

OUR PLAN FOR IMPROVING ACCESS FOR PATIENTS AND SUPPORTING GENERAL PRACTICE IN DONCASTER

Increase and Optimise Capacity

- Infection Prevention and Control Guidance

Our nursing team will support practices to review their access arrangements following the revised IPC guidance published which reduces physical distancing to 1m to ensure that mitigations are put in place to enable face to face consultations to take place and walk in access to surgeries where feasible. **No additional funding required**

- Increasing workforce capacity

SYB Workforce and Training Hubs has a number of recruitment and retention schemes already funded including GP Fellowships, Nurse Fellowships, Physicians Associate Preceptorships and are developing further programmes including a Health Care Assistant Training Programme for those new to practice, Aspiring Leaders programmes and cross sectoral shadowing.

An analysis of what is actually in place in Doncaster will take place with support from the Place Workforce lead and Primary Care Doncaster Ltd to maximise the impact to support primary care in training, supervision and workforce resilience. **No additional funding required**

All five PCNs submitted their workforce plans for Additional Roles by the end of August 2021 showing a planned increase from 64 to 102 Additional Roles across the range of roles available. The revised iterations of the plan are due in by end October 2021. We will continue to work with the Federation and our PCNs to support the integration of these posts into primary care, to maximise their potential. This work will be supported by a refresh of the Doncaster Estates Strategy which will support the development of PCN

Estates Strategies. A notional £500,000 has been identified (£100,000 for each PCN) to support the implementation of this strategy this is not currently funded. **WAF £500,000 (SY&B 17¹)**

We also intend to provide further resource to expand the GP flexible pool in place across SYB and explore whether this can be extended to other health care professionals. **WAF £15,000. (SY&B4)**

We intend to explore the feasibility of using a remote at scale locum service for practices requiring additional capacity. A remote service costs in the region of £25 per 15 minute appointment. Depending on demand set aside an estimated **WAF £120,000 (SY&B4)**

- Moving to cloud based telephony

We will work with NHS England to audit and benchmark all practice based telephone systems to ensure that they are fit for purpose, a particular focus will be the provision of more phone lines for inbound and outbound calls with automated queuing and data about patient demand in order that the balance of call handling to demand can be struck. We have identified that we will need funding to supplement this audit and prioritise those practices most in need as well as to support the funding of new infrastructure, training and kit **£500,000 (SY&B 1 & SY&B 2)**

- Making Best Use of Community Pharmacy

Currently 4 practices in Doncaster are signed up to the Community Pharmacy Consultation Service which will help navigate patients away from practice appointments into Community Pharmacy. There is an ask that all practices sign up to the service by 1 December 2021. In order for this to be achieved some dedicated Community Pharmacist Support is required. Based on models elsewhere we estimate that a community pharmacist on the ground to support each practice site is required. The Hypertension Monitoring and Discharge Medication Service can also be supported through the same resource. An estimated sum of £24,000 (based on £240 per day 1.5 days minimum per site and ongoing support). The implementation lead will work with practices and community pharmacies to support implementation and share best practice. However there is an NHS England offer and therefore the estimate included in the ICS plan is £1,000 per PCN so for Doncaster **£5,000 (SY&B 14)**

- Supporting the COVID Vaccination Programme

¹ References link back to SY&B submitted plan

In order to ensure that the programme is not delivered to the detriment of core services the COVID Capacity Fund will be used to continue to support the establishment of pop up clinics, roving teams and out of hours vaccination support staff. **No additional funding required** (funded from the COVID Capacity Fund)

- Reducing administrative burdens

The Primary Care Delivery Group and the System Partners Operational Group will continue to meet to address processes that generate avoidable administrative burdens for general practice so that solutions can be implemented quickly and processes be put in place, where necessary issues will be escalated via Contract meetings/FPIGs with the Trusts.

We will progress work to support PCNs to establish an admin hub in each network to take calls away from practice systems and/or centralise key resources and functions. Learning from the COVID vaccination hub support which was set up very quickly will be useful. 5 X System One Hubs £7,500

1 x EMIS hub £10,000

We will also undertake an equipment audit to support changes in how practices are operating £45,000.

The total for the development of hub capacity including management support and admin staff required is **£162,500 (SY&B8 &11)**. As work progresses on the development of specific PCN hubs some of this funding may be diverted to create capacity in Doncaster wide priority areas such as a spirometry hub. Any development in this area will align with work on implementation of the Mexborough Community Diagnostic hub should it diverge into respiratory diagnostics.

We also wish to continue to support our Care Navigation Teams by ensuring ongoing training and development is included to support front door access to local practices and free up appointment capacity. Funding required **£5,000 (SY&B7)**

- Digital Tools

In order to divert patients away from the phones we will seek to optimise the online tools that are available for patients to use to book appointments, order repeat medications, and communicate with their practices. This will include using **hybrid** options (f2f, telephone, online, video), AccuRx video, AccuRx Patient Triage - supporting implementation & utilisation and the NHS App including increasing registrations and Doctorlink. We will continue to increase the numbers of direct booking appointments with 111..

We are working on robotic process automation and are in the position where we can automate three processes this financial year. With our colleagues in Rotherham this will be expanded to six areas and the learning can be shared between us. **No additional funding required (SY&B13)**

- Extended Access Service

The extended access service will continue to provide additional capacity through the Health Bus, Same Day appointments service and a new surge capacity solution commencing on 8th November that practices can book directly into Monday to Friday. **No additional funding required** as funded through the contract with Primary Care Doncaster. **(SY&B5)**

Address Variation and Encourage Good Practice

There is limited trust in the data that has been provided to establish what good access looks like. It has been suggested that a local solution to a data resource trusted and extracted directly from practice information systems would be preferable. Funding will be set aside to support practice resilience and validation of the data including alignment of services to fit with optimal care models. **£67,000 (SY&B10,15,16)**

We have already set in train our digital optimisation programme with existing core systems and tools. We want to work with PCNs and practices to improve websites to enable patients to be signposted appropriately and have support from Redmoor Health to do this piece of work. We also have plans to improve access to our Integrated Doncaster Care Record through a single sign on process. **(SY&B12)**

Once the RCGP has developed its evidence base on hybrid access models and provided professional guidance practices will be supported to work through the optimal blend of remote and face to face triage and care as appropriate. **(SY&B16)**

All practices will be asked to consider engaging with Time For Care where they have not already. Three PCNs have no practices that have engaged with this support and therefore will be supported to do so. This is funded separately through the Access Improvement Programme by NHSE/I.

It has been agreed across the ICS that the identification of practices requiring additional support to enable resilience through the winter should be a supportive exercise. We aim to use the funding available to us through practice resilience funds etc to allow

practices the head space required and to engage with the wider primary care team in the support required whether this be through Primary Care Doncaster, CCG primary care, digital, medicines management or quality teams, to review appointments or access systems or discuss pressures/concerns. Where this requires input from the wider system stakeholders these will be channelled accordingly. **(SY&B10 &16)**

Zero Tolerance of Abuse and Public Communications

We have launched our zero tolerance policy recently and as part of the dialogue with practices will review whether there are additional security or premises improvement needs, or training/backfill support that can ensure our staff are safe in the work place.

Much of this plan requires behaviour change and we need to be realistic about how much that is going to achieve. We will need a sustained public communications campaign to:

- Promote our zero tolerance approach
- To promote the digital offer
- To advertise the services that are available and how patients may access them
- To explain that general practice is about much more than the GP and promote other health professionals
- Clarify what to expect when entering the GP practice – revised IPC rules etc

Cost estimated **£10,000 (SY&B9)**

Summary of Costs

Premises £500,000

Flexible Pool £15,000

Remote locum service £120,000

Telephony £500,000

Community Pharmacy £5,000

Hubs £162,500

Comms budget £10,000

Care Navigation £5,000

Practice Resilience £67,000

TOTAL £1,384,500

ANTICIPATED ALLOCATION £1,384,000