

# NORTH COTSWOLDS LOCALITY REFERENCE GROUP

Welcome to the first edition of the North Cotswolds Locality Reference Group Newsletter, which we hope you will find informative. The latest meeting was held on 17th January 2018.

The Reference Group was established to consult local people and organisations about the healthcare delivered to people living in the North Cotswold Locality. GP surgery representatives, members of the public, statutory service providers, parish and community groups and representatives from the voluntary sector attend the quarterly meetings.

## Bullet points:

- There has been a very good uptake of the flu vaccination this year. Advice is awaited from NHS England regarding next years' vaccines.
- There are ongoing problems with delays in processing referrals from GPs into Secondary Care.
- There is a county-wide review of Urgent Care being undertaken to find ways to improve access for patients and to allow GPs more time to focus on chronically ill patients.

## SHARING OF INFORMATION

The Chair of the Locality Reference Group, Dr Hywel Furn Davies, asked for the members' thoughts on how best to disseminate information shared at the meeting. It was agreed that, in addition to the Minutes being circulated to members, a Newsletter would be published for wider distribution and this would also be added to Practice websites.

## MEMBERS

It was acknowledged that it is important to encourage younger voices onto the Group to represent North Cotswolds. With this in mind Jill Roper, Practice Manager for Mann Cottage Surgery, has been in contact with Chipping Campden School to advertise for a volunteer from the school's sixth form to join the group.

## IMPROVED ACCESS PLANS FOR PATIENTS

All GP Practices in the locality are working collaboratively to provide additional GP appointments. These pre-bookable appointments will be available for North Cotswold registered patients at one of the following locations each day:

- ♦ Stow Surgery
- ♦ Chipping Campden Surgery
- ♦ Westwood Surgery, Northleach
- ♦ Moore Health Centre, Bourton on the Water
- ♦ North Cotswold Hospital, Moreton in Marsh

These pre-bookable appointments can be made through the patient's own GP Practice and will be available up until 8.00 pm Monday to Friday and on a Saturday morning from 9:00am-1:00pm. Urgent appointments will also be available Saturday afternoon and ALL day Sunday in Cheltenham, Gloucester and Stroud. This will provide an additional 25 hours of improved access for patients each week. Patients will be triaged by their own Surgery to ensure appropriate appointments are booked, thus reducing waiting times - it is hoped this will also impact on inappropriate attendances in A&E. Similar improved access pilots are being tested across Gloucestershire.

Technology is being implemented allowing clinical systems to integrate, whilst maintaining full patient confidentiality. This means that the GP seeing the patient will have full access to the medical record whilst ensuring that safeguarding and information governance are adhered to. The service will be monitored monthly to ensure appointments are best meeting patient needs, and to allow the Locality to make changes if required. A full countywide evaluation will be undertaken of the different pilots.

## CLINICAL PHARMACISTS



The Clinical Pharmacist Scheme was introduced into GP Practices last year, enabling a dedicated professional Clinical Pharmacist to work in Practices alongside GPs, Nurses and Dispensary staff to review all medications issued to patients to ensure best practice. This has proved to be a resounding success with savings of approx. £500,000 in prescribing costs across the locality and improved patient care.

This good work will continue and during the next few months a Clinical Prescribing Pharmacist will come into post to support each Practice. It is planned that the Clinical Prescribing Pharmacist will undertake face-to-face consultations with patients to review and advise on medication, thereby releasing GP appointments for other patients.

## CARE NAVIGATION AND CLINICAL CORRESPONDENCE



**Clinical Correspondence training** is being undertaken by Practice Receptionists and Admin staff to enable them to support GPs and other clinicians to free hours of GP and clinician admin time for patient care.

**Care Navigation training** has been designed and delivered to Surgery Receptionists to equip them with the tools and knowledge needed to assist GPs with triage and signposting so that patients receive

the most appropriate level of care. GPs supervise this process. Patient engagement is very important to the success of Care Navigation.

## COMMUNITY MATRON

### Community Matron:

Trudi Walker had been appointed to the new role of Community Matron in the North Cotswolds and will provide additional support to all five GP practices, supporting their frail patients. The Community Matron will build on the link between Primary Care and Support Services and will also be involved in the North Cotswolds Hospital discharges and multi-disciplinary team meetings ensuring that the best, and most appropriate, care is put in place.

## WINTER PRESSURES

Gloucestershire Clinical Commissioning Group is constantly investigating ways to improve access for patients, which is particularly challenging throughout the winter months.

## COMMUNITY TRANSPORT UPDATE

The North Cotswolds Community Transport Service (run by Cotswold Friends) has 80 volunteer drivers, 12 volunteer booking desk operators and currently undertakes 6,000 drives a year, 52% for GP and hospital appointments. There is concern about the potential impact of the Improved Access Plans on the Community Transport Service, with more evening and weekend drives being requested to get people to their medical appointments, and with people needing to travel further.

However, while it is recognised that public transport in the North Cotswolds is not sufficient, it is envisaged that the majority of the evening appointments would be pre-booked by the working age population, who generally do not use Community Transport.

Pilots that have gone live have not reported this as a problem and triage will assist in ensuring that the appropriate appointment is given to facilitate accessibility to all patients.

## HEALTHY COMMUNITIES UPDATE:

### Bourton on the Water Scheme:

Cotswold District Council are running a scheme entitled 'Strengthening Local Communities' which is a place-based 2 year project to improve health outcomes of local residents.

CDC are engaging with the Parish Council, Fire, Police and Youth services etc. to determine what project could best support the Bourton community.

### Physical Inactivity:

Research shows that the vast majority of the population is not engaging in physical activity.

CDC are keen to work with GP practices, the Community Wellbeing Service and others to improve physical activity in the North Cotswolds, which in turn will greatly impact on people's health outcomes and quality of life.

## COMMUNITY WELLBEING SERVICES

This service is available to patients and their families who may have a non-clinical need, for example, help with social isolation, information relating to what benefits may be available, putting people in touch with local services (i.e. clubs/support groups etc). GPs and Surgery staff are able to assist with putting people in touch with their local advisor and people are encouraged to ask about this service should they feel it would benefit them. Jo Spicer is the advisor for the North Cotswolds and she liaises with all 5 GP surgeries regularly.

Referrals for the Cotswolds were 219 in October - December. Mann Cottage Surgery has really embraced the service and have referred the highest number of patients for the Cotswolds.

Any ideas or suggestions as to how the service could be improved would be welcomed. Practices are highlighting the service on their websites and Newsletters.



## Dementia Advisor Service across North Cotswolds

There are 9 Alzheimer's Society Dementia Advisors covering the whole of Gloucestershire at present. They offer patients with a diagnosis of dementia an ongoing support service. Patients and their families can choose what level of support they need.

Dementia Advisors work alongside other agencies, in particular the Wellbeing Service, and can offer talks to patients in practices - which currently Mann Cottage are arranging for their patients.

Coffee mornings are also being held at the Memory Café in the George Moore Community Centre, Bourton.

In addition to this, the Alzheimer's Society helps with the transition from community to residential care, to ensure that families are given support to ask questions of care homes, in order to get the best care home provision.

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

## DATA SHARING

It has been asked whether there is a problem with the sharing of information between acute hospitals and GP Surgeries. Dr Furn Davies has confirmed that this information sharing is happening through the Summary Care Record, which ensures that the information is only viewed by people involved in the patient's care.

The Clinical Commissioning Group are also signed up to the Gloucestershire Information Sharing Partnership Agreement (GISPA), which brings together police, health and other local organisations in Gloucestershire to improve patient care.

