant from Bristol Dental Hospital confirmed to support pilot. Resources being purchased and clinic dates being confirmed at Homeless Health Service.
<p>15: Health Inequalities Bid: Bolstering Homeless Health Service workforce to support outreach clinics to rough sleeper accommodation set up under 'Protect and Vaccinate' local authority lead scheme.</p>	<ul style="list-style-type: none"> • Scheme is live
<p>16: Health Inequalities Bid: Mental health first contact practitioner from minority ethnic background, to offer support to young people of colour aged 11-17 years, who are requesting a GP appointment for mental health concerns in BIC PCN</p>	<ul style="list-style-type: none"> • BIC PCN are working with Off the Record (ORT) to develop this role.

Key Risks and issues

- Mobilisation lead in times have resulted in staggered scheme start dates
- New national online claims process mandated for practices and logistics of introducing new process is delaying ability to forecast activity and spend – final outturn position will not be known until end April

Mitigations:

- Programme governance supporting review and prioritisation of schemes based on regular assessment of deliverability and impact
- Developing practical guides to support claims process and working with national team to resolve issues

Next Steps

- Contact being made with practices to support claim submission by mid April
- Complete activity impact analysis by end April
- Reports on progress shared with the General Practice Collaborative Board (GPCB) and assurance reporting to NHSE
- Develop lessons learnt and evaluation with Winter Access Fund Steering Group in April to be shared with GPCB and PCCC end May

2. Primary Care Escalation

- 10 practices have contacted the CCG and One Care resilience teams to report an increase in covid related absence causing operational pressure in the past week
- Checklist in place to support practices reporting continuity pressures
- Locum availability in short supply to cover covid related absence
- Communications re-issued to practices setting out contact details to report resilience and business continuity pressures as well as procedures for reporting covid outbreaks