

# **General Practice Access Plan**

## **Staffordshire and Stoke-on-Trent**

### **July 2022**

# Summary of completed actions/achievements



## Public communications

- 5 key messages to help patients better understand primary care continue to be promoted across the campaign
- Primary care toolkit, materials, posters, translated and accessible materials distributed w/c 13 June
- Campaign landing page on the ICS website is now live [Know Your GP Surgery - Together We're Better \(twbstaffsandstoke.org.uk\)](https://www.twbstaffsandstoke.org.uk)
- Survey via ICS People's Panel complete, feedback from the responses is reflected in the campaign
- Advertising in the community is being encouraged via patient groups, libraries, community centres etc
- Translated and accessible materials will be shared with community groups, faith leaders so that they can choose the best medium for their communities.

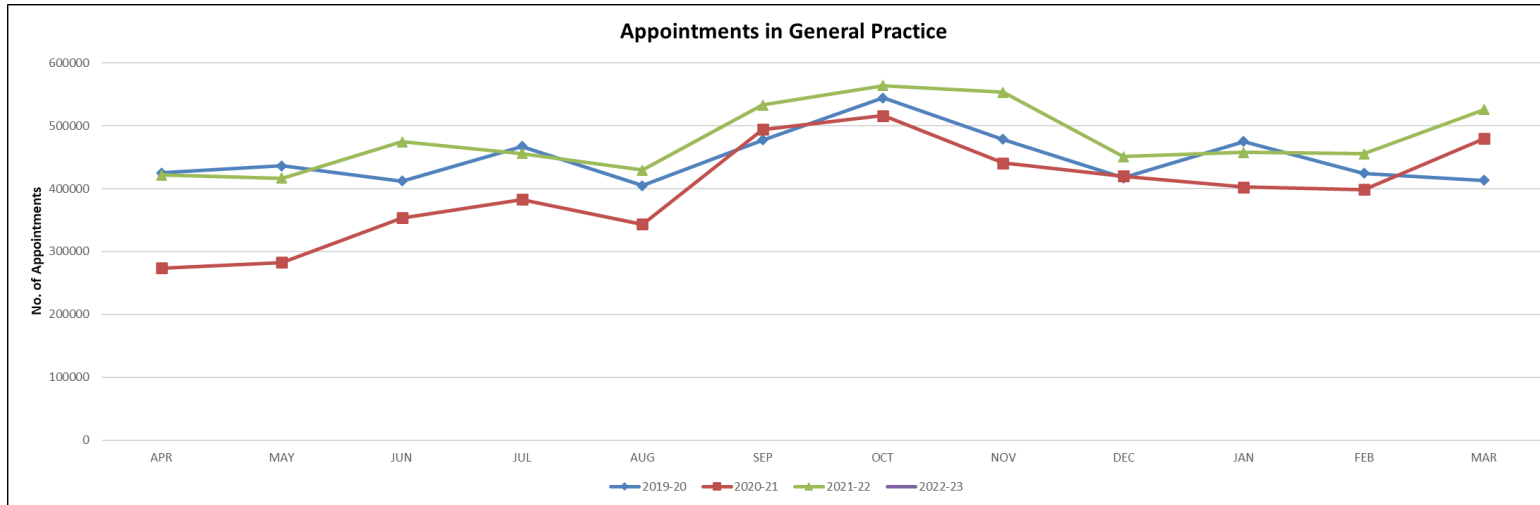
## Digital

- Undertaken targeted discussions with practices around our Digitally Enabled Primary Care Services project to improve their digital capabilities and infrastructure
- Purchased an online consultation solution from AccuRx, following the end centrally funded NHSD national contract.
- Provided practices with additional IT equipment where this has been requested
- Promoted NHSE's national cloud-based telephony offer
- Redmoor Health supporting practices plan and implement advanced telephony
- Continued to rollout additional Teams DDI lines to GP Practices where this has been requested and supported with technical guidance
- Supported configuration of practices within GP connect to allow direct booking capabilities from 111
- Beginning configuration of a pilot PCN fo GP Connect to allow direct booking capabilities from 111
- Redmoor Health support for patient communications - websites, social media and messaging

## Quality variation and resilience, training and development

- Re launch of the Time to Care Programme – practices have been offered 'Accelerator programme'
- Quality visits complete, themes and trends will be identified and worked up into a document to be shared with PCC
- Training package for GP receptionist will go live from July 'Weathering the storm' supporting staff post covid.
- Package of support for PCNs on managing challenging situations/violent & aggressive patients has been rolled out – evaluation underway
- Primary Care Health and Wellbeing sessions – needs analysis survey - The Staff Support and Counselling Service provide a suite of workshops and we are looking to arrange a wide range of these topics for Primary Care staff across Staffordshire and Stoke on Trent. The topics range from challenging unhelpful thinking, a manger's response to stress and taming anxiety.
- Staff Psychological Wellbeing Hub - Our team of qualified mental health professionals is here to offer help, support and give advice to staff who feel they would benefit from some additional support for their psychological wellbeing. We can give space for you to talk about your individual experiences, give advice and signpost to potential sources of support and help you to access evidence-based therapies if required.

# Consultation data – April 2022



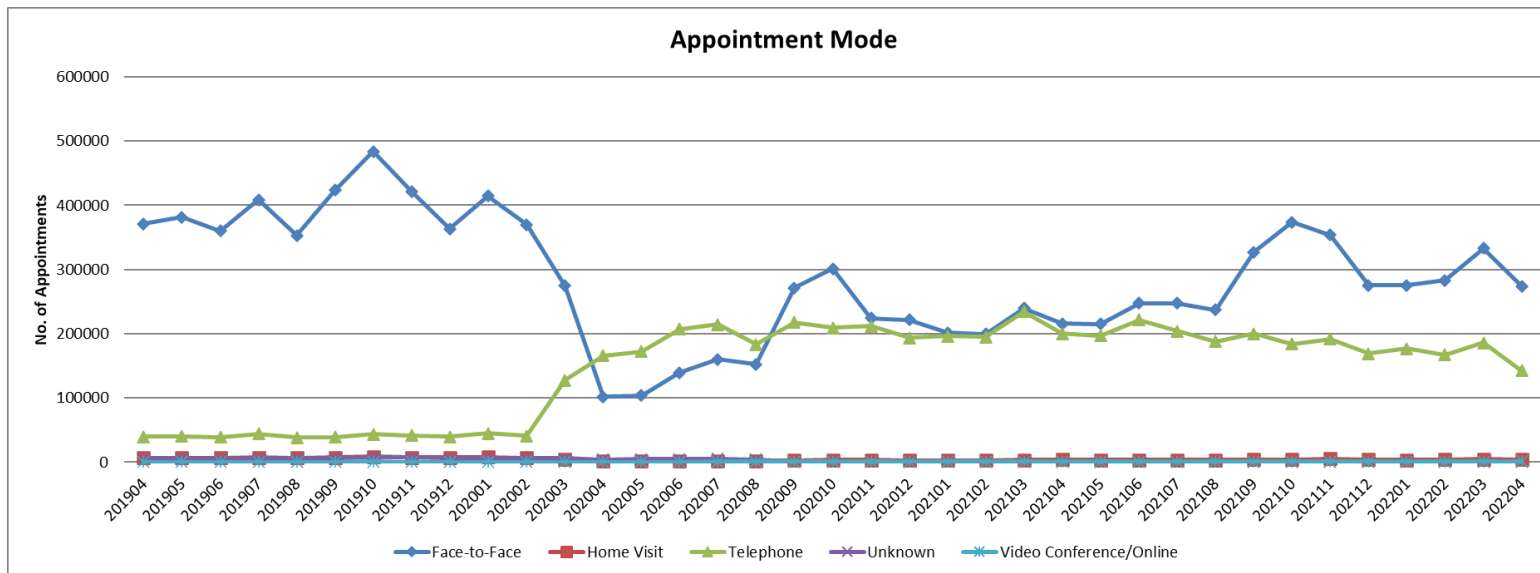
## Appointments in General Practice:

- Year on year comparison shows appointment activity for April 2022 is inline with April 2019.

## Appointment Mode:

- 64.8% of Appointments took place face-to-face during April 2022.

*Please note the source of data has changed from internal GP clinical system extracts to the nationally published Appointments in General Practice data.*



# 7-point plan areas and actions for July 2022

## **1. Communications**

- Out of home advertising is now live: traditional media such as digital advertising, bus shelters etc
- Online campaigns via Facebook, spotify and Instagram
- Website copy is now live [Know Your GP Surgery - Together We're Better \(twbstaffsandstoke.org.uk\)](http://twbstaffsandstoke.org.uk)
- Two posters and two audio recording in top five languages for Staffordshire & Stoke –on- Trent. These will be shared with community groups, faith leaders etc so that they can choose the best medium for communities
- In the process of signing off Primary Care materials to provide every practice with a toolkit to standardise the messages that they are giving out to patients such as; briefing sheets, patient text messages, copy for websites, prompt cards to help with conversations

## **2. Access Improvement Programme (Accelerator Programme)**

- The programme is delivered by the national Primary Care Transformation team using a hybrid model of face to face and virtual engagement. Practices who engage with the programme will receive backfill funding which will be confirmed as soon as possible.
- Locally our Primary Care team is beginning to engage with practices to sign up to the scheme
- To sign up practices need to attend a 60 minute introductory webinar – there are 8 webinars over a 2 week period mid/end of June. Practices only need to attend one of the webinars on offer. The programme will commence in September 2022.

## **3. Record Keeping**

- Access Support Package – practices are beginning to undertake the schemes and working closely with the Primary Care on any queries or support needed
- Each element of the package has a lead name attached to support the practices in achieving the scheme
- Practices are beginning use their results to turn into an action plan

# 7-point plan areas and actions for July 2022

## **4. Digital Solutions**

- Aspiration to enable full adoption of cloud-based telephony across all practices as rapidly as possible.
- Redmoor Health supporting practices with advanced telephony - exploring benefits of implementing advanced telephony, workshops to be delivered to look at different aspects of advanced telephony
- Training for key clinical systems including GPAD, Electronic Repeat dispensing, and core systems has begun and will run over the next 12 months
- Digital Journey Planner with Redmoor Health – first modules looking at patient communications (Websites, social media and messaging)

## **5. Quality, variation and resilience**

- Re launch of the Time to Care Programme – practices have been offered 'Accelerator programme'
- Training package for GP receptionist will go live from July 'Weathering the storm' supporting staff post covid.

## **6. Training and development**

- Primary Care Wellbeing Ambassadors - We will soon be offering the opportunity out to all staff to become a Wellbeing Ambassador for their local teams. Wellbeing Ambassadors will be implemented to promote, identify and signpost to support services to their immediate colleagues.
- Having safe and effective wellbeing conversations - The programme, co-designed with a number of NHS organisations and to be delivered by trained facilitators from Passe Partout, will support delegates to understand what a wellbeing conversation is, when it may be appropriate to initiate one and provide them with additional knowledge and skills to have safe and compassionate conversations about various aspects of wellbeing.
- Financial wellbeing - We recognise that this is a difficult time for our NHS people and we know that financial concerns have consistently been in the top five reasons our people call the free support helpline run by the Samaritans.

## **7. Workload initiatives**

- Community Pharmacy Consultation Scheme – continues to be utilized across the patch
- A Enhanced Access webinar is scheduled to take place on Friday 24th June to go through the plan submission process, timelines and frequently asked questions. PCNs will be required to submit a plan for delivery to meet the requirements of the DES by the 31st July 2022 and Plans must be agreed with the CCG by the 31st August 2022 with service delivery commencing 1st October 2022.