

GENERAL PRACTICE FORWARD VIEW

Midlands and East Bulletin

Issue one: September 2017

Welcome

Welcome to the first issue of our new bulletin bringing you the latest on how NHS England's plan to sustain and transform general practice is being delivered in the Midlands and East, the range of opportunities for primary care, and the benefits for GPs, the wider primary care workforce and patients. Our work is strongly focused on delivery on specific priorities. Workforce is our number one focus and we are also concentrating on improving access, resilience, and digital transformation.

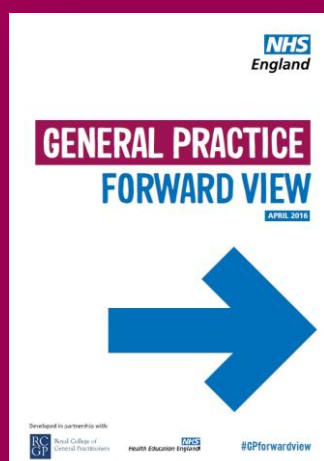
We have a dedicated team working with CCGs and Sustainability and Transformation Partnerships across the region, and in partnership with Health Education England and the Royal College of GPs, to help GPs, their teams and primary care commissioners make the most of the opportunities available and deliver real solutions that will sustain and transform primary care in the region.



These range from help for struggling practices, and plans to reduce workload, to expansion of a wider workforce, and investment in technology and estates, as well as a national development programme to speed up transformation of services.

We'll be exploring in detail what's already being done and what else is planned in future bulletins. If you have any queries or want to know more, please do [contact us](#).

Andrew Pike
Director of Commissioning Operations (East), NHS England



The **General Practice Forward View** is investing an additional £2.4 billion in primary care up to 2020/21. That's a real terms increase of 14%, some 6% higher than the rest of the NHS.

There are over 80 specific, practical and funded steps to create the foundations needed to enable general practice to take its place at the heart of population-based healthcare. Developed with the Royal College of General Practitioners and Health Education England, these are focused around five areas:

- **channel investment**
- **grow and develop the workforce**
- **streamline the workload**
- **improve infrastructure**
- **and support practices to redesign their services to patients.**

How will patients benefit?

Patients want high-quality care from their surgery, provided by a familiar team of healthcare professionals whom they know and trust and who know their medical history. They also want to be able to receive care in a timely fashion when they need it. Some patients want to be partners in their own care. They want the knowledge, skills and confidence to take more responsibility for their health and to feel more in control of their outcomes.

The GP Forward View aims to provide support for practices to build the capacity and capabilities required to meet these needs, including support to adopt new ways of working (at individual, practice and network or federation level) and to develop different ways of managing clinical demand. In addition to increasing self-care, this includes the use of different triage methods and development of the broader workforce or alternative services.

With changes in society and patients' needs, we will help general practice deliver more of its potential at the heart of the NHS.

GPFV in pictures

A new animation, which has been developed by a Clinical Fellow at NHS England, demonstrates how the GP Forward View supports local practices.

Nishma Manek, a GP trainee and Clinical Fellow to the Director of Primary Care at NHS England, created [the animation](#) as she is aware the GP Forward View can be hard to explain easily to her colleagues. Nishma said: "I really wanted to make fellow GP and practice team colleagues aware of what's being done. Even with the best strategy in hand, our success depends on pulling together as a profession to create a sustainable future for the generation coming through the ranks, and for our patients."



Outlining the vision



“We cannot close the NHS for three years while this transformation happens but carrying on the way we are now is not what patients or the workforce need or deserve.”

So said Dr Robert Varnam (pictured), the head of NHS England's national GP Development Programme, when he addressed senior primary care commissioning and STP leaders at a regional GP Forward View update event.

Those attending were able to review and develop their vision and strategies for sustaining and transforming primary care, and find out more about NHS England's GP Forward View plans and vision for the future.

There were also presentations by Cambridgeshire and Peterborough STP and Birmingham and Solihull STP on some of the new models of primary care within their areas. You can see the slides from all the presentations [here](#).

Workforce

Mark Sanderson is Deputy Medical Director and the clinical lead for workforce in the NHS England Midlands and East regional team. A GP by background, he was a partner in Cambridgeshire for 17 years until October 2016. He writes...



We know that workforce is the biggest issue for general practice. There are not enough GPs and workload is ever increasing as demand continues to grow. This is influencing the decision of new doctors to join general practice and, at the other end of the career scale, to leave it early.

The GP workforce has been changing too over recent years. Today's doctor is much more likely to be female and working part time in a salaried or locum role than the male full-time GP partner of old.

In Midlands and East, our target is to increase the number of full-time doctors in primary care by 1,502 by 2020 – our contribution to the national target of an extra 5,000 from the 2015 baseline*.

Health Education England is responsible for delivering an extra 193 GP trainees towards this figure and we have allocated the remaining 1,309 between the 17 STPs in our region. Each has a target based on a fair share and the number of extra GPs they have said they need in the primary care workforce plans for their individual geographic areas.

We are now helping each STP to deliver those targets in partnership with Health Education England. Our work is focused on both attracting more doctors into general practice and encouraging existing GPs to stay in the profession.

On the attraction front, programmes include a targeted enhanced recruitment scheme which funds a salary supplement to encourage GP trainees to work in areas like Lincolnshire where GP training places have been unfilled for a number of years.

Between 20% and 25% of GPs in our region are over 55 and going to leave the profession in the next few years. As well as national programmes like the GP Retention Scheme, local pilots such as GP Career Plus are offering greater flexibility and support to those on the verge of leaving general practice, so we can keep hold of their vital skills and experience.

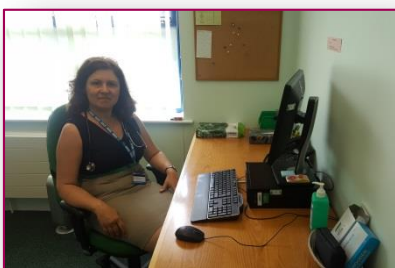
We need to evolve general practice so that it works at scale and is more multi-disciplinary. We are already seeing the benefits of a wider primary care workforce and how new roles like pharmacists in practices are helping patients and enabling GPs to focus on their skills where they are most needed, for example, on diagnosing and treating patients with complex conditions, and thus better manage the demands on their time.

Alongside this, we are helping GPs to take some simple but effective steps to free up time and resources by reducing the admin burden and working smarter and better as a team in their practices.

We look forward to sharing some of these successful initiatives that are already underway in the Midlands and East in future issues of this bulletin. Do let us know what you are doing to support and strengthen general practice in your locality so we can share the great work across the region and help everyone find solutions to the challenges we face.

** NHS Digital does a census of practices every six months and we urge all practices to make sure they complete their return. That way we will have a true picture of what needs to be done to address the workforce issues in this region.*

International recruitment



Dr Mihaela Koroknai, who is originally from Romania, works at The Ingham Practice in Lincolnshire West CCG

NHS England's chief executive Simon Stevens has given a commitment to recruit 2,000 or more GPs from overseas.

We are currently working out what the proportion of that national figure will be for Midlands and East. We already have two very successful pilots running in Lincolnshire and Essex and a further four have just been selected for funding in the programme roll-out: Birmingham and Solihull STP, Staffordshire STP, Cambridge and Peterborough STP, and Norfolk & Waveney and Suffolk CCGs. The four new schemes combined will be bringing 229 international GPs into our region. Recruitment will begin in the autumn.

To find out more about the International GP Recruitment Programme visit the [NHS England website](#).

Spotlight on: Improving Access

There are some very clear requirements for improving access to GP services. Nationally we have to ensure that by March 2018 50% of the population has access to extended GP services with 100% achievement by March 2019.

Around 25% of the population in the Midlands and East region currently benefits from GP extended access services through the existing GP Access Fund sites and six Transformation Areas. This figure will increase as planned funding becomes available to enable new areas to go live. We intend to reach 100% across all 61 CCGs in Midlands and East by 31 March 2019. Just over £105m is being invested in the region by 2018/19 to support this.

However, this is not just about meeting a target. We want to ensure we make the most of our opportunity through the GP Forward View to invest in general practice to enable sustainability today and transformation tomorrow.

Additional access funding is intended to develop general practice at scale as part of a wider set of integrated services. Part of this will involve ensuring better integration between GP practices, NHS 111 and urgent care which will help make healthcare better for patients, clinicians and other health staff alike.

Our GP Forward View delivery team is planning meetings with CCGs to review progress to date and see how we can help them deliver the seven core requirements that they need to meet as part of extended access. The seven core requirements cover standards for timing of appointments, capacity, measurement, advertising and ease of access, digital, inequalities and leadership and governance.

Over 70 staff from GP practices, primary care, CCGs and STPs took part in a regional GP Extended Access Workshop in Leicester on 25 July. As well as presentations on how the Improving Access programme works at national and regional level, a number of practices and CCGs shared how they are delivering extended access through new care models, different approaches like telephone consultations, digital technology and partnership working. You can see all the slides [here](#).

Improving access – how we can help

A range of national resources are being produced to support CCGs and practices to deliver extended access. These include the following.

- A national tool which GP practices can use to collect and assess their appointment activity and how it varies over time, and so better match supply and demand.
- Practical guidance on planning and delivering communications to meet the core requirement for advertising and ease of access.
- 10 'top tips' based on learning from GP Access Fund schemes, with an interactive PDF guide and webinars covering each 'top tip' in detail.

Recently published is an information resource to help address inequalities in access to GP services entitled [Improving Access to All](#).

Find out more about [improving access to general practice](#) and how it's already being delivered. If you have any queries or requests, please contact sue.hart10@nhs.net

General practice nursing workforce for the future

Our Chief Nursing Officer Professor Jane Cummings has launched a ten-point action plan to develop the roles that general practice nurses have in transforming care and making the NHS fit for the future. [Read about how the new plan](#), backed by £15 million investment, will prioritise where improvements are needed most.

Look out for more information on the action plan for General Practice Nursing in future editions of this bulletin.



Spotlight on: Clinical Pharmacists

“A whole new dimension to patient care”

The expansion of clinical pharmacy in general practice is one of the ways the GP Forward View is building the primary medical care workforce.

Clinical pharmacists work in general practice teams to help patients manage their medication effectively. This improves the quality of care and ensures patient safety as well as freeing up time for GPs to focus on patients with the most complex health issues.

In Midlands and East approved applications for clinical pharmacists in the general practice programme now means more than 100 clinical pharmacists covering some 380 GP sites will benefit in excess of 3 million patients.

Applications are considered on an ongoing basis and the next deadline is Friday 29 September.

[More information can be found on the NHS England website.](#)



John Higgins (pictured above left) and Graham Clarke (right) are part of the team of three clinical pharmacists working across five GP practices in Norwich.

They are proactively helping patients stay safe, well and out of hospital as well as supporting busy GPs and practice nurses.

They began work in spring 2016 as part of a pilot programme and have, according to one local GP, “added a whole new dimension to patient care”.

Many patients at the five practices are now able to see a clinical pharmacist rather than a GP, because they have the specialist knowledge to help – in just the same way as many patients will see a practice nurse. It means people see the right clinician in the right place at the right time, a key ambition for Norwich’s “OneNorwich” GP alliance.

John, who works from Norwich Practices Health Centre, said: “It has been a big success so far. One of the major successes is that patients enjoy seeing us face-to-face; they ring to thank us afterwards! If a GP is unsure about anything they can send me a note and I will do the prescription via the electronic prescription service (EPS) within ten minutes.”

Learning and Networking

Some 500 GPs, practice managers, other health professionals working in general practice and commissioners were able to



find out what has been delivered so far through the GP Forward View and what opportunities are available to help support general practice for the future at a series of 11 special events which took place across Midlands and East between February and April. The free events, organised and supported jointly by NHS England, the RCGP and Health Education England, focused on an individual STP footprints and had programmes designed by local clinicians to address local interests and needs. Those attending were able to:

- discuss the challenges and opportunities for general practice in the area;
- find out first-hand about initiatives which are already supporting GPs and practices, including new workforce roles and schemes like clinical pharmacists in general practice; and
- learn what is available to them through our [General Practice Forward View](#) plan (such as resilience funding, GP Career Plus, the GP Health Service, peer support and new technology).

Feedback from the events was very positive with attendees telling us:

- they were useful for sharing learning and networking
- they provided a great opportunity to share a consistent message across the area
- they were thought provoking on new ways of working
- there was a good selection of presentations
- they were enjoyable events.

Delegates said they would:

- look at the structure of their practice and streamlining
- apply lessons from the APNI pharmacists talk
- work more closely with GPs, nurses and wider clinicians
- think more about working at scale and the skill mix
- expand the workforce.

Primary care on show at Expo 2017

For the first time, NHS England had a primary care zone at this year's Expo, which took place in Manchester on Monday 11 and Tuesday 12 September.

Designed to look like a primary care hub with general practice, pharmacy and dentistry covered, the zone had half-hour mini theatre sessions over the two days covering a range of topics.

Visitors heard about the changing face of general practice and the difference investment is making to patient care, with examples from all over the country.

One of these was how Thurrock CCG and NHS England have been working together to transform primary care locally through four extended primary care hubs. Impressive results include an extra 19,000 appointment's, additional support to patients with complex needs, more flexible sessions, more GPs recruited, and a wider primary care workforce including clinical pharmacists and a specialist physiotherapist.



Wifi roll out

The [roll-out of NHS Wi-Fi to primary care has now moved into its second phase](#) which will see free Wi-Fi available to both patients and staff in all GP surgeries by 31 December 2017.

Free Wi-Fi for patients will allow them access to health and social care resources, online tools and services; empowering self-care and helping them to make informed decisions about their health care. [Further information about the GPIT programme can be found on the NHS England website.](#)

This Midlands and East Bulletin is designed to bring you the latest news and opportunities available through the GP Forward View. We want to reach GPs, other primary healthcare professionals, practice staff, LMCs, LPCs, commissioners, STPs and anyone else who is interested in sustaining and transforming primary care in Midlands and East. Please pass on the news to your colleagues who can [sign up](#) to our mailing list to get the next issue straight to their inbox.

Committed to engagement

We are committed to engaging and proactively communicating with GPs, primary care staff, professional bodies and other stakeholders to ensure our work meets their needs. We have already held a range of events, workshops and meetings since the programme began earlier this year. These have included a regional round-up for CCG and STP leads, a day with representatives of the 16 LMCs in the region, and a nationally-led workshop on access.

We are planning further workshops, as well as WebEx and other sessions over the coming months. Some of these will be practical and based on specific topics such as workforce, others will be an opportunity to meet with stakeholders. To find out more please [contact us](#).

We are also keen to share details of events others in the region have planned around the GP Forward View, so please let us know what you have coming up.

Stay in touch

To keep up to date with the latest news and information, please:

- sign up to NHS England's GP Bulletin www.england.nhs.uk/email-bulletins/gp-and-practice-team-bulletin/
- visit www.england.nhs.uk/gp
- watch NHS England's [Primary Care and NHS111 animation](#) bringing the Five Year Forward View Next Steps to life.
- join the discussion at Linked In <https://www.linkedin.com/showcase/10617743/>
- follow [@NHSEnglandMidE](#) on Twitter and use [#GPForwardView](#).

NHS England is setting up a national GP user group to help shape NHS England communications materials for general practice.

If you are interested in taking part, please contact andrewbarton@nhs.net for more information.