

## **Pilsley Branch Surgery - Quarterly Progress Report to the Primary Care Co-Commissioning Committee (PCCC).**

### **Q2 Report to the October PCC Committee.**

#### **1. Introduction**

The previous report provided by Staffa Health to the PCC (written in July 2020) explained the operating model of the practice in light of Covid-19 pandemic.

Since July the operating model has largely stayed the same, however we are now providing face to face services to patients at Pilsley surgery three mornings per week (Tuesday, Wednesday and Thursday). There are two blood taking clinics, three GP sessions and two practice nurse sessions provided per week.

The current operating model across is summarised below:

#### **Current Staffa Health Operating Model (September 2020)**

- All patients who contact the practice for an appointment with a GP or nurse practitioner are given a telephone or video consultation that day in the first instance (for both urgent and routine matters).
- After triage, patients who cannot be managed remotely and need to be seen in surgery are invited into surgery, usually the same day.
- Patients are asked to phone before 4pm for a telephone consultation that day. After 4pm only requests for help with urgent medical matters will be taken.
- Patients are able to complete an eConsultation online 24 hours a day, 7 days a week on the Staff Health website. These are responded to within 1 working day, usually with a call back, face to face or video consultation.
- Nursing appointments such as long term conditions reviews and blood tests are available and are being booked in advance.
- The only procedure/appointment/treatment we are not carrying out is Spirometry for infection control reasons.
- All face to face appointments for 'green' patients (screened as having no Covid-19 symptoms) are taking place at Tibshelf, Holmewood and Pilsley Surgery. A back entrance at Tibshelf surgery is available for those who are considered more vulnerable (shielding patients).
- Some procedures are being carried out outdoors in the car park at Tibshelf or Holmewood surgery as 'drive through' attendances to minimise any risk to our highest risk patients where appropriate.
- The Stonebroom site is still being utilised for patients with symptoms of Coronavirus where they cannot self-care or be managed remotely, this is a designated 'red hub' site for South Hardwick Primary Care Network and is completely closed to all patients except patients with possible Covid-19 symptoms.

- Holmewood surgery is designated as a green infant zone with all mother and baby immunisations for Staffa Health patients taking place here.
- the Pilsley site is still being used as a blue site/safe haven for staff who's risk assessment identifies them as at highest risk of Covid-19 and who cannot see patients face to face or carry out their duties at home. This is in addition to the clinics provided there on a Tuesday, Wednesday and Thursday.
- Home visits are being conducted either by the Staffa Health team or the local Red Home Visiting Service for Covid-19 patients.
- We have provided additional sessions to clear the backlog of appointments that were safe to delay during the first wave of the virus such as routine blood tests, cervical cytology, contraceptive implants and devices. The majority of these have been brought up to date but there are still a few cervical screens and coil fits to be completed.
- Sneeze screens have been fitted at reception in all waiting rooms and doorbells where required.
- Appointments are being provided on a Saturday morning again, these are telephone GP appointments, coil fits, cervical cytology and blood tests.
- The front doors to all surgeries still remain closed at all times. Only patients with face to face appointments arranged by the practice are able to access a surgery.
- Reception services are only available via telephone and not in person. Paper prescription requests are no longer accepted over the reception desk or in the post. Patients must order prescriptions via the Medicines Order Line, through the NHS App or other Online Service or through an arrangement with their Pharmacy if they are vulnerable.
- Flu vaccination clinics are taking place in community venues and surgeries in September and October for Over 65s, under 65s at risk and 2-3year olds.
- Patients have been kept informed of the changes from the outset. The practice has been particularly keen to ensure patients know that the service is still operating and although the access method may have changed the service is still fully functioning. Social media and our website has been utilised for this, an example of the sort of information we are sharing is shown here.

**STAFFA HEALTH**

Across the Staffa Health Surgeries we are all working hard to provide services through these challenging times.

Throughout the month of August we have:

- Taken **28,336** incoming phone calls
- Made **8,124** outgoing phone calls
- Done **4,060** telephone and video appointments
- Seen **2,047** patients for face to face appointments
- Dealt with **363** e-Consults
- Reviewed and actioned **2,917** test results
- Issued **15,665** items on prescriptions

**OPEN** **NHS**

To protect you from coronavirus, your GP practice will try to help you remotely and then see you face-to-face if needed.

The poster includes several medical icons: a stethoscope, a first aid box, a syringe, two pills, and a doctor's head.

## 2. Progress report

The following action plan details the work the practice has been doing to meet its obligations with regards to working towards the Pilsley branch closure.

Key to RAG Rating:

	Completed
	In progress
	Not started

	Action	Update	RAG Rating
1	Review current service offers to increase overall capacity at the practice, e.g. GP to provide additional capacity to triage demand for same day urgent care	<ul style="list-style-type: none"> <li>Following a change in our operational model 100% of all patients who contact the practice for an appointment each day (for urgent or routine matters) are given a telephone consultation that day. Where patients need to be seen face to face this will also be provided the same day.</li> <li>Patients are also able to complete an online consultation (eConsult) 24 hours a day 7 days a week. These are responded to within 1 working day.</li> </ul>	
2	Work with the Pharmacy to review opportunities for additional or enhanced services which can continue following Pilsley branch practice closure	<ul style="list-style-type: none"> <li>Further discussions are planned with the Pharmacist and the Regional Manager of Well Pharmacy in Pilsley. Further updates to follow.</li> </ul>	
3	Increase the number of telephone, online and video consultations available and support patients to ensure they are able to access these services	<ul style="list-style-type: none"> <li>From 15<sup>th</sup> March 2020 Staffa Health have offered telephone or video consultations for all urgent or routine requests (not including nursing appointments such as blood tests).</li> <li>Online Consultations were launched on the 7<sup>th</sup> April 2020 (eConsult) and are available to patients 24 hours a day 7 days a week via the Staffa Health website. Patients can expect a response within 1 working day. Use of this service is increasing and over 100 are now being sent in each week.</li> </ul>	

		<ul style="list-style-type: none"> <li>In July the PCC were keen to understand the practices plans to engage with patients around the changes that have taken place in accessing primary care services and how video and telephone consultations might mitigate some of the original concerns that were raised in the Consultation process. Ruth Cater has raised this with the developers of the system that is being used for video consultations (accurx) and they are looking to develop an inbuilt feedback mechanism that can go to a patient after the consultation to ask them a few questions about their experience, In the meantime a survey has been compiled that we will issue from October to allow patients to tell us how they have found the new methods of consulting (telephone, video and eConsults).</li> </ul>	
4	Streamline routine reviews for patients with long-term conditions and move to an annual review where possible	<ul style="list-style-type: none"> <li>All annual Long Term Condition (LTC) reviews have been pulled into a single appointment process that takes place in a patient's birth month from the 1<sup>st</sup> June 2020.</li> <li>In addition to this a patient's annual medication review is also now being incorporated into this birth month review.</li> </ul>	
5	Consider availability of bus travel and transport, and the reliability of the service is accepted as a reason why patients may be late to appointments	<ul style="list-style-type: none"> <li>The availability and reliability of the local bus service is acknowledged. The practice will accept this as a reason for lateness to appointments for Pilsley patients and their appointment will be accommodated.</li> </ul>	
6	Display a poster notifying patients of the outcome of a conversation between NHSE (KW) and the Local Authority, around possible changes to bus schedules.	<ul style="list-style-type: none"> <li>The local bus service in Pilsley has been discussed by the CCG with the Local Authority and the service provider Stagecoach. Due to a significant reduction in passenger use as a result of the Covid-19 pandemic bus services in Pilsley are operating to a reduced frequency. In common with other bus routes, the frequency of future timetables is under review. As yet no decision about the future of this service has been made. Regrettably, Derbyshire County Council, the CCG and the practice are not able to fund or subsidise any future transport solutions in Pilsley. The practice are aware of this issue and will communicate any further</li> </ul>	

		<p>developments with patients as they become known on their website.</p> <ul style="list-style-type: none"> <li>• Changes to the practice’s operating model means the frequency of face to face appointments has reduced and therefore the need to travel to a surgery is lessened as patients access more of their care over the telephone and online. These changes will remain post Covid-19 pandemic and will therefore support patients to access care from home rather than rely on public transport to surgeries.</li> </ul>	
7	<p>Take steps to improve car parking arrangements at the remaining three premises</p>	<ul style="list-style-type: none"> <li>• The Tibshelf surgery landlords have purchased the house and garden that sits within the curtilage of the existing surgery car park and are proposing to convert this area to car parking, subject to the appropriate planning permissions. This would increase the number of car parking spaces from 39 to 51.</li> <li>• Plans to increase the capacity of the Tibshelf car park and the surgery are being submitted to the CCG in October for agreement in principle.</li> <li>• The Car Parking at Holmewood surgery is considered more than adequate, even with increased future attendances. The Holmewood practice is surrounded by two council owned car parks that are for community use and can accommodate 50+ cars.</li> <li>• The Stonebroom surgery has limited car parking capacity, however there is on street car parking available on the main road and surrounding estates.</li> <li>• The move to a telephone based service has significantly reduced the number of cars parked at all surgeries. A previous audit of car parking at the Tibshelf site in June showed that the car park was on average only 57% occupied over a day and this has not changed significantly.</li> <li>• Whilst it is anticipated the levels of face to appointments will increase in future the practice have implemented a telephone consultation first model which will continue to keep the number of attendances to a</li> </ul>	

		minimum.	
8	Undertake work on their premises in order to increase the number of clinical rooms at the main Tibshelf site.	<ul style="list-style-type: none"> <li>The Tibshelf surgery development proposal is being submitted to the CCG in October for agreement in principle. An interim internal reconfiguration will provide an additional 4-5 consulting rooms (Pilsley Surgery currently has 5 clinical consulting rooms).</li> <li>A second set of plans for a +250msq extension at Tibshelf are also being submitted for agreement. A planning application will follow once approval in principle is given.</li> </ul>	
9	Identify new ways of providing supportive and proactive care to the most vulnerable patient groups	<ul style="list-style-type: none"> <li>The practice committed to identifying new ways of providing supportive and proactive care to our most vulnerable patients such as: <ul style="list-style-type: none"> <li>Frail elderly</li> <li>Less mobile</li> <li>Disabled</li> <li>Low incomes</li> <li>Mental health</li> <li>Young families</li> <li>Carers</li> <li>People in poor health</li> </ul> </li> <li>The recent changes to service provision has made access for all of the above patients easier with appointments being given the same day in all cases and the majority conducted remotely thereby reducing the need to travel to a surgery.</li> <li>Shielding patients, patients with dementia and patients with a learning disability were contacted by phone to check they were safe and well and have the support they needed during the initial Covid lockdown. Deaf and hearing impaired patients were contacted to explain new processes and options to help them access services. Around 50% of patients over 70 years were comfort called and these calls were well received.</li> <li>The South Hardwick Primary Care Network has two social prescribers in post who support patients with physical or mental health or wellbeing issues.</li> <li>The practice is piloting the use of the Comprehensive Geriatric Assessment for frail elderly patients. These assessments are being done for new patients registered to care</li> </ul>	

		homes at the moment but if successful will be something we would complete for other vulnerable patients in the community. A Multidisciplinary team meeting is held every week for care homes patients. Lead staff members from the relevant health and social care providers attend a Microsoft Teams meeting to discuss care plans for care homes patients. The meeting is chaired by Dr Ruth Cooper.	
10	Provide home visiting capacity to support the housebound and frail elderly	<ul style="list-style-type: none"> <li>It is recognised that there may be an increase in requests for home visits for Pilsley patients who are frail and would find travelling to another surgery difficult. The practice will still operate a strict home visiting policy based on health need; however we have taken steps to increase our capacity in this area. We currently have additional capacity and anticipate that this will continue once services return to normal after Covid.</li> </ul>	
11	Review practice operating models, administration systems, timing of appointments and appointment types to ensure these work for patients and with a view to improving access where possible.	<ul style="list-style-type: none"> <li>Since the onset of the Coronavirus pandemic the practice's operating model has changed in every aspect. See summary at the beginning of this paper.</li> <li>We have quite quickly expanded our spectrum of care methods and now offer remote methods such as photo messaging, eConsult, video consult and text messaging in addition to telephone consultations, face to face appointments and home visits.</li> <li>Our new operating model has significantly improved access times for consultations and administration processes for patients at all surgeries. There is less necessity to travel to a physical surgery either for consultation or for tasks such as prescriptions, registration or collection of sick notes, records and other information and this will continue post pandemic. Some electronic tasks are completed much quicker than past paper-based processes.</li> <li>Our operating model will continue to be reviewed at regular intervals in order to improve access for all patients.</li> </ul>	
12	Ensure communications is	<ul style="list-style-type: none"> <li>Updates for all patients on the current</li> </ul>	

	<p>robust within the twelve month period to keep Patients' informed of progress.</p>	<p>operation of the practice have been provided on our website and in surgeries.</p> <ul style="list-style-type: none"> <li>• A patient Newsletter was drafted in June 2020 and this included an update on the Pilsley Surgery. This is available on our website and social media while the practices are not open-door.</li> <li>• The Staffa Health Facebook page posts updates for patients on a daily basis and has over 700 followers.</li> <li>• The PCC reports will be made available on the Staffa Health website.</li> <li>• Pilsley Parish Council have also been sent a copy of this report for information.</li> <li>• Communications will be ongoing as things change.</li> </ul>	
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25.09.20