

BGPA PRACTICE NEWSLETTER

A Newsletter for BGPA Practice Members

Celebrating BGPA's 5th Birthday

A message from Dr Kelly O'Loughlin, GP Director

I am immensely proud of BGPA and all it has achieved in the past five years. I feel incredibly lucky to be part of an enthusiastic, committed and innovative team who seek to solve problems and look at new ways to do things.

The learning curve has been, and continues to be, steep. The changing landscape of health care and primary care leads to many unknowns. However, our vision remains the same: to deliver high-quality care to our patients in the right place, at the right time, by the right people. This is important at every level and to have the opportunity to influence and inspire through BGPA keeps me motivated, abreast of change and impassioned to make a difference.

I have many highlights during my time as a director of BGPA: seeing the Primary Access Hubs grow and develop into a fantastically well-functioning service to the point where we cannot remember a time without it; the successful CQC inspection which saw us prepare for the unexpected and receive a 'good' with areas of outstanding practice (this really showed off our team working and ability to be adaptable, work under pressure and pull it all together); the successful acquirement of the care home contract, supporting Bromley general practice in an area where they were really struggling; and the launch of BETH, bringing healthcare education and training in Bromley under one umbrella.

As we continue to grow and support primary care with the new contract and the rapid development of PCNs, it is essential that BGPA continues to engage with its member practices to come up with fresh ideas willing to challenge our direction. BGPA was developed for primary care by primary care and needs you!



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Out & About in Practices

Your thoughts and ideas for BGPA support:

- **Making use of practice space:** BGPA is grateful to those practices that are able to offer space to run services. Often site locations are pre-determined by Bromley CCG in accordance with local need. Access to good public transport to maximise footfall is a clear requirement. BGPA will email practices when searching for venues or alternatively please send details to Debbie Kinchin (d.kinchin@nhs.net).
- **GP Team Net ~ variable uptake across practices and time taken to set up:** BGPA invited Jenny Reeves to showcase the merits of GP Net at a Practice Managers Forum and BETH are setting up additional training to offer further support.
- **GP Hubs ~ unmet need in north of the borough with patients reluctant to travel, though overwhelmingly positive response and highly regarded by practices and patients alike:** Thank you to all concerned in supporting this local service. A winter hub is being established at Summercroft to reduce pressure on the PRUH site and reduce long waits at Urgent Care. Practices will also be able to book into the service. BGPA is also looking to set up a hub at the Links in the New Year.
- **BETH ~ need for more childhood immunisations, smears, chaperone training & travel vaccination courses:** BETH is currently developing its course offering for 2020-2021 and all these comments have been taken on board. BETH will be offering all of these and much more. Please look out for further opportunities to feed back training requests to help BETH tailor the training in Bromley to what you, on the ground, want.
- **Nurse Clinics (dressing service, smears):** BGPA is establishing nurse clinics in the hubs in the New Year. They are currently being trialled in some extended hours settings.
- **Bromleag Care Practice ~ handover date:** BGPA has met some resistance in some homes. It can only move forward once all the registration forms have been completed and residents' consent obtained. This has proved quite a challenge to navigate, though BGPA expects to complete by the end of 2019. **Could BGPA support some of our residents in extra care housing schemes to understand the proposed changes?** BGPA has appointed a Social Prescriber (starting November 2019) who will have two days per week dedicated to supporting the residents within the care homes across Bromley.
- **Use of BGPA Services (dermatology, vasectomy, headache, phlebotomy, health checks etc):** Practices overwhelmingly supportive. No concerns other than waits for dermatology and vasectomy. BGPA has submitted a business case for additional funding to reduce waits for both services.
- **Workforce is a major challenge ~ help is needed to employ staff (clinical pharmacists, physician associate, social prescribers, ANPs etc):** BGPA is working with a number of PCNs to support the recruitment and employment of additional staff into primary care. BGPA will run the process from advert to recruitment/employment with the practice/PCN selecting the successful candidate.
- **Could BGPA offer a bank admin service to practices to cover sickness and leave?** BGPA is happy to progress this on the basis that BGPA Member Practices support this and would ask them to agree to their own staff being encouraged to sign up to enable cross cover. BGPA would also look to source additional support to bolster capacity.
- **Could BGPA offer centralised HR / legal support to practices?** Yes, BGPA is able to secure HR support at a competitive rate if there is sufficient interest across practices. BGPA will raise with Practice Managers via the Forum to discuss.
- **Could BGPA offer Minor Surgery to practices?** BGPA is happy to explore this if there is sufficient interest from member practices.



- **Could BGPA offer cosmetic services to patients?** BGPA is supporting a new aesthetics service run by two Bromley GPs held on Saturday morning in central Bromley.
- **Could BGPA offer a Home Visiting Service?** As above, BGPA is happy to explore this if there is sufficient interest from member practices.
- **Could BGPA offer a bookable phlebotomy service in Beckenham as an alternative to long waits at the Beacon?** BGPA was asked by Bromley CCG to establish a service in Beckenham. A further site was opened in October at Eden Park.
- **Please offer an alternative to evening meetings. GPs with families struggle to commit to later sessions:** BGPA supports this and will endeavour to convene daytime meetings wherever possible.
- **Could BGPA offer Spirometry?** BGPA is exploring this further.
- **Could BGPA offer Ear Irrigation?** BGPA is exploring this further.
- **Could BGPA give priority to Children for Dermatology?** BGPA Community Dermatology Service will prioritise child referrals.



- **What's BGPA's Strategy & Vision now that the landscape is changing?** BGPA's overarching strategy remains the same, which is to support member practices by working together, sharing expertise and supporting our workforce to help secure the best services for our patients.
- **What is the relationship between BGPA and practices?** BGPA was set up for and on behalf of its member practices. BGPA needs the support of its members to enable it to flourish.
- **Could BGPA offer travel clinics?** BGPA is keen to hear from member practices as to whether there is widespread support.

- **Could BGPA offer suture removal?** BGPA is offering this via the Nurse Clinics in Extended Hours and will set up via the Hubs in the New Year.
- **Dividends or invest profits back into BGPA services?** Reinvest and ensure greater provision of services that support local practices.
- **Why can't GP Hubs onward refer to hospital?** BGPA is looking to trial this in the New Year with the view to borough-wide coverage should it prove a success.
- **Surely zww should be onward referred?** BGPA is now onward referring all zww dermatology referrals.

With thanks to all our member practices who have welcomed BGPA into their surgeries. We really appreciate the time and feedback you have given. Your thoughts and views are really important and, as you can see from the above, help us determine where to channel our energies.

BGPA is set up to promote and support Primary Care in Bromley. If you have an idea about improving primary care services or want to raise any concerns please contact us at broccg.bgpacorporate@nhs.net

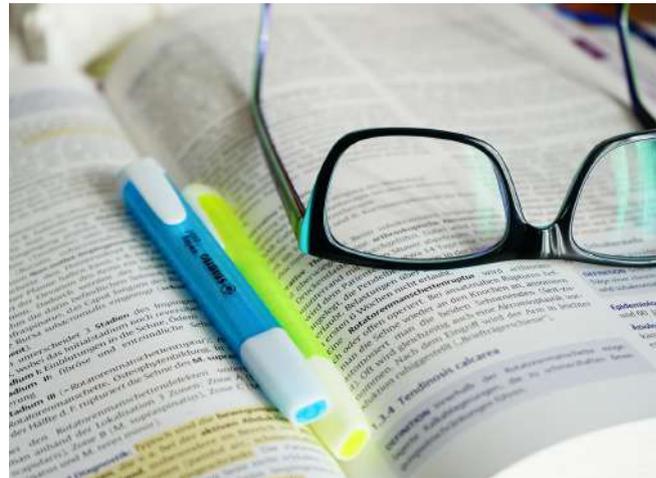
BETH Update

A message from Matthew Shimwell & Dr Natasha Hoare

Meet the Team:

Over the last few months there has been a significant change in personnel, so we thought it would be good to introduce the team:

- Dr Natasha Hoare: Director of Education
- Clare Ross: CEO
- Matthew Shimwell: Head of BETH
- Dr Chris Fatoyinbo: Chair of the One Bromley Strategic Workforce Group
- Sharon Powell: Lead Nurse & Nurse Facilitator
- Dr Faiza Mehdi: Fellowship GP
- Rachel Simo: Nurse Facilitator & HCA Lead
- Louisa Vallins: Nurse Facilitator
- Sarah Bishop: BETH Administrator
- Frankie Maclean: BETH Administrator
- Bianca Osei-Tutu: Physician Associate Facilitator
- Amandeep Purba: GP Trainee



There is a great deal going on over the remainder of 2019 and some exciting new training programmes being finalised for 2020 and beyond. We are launching Group Consultation Training in December for practices and PCNs. We currently have 13 practices taking part and are really excited to see where this goes.

In January we launch our Webinars programme and we really hope that you will log in to these and help us grow what could be a really exciting venture in Bromley, providing regular updates on key subjects and breaking down organisational barriers.

The first Nursing Education Day (NED) takes place in December and we have plans to develop this further. We have practice nurses from eight different boroughs as well as community and care home nurses attending.

We are developing a series of rolling courses for receptionists and administrators, such as Intro to Medical Terminology, SNOMED CT Coding, Managing Conflict and Customer Service training. We will be working with practices to review this programme and add appropriate courses and workshops to it.

Similar programmes of training and development are being worked up at the moment for Practice Managers, Nurses/HCAs (including rolling Care Certificate) and GPs. We are partway through a very successful 'Harnessing Leadership Potential' course and will be offering future opportunities in 2020, working in partnership with Developing Potential who have delivered this course for us.

We are really excited about what 2020 will bring in the form of training and development for General Practice. Keep your ears to the ground and eyes on your inboxes and we look forward to working with you.

The Bromley Homeless Shelter - GP Volunteers Wanted Please

A message from Dr Sams Jaker

Homelessness has been a steadily increasing issue in the Bromley borough over the last few years. Many of these people sadly do not engage with primary healthcare services but instead rely on emergency provisions when in extremis.

My name is Sams Jaker and I am a current GP ST1 working with the Bromley GP Alliance as part of my ITP post. We are working with the Bromley Homeless Shelter, a charity that organises evening dinners and overnight accommodation for homeless individuals from mid-November through to the end of March. We are planning to run a once-a-week clinic from 18:00-19:30 on a Thursday evening at Bromley United Reformed Church. The clinic will hopefully run from mid-December to the end of February. The premise is to offer a simple health review as well as history, systems review and examination and to help encourage registration to local practices.

We are looking for volunteer GPs to help see this vulnerable population. Any amount of time you could offer us would be highly appreciated. If you feel you can contribute, please contact me at sams.jaker@nhs.net. Thank you.



Primary Care Networks (PCNs)



Many of you will be aware that BGPA has recently appointed Dr Bridget Hopkins, Partner at Stock Hill Medical Centre, as a Director for BGPA.

One of Bridget's key areas will be supporting member practices in the development of Primary Care Networks, which you will know have been introduced to improve coordination and integration of health and social care for patients.

BGPA wishes to support PCNs as they set up and start to mobilise their new teams and services. This might be through support in the recruitment and employment of staff, through provision of supervision, training, education and development (via BETH), as well as direct provision of services e.g. Extended Hours. BETH is also facilitating the PCN Clinical Director

Forums which provide a much-needed opportunity for all the Clinical Directors to meet and share knowledge and wisdom as they learn to navigate these uncharted waters.

Importantly, BGPA is able to adapt its support to PCNs in accordance with their needs and can offer bespoke support as required. BGPA's purpose is to make a positive impact on medical services in Bromley, by working closely with member practices and PCNs to improve the delivery of healthcare to the local population.

BGPA would like to invite any PCN members or Clinical Directors to come and meet with us and find out more about the services and support that we can offer to PCNs moving forward. BGPA feels strongly that by working together we can protect Primary Care in Bromley and provide the best healthcare to our patients.

Across Bromley, eight PCNs have been established to ensure borough-wide coverage and cover a range from 30,000 to 60,000 patients. Most networks are geographically based; those that aren't, predominantly have a history of close practice working.

For further reading: <https://www.kingsfund.org.uk/publications/primary-care-networks-explained>

Bromleag Care Practice

Bromley CCG decided in 2018 to procure a new APMS practice in Bromley to take over the care of residents in Residential and Nursing Homes together with Extra Care Housing residents. Practices were struggling to manage this work and many had approached BGPA to take on this service. As a result, in May 2019 Bromleag Care Practice was launched. Despite numerous teething problems, particularly around IT and records, 75% of eligible patients have now been registered with the practice, with the remaining patients due to transfer by the end of the year. The team is headed up by Dr Stefan Rakowicz, who is supported by a team of GPs, ANPs, and clinical pharmacists, together with the management and administrative team.

We are pleased to announce that two new pharmacists have joined our team this week: Khushali Patel and Karen Walker. They will be working closely with the doctors to support the care of our patients.

Integrated Care Network



BGPA continues to provide GP leadership across the three Integrated Care Networks (ICN) in Bromley. The ICN model of care brings together a range of health and care services to work in a more joined-up way to provide care for patients by identifying those with complex or long-term conditions that need extra support to keep well and at home and avoid having a crisis and ending up in hospital. This model enables services to be more responsive to the needs of patients and to offer coordinated packages of care, and is focused on preventing ill health and proactively managing patients with complex or long-term health conditions.

Service Updates: Headache

BGPA continues to provide a specialist Headache service for patients in the Borough of Bromley: two clinicians work in the clinic based at London Lane every Thursday, with referrals made via the patient's GP.

Statistics:

Figures from the last quarter July 2019-September 2019: 96% utilisation rate and 92% of patients seen were extremely satisfied or satisfied with the service they received.



Service Updates: Access Hubs

The Bromley GP Alliance Access Hubs continue to provide GP appointments (Mon-Fri 16:00-20:00, Sat-Sun 08:00-20:00) for all Bromley practices. Patient feedback is always extremely positive and we receive many comments from patients about how happy they are to be seen out of work hours.

We are pleased to confirm that from 2nd December to the end of March 2020, BGPA will also be providing additional 'winter resilience' appointments at our three existing hub sites (Bromley, Beckenham and Orpington) during the weekend and opening an additional hub at Summercroft Surgery (Bromley) 18:00-21:00 Monday to Friday and 11:00-15:00 Saturday and Sunday. Some of these appointments will be reserved for direct referrals from Urgent Care/Ambulatory Care and A&E. Practices will receive their new allocation of winter resilience appointments and instructions for booking appointments for this period in due course.



We have recently welcomed a number of new GPs to our Access Hub service, if you would like to join us please send your CV to the Access Hub Service Manager, Viv Barnett on 020 3930 0238 or email viv.barnett@nhs.net.

Service Updates: Phlebotomy



BGPA was invited by the CCG to open a new clinic for pre-booked phlebotomy appointments in the Borough of Bromley in order to ease pressure at Orpington and Beckenham blood test walk-in services after the closure of the PRUH walk-in service.

The opening of the phlebotomy clinic at Eden Park Surgery has helped the Beckenham Beacon walk-in service reduce the number of patients waiting for a blood test. The clinic opened on the 29th October 2019 and is proving very popular with patients.

Eden Park Practice staff have been so welcoming and we look forward to working with them to deliver an efficient service for patients. BGPA phlebotomy now operates out of five local surgeries:

- Summercroft Surgery in Orpington;
- Ballater Surgery in Orpington;
- Dysart Surgery in Bromley;
- Eden Park Surgery in Beckenham;
- Park Practice in Penge.

Patients can book appointments through their GP surgery or by calling the booking line on: 0203 930 0245.

Updates and Reminders:

- There have been some EMIS issues where practices can only book appointments by booking the patient as unregistered. We have spoken to EMIS and are currently trying to resolve this. However, in the interim,

please could we remind all practice staff to ensure that patients' details have been copied into the slot notes before booking appointments.

- When patients are handed their blood test forms, please could practice staff remind patients to bring them to their appointments, as this is becoming a frequent problem.

- Slot types for the clinics have now been reviewed and streamlined to enable practice staff to easily find available appointments.

Statistics:

Figures from the last quarter July 2019–September 2019: 97% utilisation rate and 95% of patients seen were extremely satisfied or satisfied with the service they received.

Service Updates: Dermatology

BGPA has been working with King's College NHS Foundation Trust to look at ways in which we can reduce the waiting time for the Dermatology Service.

BGPA is hoping to appoint an additional GP in the New Year, and has recently taken over the supervision of a GP who is training to become a GP with an Extended Role in Dermatology. This will benefit the BGPA Dermatology Service as we will be able to offer more appointments to patients.

The Dermatology Service runs from two local surgeries: Poverest Medical Centre, Orpington and Cator Medical Centre, Beckenham. We offer a wide range of appointment times, including daytime, evenings and weekends. Patients will require a referral from their GP to access the service.

Updates and Reminders:

We have recently experienced a number of patients arriving for their appointment even though their referral has been rejected and returned to the practice via ERS (Choose & Book). Please could we remind all referring GPs to ensure that they regularly check their 'Referred Action Required' worklist in ERS so that patients are followed up accordingly.



Statistics:

Figures from the last quarter July 2019–September 2019: 98% utilisation rate and 85% of patients seen were extremely satisfied or satisfied with the service they received. The main reason for dissatisfaction is current waiting times.

Service Updates: Out of Hours

Service Overview:

The provision of a GP home visiting service operating from 18:30-08:00, Monday to Friday and 24 hours a day over the weekend and public holidays.

The BGPA provides GP cover for the OOH service that is run by Bromley Healthcare and also supports the Academic half days. If you are interested in working in this service, please contact julie.jacques@nhs.net

Service Updates: Vasectomy



The Community Vasectomy Service provides a quality and safe no scalpel technique vasectomy under local anaesthetic. The service provides counselling and pre-operative assessment and advice on a Tuesday evening at Beckenham Beacon. The current average waiting time for Counselling is 25 weeks and the average waiting time for Surgery is 19 weeks. We are currently looking at a plan to reduce these times by employing another surgeon and counsellor.

Statistics:

The DNA rate is currently running at 11% for counselling and 4% for procedure.

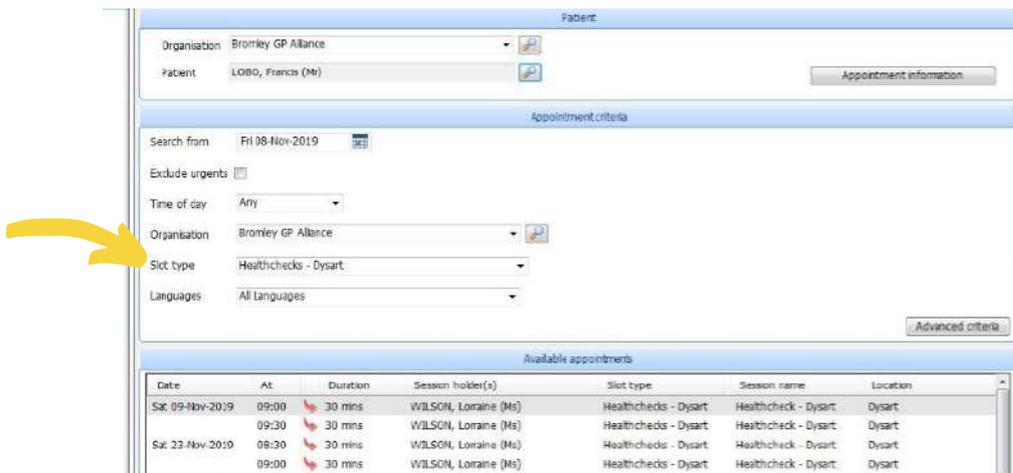
Patient feedback: 100% of patients were very satisfied or satisfied.

Sample of comments: "Very friendly and professional service"; "Prompt and friendly service".

Service Updates: NHS Health Checks

Whilst the focus during winter is rightly on Flu Clinics, please remember that we are able to offer support to practices to ensure they can meet their QoF target for health checks.

Practices can book patients directly into clinics via EMIS. The location of the appointment can be changed by choosing from the different sites in "Slot type".



In liaison with Public Health, the BGPA provides an accessible alternative opportunity for targeted groups/areas in the borough who have received an invitation from their GP to have an NHS Health Check. The BGPA works closely with the targeted GP practices by providing support with administration, sending invitations and promoting uptake and delivery of the health checks in areas of low uptake in the borough, in order to promote better health and reduce premature vascular disease. The service operates from Park Practice on a Tuesday afternoon, Poverest on a Thursday evening and Dysart Surgery and Crown Medical Centre on a Saturday morning and is a HCA led service.

Statistics:

The DNA rate is currently running at 4%.

Patient feedback: 100% of patients were very satisfied or satisfied.

Sample of comments: "Friendly and helpful nurse, useful lifestyle info, reassuring"; "The health check was quick, easy and I even got seen early".

5 Years of BGPA

A message from Clare Ross, Chief Executive



In late 2014, a group of GPs who were interested in supporting general practice came together and the Alliance was created. Two of those GPs, Dr Hasib Ur Rub and Dr Kelly O'Loughlin, are still involved today as Directors of BGPA. The steering group was initially supported by two practice managers on a part-time basis. Shortly afterwards, I joined the organisation.

The aim of the organisation then, as it is now, was to provide support to and strengthen general practice, in order to provide high-quality services to Bromley patients. BGPA grew quickly and now provides a wide range of services supporting practices. Our successes include:

- **Access Hub** service which has provided thousands of appointments to relieve pressure on practices.
- **Reinvesting in practices** through funding for room usage in practices that host our services.
- **BETH:** BGPA took on the CEPN three years ago and set up a community interest company to take forward primary care education last year which is now BETH. This provides a high level of support and training for all primary care staff and is now leading the workforce programme across One Bromley. The team has successfully bid for funds for a range of projects and goes from strength to strength.
- **Data Protection Officer provision:** BGPA funded a Data Protection Officer when the Information Governance rules changed last year. We also funded training for practice managers on how to complete the new Data Security Toolkit.
- **GP Team Net:** BGPA has funded GP Team Net which for many practices has proved to be invaluable in preparing for and managing CQC requirements, managing policies and procedures, staff holidays, HR and more.
- **Blue Stream:** In August, BGPA were able to secure a buying discount for the online learning platform. For our member practices, we managed to negotiate the lowest rate that Blue Stream provide and this is set until August 2022. This is testament to the power of group buying and collaboration. Thank you to all those practices that assisted providing figures in such a helpful and timely way.
- **Bulk buying:** BGPA secured discounts on printers and ink. We have also offered to look at other schemes, such as premises insurance, and are keen to progress with that if there is sufficient practice interest.
- **Care Home Practice:** After many requests from practices, BGPA has taken on the management of care home patients.
- **Opportunities for GPs to undertake new roles:** BGPA has trained two GPs in headache management and has been able to offer new roles to GPs in areas of interest including Chairing of ICN meetings, working with multi-disciplinary teams from other health providers, local authorities and voluntary services.
- **Supporting trainee GPs:** BGPA has two rotational trainee GPs working in projects in BGPA and BETH. This helps develop skills for starting and managing projects, working within an organisation and engaging with other organisations.
- **NHS England Clinical Pharmacists in General Practice scheme:** BGPA holds and manages the contract for 11 of the practices taking part in the Wave 5 and 8 schemes.
- **Dermatology Service:** The community would have lost this service following the former provider giving notice. Thus far, we have reinstated the Beckenham clinic, providing greater access for Bromley patients.
- **Out of Hours:** This service was subcontracted to BGPA from Bromley Healthcare. The service is still operated by us, however the telephone triage is now undertaken by 111.



- **Primary Care Networks:** BGPA has supported PCNs since their inception. We currently hold funds for six out of the eight networks, employ social prescribers for seven of the networks and clinical pharmacists for four. We also provide extended hours for three networks and are expanding our number of hubs from three to five.
- **Phlebotomy:** BGPA piloted a booked appointment phlebotomy service. Patient feedback has been extremely positive and, at the request of Commissioners, we expanded the service to include clinics at Eden Park last month.
- **NHS Health Checks:** BGPA runs a service to support practices whose patients cannot access NHS Health Checks.

BGPA has chalked up many great achievements over the past five years and is looking forward to continuing to support practices and patients into the future.

Protect Me, Protect You... Health and Care Staff get their Flu Jab this Winter:

Staff working across Bromley health, social care and voluntary sector services are lining up to get their flu jab this winter to protect themselves and patients. The more staff that are vaccinated, the less risk there is of passing the flu onto patients.

The flu is dreadful even for healthy people, and can knock you for six for several weeks. However, for some it can be deadly. Last year three Bromley children died from the flu and we know, for example, that those with heart disease are 11 times more likely to die from the flu and those with liver disease 50 times more likely. That's why local health and care services are once again encouraging those in the 'at risk' groups to get protected.



Dr Jon Doyle, Bromley GP said, "Flu is a highly infectious disease with symptoms that come on very quickly. It is not the same as a cold. It is caused by a different group of viruses and the symptoms start more suddenly, are more severe and last longer. If you are in one of the at risk groups then your flu jab is free. Make an appointment with your GP or visit your local pharmacy as soon as possible".

Dr Ruchira Paranjape, Bromley GP added, "We are having a huge push on making sure staff across Bromley health and care services are able to easily have the vaccine to not only protect them, but also the patients that they come into contact with during their day to day work. I've had mine so I can help to protect my patients and their families when they come to my practice".