



Herefordshire and
Worcestershire
Clinical Commissioning Group

Clinician Welcome Pack

An introduction to NHS Herefordshire and
Worcestershire Clinical Commissioning
Group and the local Integrated Care System,
for clinicians new to the area.

VERSION 1 October 2020



Forward

Dr Ian Tait

Hereford and Worcestershire
Governing Body Chair

Welcome to Herefordshire and Worcestershire and thank you for choosing to work in General Practice.

As someone who trained and has been working here for more than 30 years, I know you won't be disappointed.

Our population and patients cover these two Counties and the borders of those neighbouring, including Wales. There are a myriad of communities both geographically and demographically from some of the most isolated properties in England through market towns to industrial towns and cathedral cities.

What surprises many is our rich diversity which brings as full a range of health, care and social issues as you would expect to find anywhere. You will be joining our great colleagues already working in a variety of roles and teams across the various parts of our system all focused on the best possible outcomes for patients and communities.

Like anyone coming somewhere new there are lots of people, systems and processes to get to know very quickly which can be quite a challenge. This handbook is a first response to that from Dr Meeraj Shah, Primary Care Workforce Lead and our Primary Care Commissioning Team for which I am most grateful. I hope it is of real use to you but know your feedback will be welcomed to ensure it's meaningful development.

As ever it is the people and teams that make a role.

Good luck.

Ian

Contents

- **Welcome and forward from Dr Ian Tait**
- The H&W Integrated Care System
- The Primary Care Team
- The Training Hub
- Educational Resources
- How the CCG communicates with General Practice Teams
- Primary Care Contracting
- Medicines – National and Local Decision Making
- Improving Quality and Supporting Practices
- Practice Systems currently in use
- Secondary Care, Community and Mental Health Providers
- Advice and Guidance
- Contact numbers for referrals
- OOH providers
- GP Federations in H&W
- Workforce Programmes
- Wellbeing for All
- The LMC
- GP Workforce Support
- Survey – let's hear from you

Welcome!

Welcome to your new role working in general practice in Herefordshire and Worcestershire.

There are 82 GP practices that make up the membership of the NHS Herefordshire & Worcestershire Clinical Commissioning Group (CCG).

The CCG is responsible for commissioning local health care services for over 800,000 people across the two Counties. As the commissioner, the CCG decides which health services should be provided, who will provide them and how they should be paid for.

These decisions are led by our CCG Governing Body and Primary Care Commissioning Committee.

You can find out more about Governing Body members in the About Us section of the Herefordshire and Worcestershire CCG website.

This pack has been written by the Primary Care Team at the CCG HQ who are the team that are here to support practices and ensure any new or updated services and pathways are implemented in practices.

If you feel any information is missing from this pack, please do let us know via email hw.primarycare@nhs.net

NHS Herefordshire and Worcestershire CCG

4 CCGs merged 1 April 2020

Big geography -
1,500 sq miles,
Small population of
approx. 800,000

Total of 82
practices – 6
single handed

GP Patient Survey 2020
– majority of practices
higher than the National
avg for key questions –
several practices in top
10% in England



Community Hospital

Minor Injury Unit

A&E

QOF H&W Average
practice achievement
was 551.9 (98.7%)
National average was
539.2 (96.4%)

16 PCNs
2 Federations (Taurus
Healthcare in Herefordshire
and SW Healthcare in South
Worcestershire, 2 Super
Partnerships- Hereford
Medical Group & Wyre
Forest Health Partnership

QOF Within H&W
STP 33.7% of
practices achieved
maximum points -
significantly higher
than the National
proportion of 13%

Working across H&W Integrated Care System

As part of the Five Year Forward View, NHS England asked local health and care organisations, and local community partners, including patient groups, to develop a shared vision through a Sustainability and Transformation Partnership (STP).

In Herefordshire and Worcestershire, a collaboration of organisations across primary care, community services, social care, mental health and acute and specialised services have come together. Each organisation keeps their individual responsibility and decision-making powers, but recognise the opportunity and benefits of coming together for people who use our health and care services. This offers a new way of working for health and social care services locally; the aims are to:

- Improve the health and wellbeing of local people
- Improve the quality of local health and care services
- Deliver financial stability and efficiencies throughout the local health care system.

In 2019, Herefordshire and Worcestershire STP outlined their intention to become an Integrated Care System (ICS). An ICS joins up all parts of the health and care system including GPs, acute, mental health, community care and social care as well as physical and mental health services.

People should find it easier to access services, see more joined up care delivery and staff should find it easier to work with colleagues from other organisations. By working collaboratively with a range of organisations, the ICS aims to help people stay healthy, tackling the causes of illness and wider factors that affect health such as education and housing.

Primary Care Team



Primary Care Strategy

The CCG developed our Primary Care Strategy with member practices and system partners in 2019. It is aligned with STP partners within the context of the NHS England General Practice Forward View. To request a copy of our Primary Care Strategy, email us hw.primarycare@nhs.net

Primary Care Networks (PCNs)

This is the most recent development and a national initiative, which started on 1 July 2019 as a result of the NHS Long Term Plan, published in January 2019. PCNs are a requirement of the revised GP Contract from 2019/20.

Key features of a PCN are:

- PCNs should be geographically based and serve between 30,000 to 50,000 patients.
- EVERY person in the country has to be served by a PCN.
- Extra funding is being made available to PCNs (for example to employ Pharmacists, Social Prescribers and Physician Associates) and to the practices within them.
- For more information, the King's Fund have a useful explanatory guide at: www.kingsfund.org.uk/publications/primary-care-networks-explained
- There are 16 PCNs across Herefordshire and Worcestershire.

Training Hub



Training Hubs started development in 2015 with the core principles of:

- The development and expansion of capacity of high-quality learning placements at undergraduate and postgraduate levels, including provision, training and development of faculty of multi-professional educators.
- Supporting better understanding of workforce planning needs and their realisation across the STP/ICS and at primary care network level, across health and social care.
- Supporting the development and realisation of educational programmes to develop the primary/ community care workforce at scale to address identified population health needs or support service re-design and delivery of integrated care.

Each STP footprint has a hosted Training Hub however currently there is inconsistency of functionality across England.

Herefordshire and Worcestershire Training Hub is hosted by Taurus Healthcare and is considered Nationally to be an advanced example of a Training Hub. The Training Hub has a public facing website where training, information & vacancies can be accessed: www.primarycaretraininghub.co.uk

A further Learning Management System is also due to go live where all E-Learning will be available to clinicians in a non-public facing secure format, this will include national training, recordings of local sessions, discussion forums and CPD recording capabilities.

The Training Hub directly employs educators and mentors to support PCNs and practices who can support and advise on development and provide mentorship.

Central infrastructure funding is pending and will be utilised to further develop the support roles moving forward to provide career advice, competency guidance and educational support.

Link for educational resources/guidelines

- **RCGP – Royal College of General Practitioners**
<https://www.rcgp.org.uk/>
- **BMJ Learning**
<https://new-learning.bmj.com/>
- **GP Notebook**
<https://gpnotebook.com/homepage.cfm>
- **NICE Guidance**
<https://www.nice.org.uk/guidance>
- **SIGN Guidance**
<https://www.sign.ac.uk/>
- **Red Whale GP Update**
<https://www.gp-update.co.uk/>
- **NB Medical Hot Topics**
www.nbmedical.com/courses/subject/hot-topics-gp-update
- **The Training Hub**
<https://www.primarycaretraininghub.co.uk/>

Communication - MPU

Member Practice Update

The CCG sends out a weekly communication to the practices via the Member Practice Update (MPU). The MPU:

- Informs practices of new or updated clinical information and pathways
- Provides information to support the running of practices
- Highlights relevant local events and training
- Signposts to new or updated local services
- Communicates important information from the CCG

The MPU is distributed each Friday via email. To be included on the distribution list contact hw.primarycare@nhs.net

In the future, the MPU will be hosted on Clarity TeamNet to support our goal of limiting unnecessary emails to practices.

To view the MPU online follow [this link](#)



Communication TeamNet

What is TeamNet?

TeamNet is a communication tool used by the CCG and practices to share messages and information. It was instrumental in getting messages out to practices during the first few months of the COVID Pandemic.

Your practice will set you up with a login to access

Practices use it at different levels. It can be used for Annual Leave, Training, Internal Policies, Premises Checks, Fridge Monitoring and much more

Link to Covid Topic Page:

<https://teamnet.clarity.co.uk/Topics/ViewItem/3863a40c-9254-4cfb-b520-ab5a00bc8713>

Link to help page that gives general overview of TeamNet:

<https://teamnet.clarity.co.uk/QGH-18C/Help>



Primary Care Contracting

Primary Care Services are offered via a:

- GMS Contract
- APMS Contract

(There are no PMS contracts in H&W)

This is a contract between the single GP/Partners or organisation and is strictly regulated by NHS England. Core services & Additional Services to be provided by GPs are itemised in the Contract.

A Contract Holder has obligations to fulfil in line with the contract and they may need to apply to the CCG if they require a variation in the contract, or if something changes or something untoward happens. Your Commissioning Manager will be able to advise.

The CCG has delegated responsibility for commissioning General Medical Services. In the CCG you will be supported by the Primary Care Team via a Commissioning Manager.

Primary Care Commissioning Managers:

- Jo Hall
- Barbie Williams
- Denise Goddard
- Caroline Salmon
- Tina Dixon
- Ray Giles

Primary Care Contracts (all attract a level of funding)

GMS Contract is paid via Global Sum:

Global Sum (including growth) – based on list size
Temporary Patients

Other providers are:

Caretakers

Out of Hours

Improved Access Services

Other specialist – e.g. Homeless (SW)

Quality Outcomes Framework (QOF):

Aspiration

Achievement

ReVivO: Reducing Variation & Improving Outcomes

Enhanced Services Contracts

Directed Enhanced Services (DES): (Nationally directed)

PCN Network DES
Participation
Clinical Director
Core/Administration
Extended Access
Additional Roles
Reimbursement Scheme
(ARRS)
Enhanced Health in Care
Homes (EHCH)
Minor Surgery
Learning Disability
Special Allocation Scheme
(Previously Violent Patients)
Out of Area
Dispensing Quality Scheme

Local Enhanced Services (LES)/ Local Incentive Schemes (LIS):

Care Homes/Anticipatory Care
Planning (ACP)
Safe Prescribing/Anti-Coagulation
Treatment Room/Phlebotomy
Inter Practice Minor Surgery
ECG
Spirometry
Compression Bandaging/Leg Ulcers
Managing Menorrhagia
Ear Canal Clearance
SMI Health Checks (mental illness)
Laryngoscopies
Flu Antivirals in Care Homes
Diabetes (inc. Diabetes Prevention)
Deep Vein Thrombosis (DVT)
PSA (prostate test)

Other Support for Primary Care

Dispensing Fees:

- Dispensing Fees
- Prescribing Fees
- Rx Charges

Other Primary Care Funding:

- ETTF – Estates & Technology Transformation Fund
- IM&T Funding
- PCN Development
- GPFV – GP Forward View
- Vaccination & Immunisation
- COVID Reimbursement

Premises:

- Rent
- Rates
- Water Rates
- Clinical Waste

CQC Fees

Impact & Investment Fund (IIF)

Workforce Initiatives:

- Covered Separately



Herefordshire and
Worcestershire
Clinical Commissioning Group

Medicines

National & Local Decision Making

National Decision Making for Medicines

National Institute for Health and Care Excellence (NICE)

- Guidance
- Technology appraisals (TA) (CCGs have 90 days from publication to make the technology available)
- Diagnostics guidance
- Medical devices guidance

Drug Tariff

- Medicine is assumed to be available unless its blacklisted
- Devices/ appliances: have to be included in the Drug Tariff to be prescribed

BUT...

it's down to each CCG to make a local decision - just because it's in DT doesn't mean it's supported locally.

H&W Medicines and Prescribing Committee

The MPC is a group of health care representatives across Herefordshire and Worcestershire operating in a partnership capacity, to provide and improve the health outcomes for the Integrated Care System (ICS) population by promoting safe, high quality, consistent, and transparent evidence-based recommendations on medicines (including prescribable appliances) across the ICS health economy.

The key objectives of the committee are:

- To support clinical decision-making – formulary management, prescribing guidelines & policy development
- To advise on medicines inclusion in treatment pathways & services
- To facilitate interface discussion around medicines usage
- To facilitate the Horizon Scanning framework

More Information:

The committee undertakes work on behalf of NHS Herefordshire & Worcestershire Clinical Commissioning Group, Worcestershire Acute Hospitals NHS Trust, Worcestershire Health and Care Trust and Wye Valley NHS Trust.

The central principles of equitable, rational prescribing and medicines use, namely clinical and cost effectiveness, appropriateness (including convenience), safety and financial management, guide the thinking and outputs of the committee.





[See: Herefordshire & Worcestershire Medicines and Prescribing Committee](#)

H&W Formulary

MPC decisions inform the content of the [Herefordshire & Worcestershire Formulary](#)

This formulary is intended for use by healthcare professionals working within the Herefordshire & Worcestershire Health Economy, in either: Primary Care, Secondary or Mental Health Care Trusts.

Formulary items are assigned a traffic light status:

Status	Description
 RED	Secondary care only, not to be prescribed in primary care.
 A SC	Specialist initiation with shared care guidance Medicines which should be initiated in secondary care by the specialist with follow-on prescription and monitoring according to a specific Shared Care (SC) Guideline. Prescribing may be continued in primary care in line with a shared care guideline
 AMBER	Considered suitable for primary care prescribing following specialist initiation/recommendation.
 GREEN	Considered appropriate for prescribing in both secondary and primary care. Suitable for initiation in primary care.

H&W Formulary

For entries with an amber status - if use is restricted to specialist initiation this will be indicated by extra words in the drug entry.

Some non-formulary items are listed in the non-formulary section for clarity – but note this list is not exhaustive.

If an item is not listed, then the default position is the medicine is **non-formulary**. Note however that some items such as stoma bags etc, where there is no restriction on what can be prescribed, are not included in the formulary.

If in doubt e-mail hw.medicines@nhs.net for advice.

Individual items can be searched for using the 'search' box on the home page. Note when using this function the item searched for will appear in red font.

The formulary is also available via the **netFormulary App** which can be downloaded from the App Store or Google play.



Prescribing Guidelines & Policies

Prescribing guidelines and policies developed, reviewed and updated by the Herefordshire & Worcestershire MPC can be found in the Clinical Policies and Guidance section of the [Herefordshire and Worcestershire Clinical Commissioning Group website](#)

Examples include:

- [Herefordshire and Worcestershire Guidelines for Primary Care Antimicrobial Prescribing](#)
- [DOACs in Atrial Fibrillation - prescribing guidance](#)
- [Blood Glucose Test Strips, Lancets and Needles - Prescribing Guideline](#)
- [Attention Deficit Hyperactivity Disorder \(ADHD\) - Prescribing Guidance](#)
- [Management of Vitamin B12 deficiency](#)
- [Gluten Free Foods - Position Statement](#)
- [Vitamin and Mineral Supplements - Position Statement](#)

Prescribing Policy:

[HW CCG Prescribing Policy](#) outlines the expectations for NHS prescribing, detailing standards that all prescribers are expected to adhere to. It includes advice on:

- Prescribing for patients living or travelling abroad or otherwise absent from the UK
- Prescribing Following a Private and NHS Consultation
- Prescribing unlicensed medicines

CCG Medicines Commissioning Team Information and Advice

A newsletter “Medicines Commissioning News” and prescribing tips / information are distributed via the Member Practice Update (weekly practice briefing)

Primary care prescribing queries can be emailed to the team: hw.medicines@nhs.net



Improving Quality and Supporting Practices

Programme of annual practice or PCN meetings which promotes:

- A focus on clinical themes
- Local priorities
- support and improve quality
- reducing unwarranted variation
- supporting practice resilience and sustainability
- Programme includes educational study events

Primary Care Quality and Risk Subcommittee:

- Provide a forum for the CCGs to assure themselves and other regulatory bodies of the quality of primary care services in Herefordshire and Worcestershire.
- Achieve high standards in Primary Care and identify areas of variation, poor performance.
- Offer support packages as appropriate in conjunction with any directives around the GPFV resilience programme or equivalent.

GPFV Resilience Programmes: Providing Peer Support and Coaching to Practices in H&W

Local GPs, Nurses, PMs and Pharmacists who respond to the needs of GP practices & enabling practices to address challenges they are facing in the short to medium term.

Examples of support:

- Appraisal of Practice issues
- EMIS (Flu) Protocol Assistance
- Asthma and COPD Patient Search
- EMIS Search and Report
- Coaching new PMs



**General
Practice
Support
Team**

Recent CQC reports

- During the Covid pandemic the CQC has suspended their routine visit process
- Practices receive instead a shortened telephone conversation
- Reports are currently not produced
- There is on-going liaison with the CCG and CQC regarding all planned visits/discussions
- The majority of H&W practices achieve 'Good' some have been assessed as 'Outstanding'





Herefordshire and
Worcestershire
Clinical Commissioning Group

Practice Systems Currently in Use

	Overview	CCG
Docman/ Docman 10	<p>Docman and Docman 10 is the document management system used across all practices and supports organisations in digitalising the internal workflow of correspondence.</p> <p>Clinical letters are sent to practices from secondary care via the Docman hub and practice use the system to view and workflow letters to clinical staff for review.</p> <p>Practices also scan documents into the system and send to other members of the team through tasks and messaging. Docman is fully integrated with EMIS Web.</p>	HWCCG
Patient Messaging Applications	<p>MJog/MJog Smart & Accurx are the systems currently used to send information to patients via SMS messaging. It can be utilised to send advice, notification of normal results, and to remind patients to book an appointment.</p>	HWCCG
IT support / Infrastructure	<p>Provide remote and desk-side support and are responsible for maintaining the core IT infrastructure at all GP practices across the STP. Some practices have their own in-house IT support staff, but this varies across practices.</p>	Midlands and Lancashire CSU (MLCSU) and Hoople Ltd.

	Overview	CCG
EMIS Web	<p>EMIS Web is the clinical system used by all practices across Hereford and Worcestershire. Various modules are available such as consultations, medical history and prescribing, all of which are configurable at individual user level depending on access rights.</p> <p>It also facilitates the management of QOF and is fully integrated to the patient demographic service (PRS). With the correct Data Sharing Agreements in place, EMIS Web also allows for record sharing between other EMIS Web practices and is fully compliant with the NHS's e-referral system (ERS).</p> <p>Each GP practice is responsible for adding/removing users to the system and providing adequate training for all staff members.</p>	HWCCG
Sunquest ICE	<p>The Sunquest ICE system allows clinicians to request and also access pathology and radiology results held by the hospital, including others that have been requested elsewhere. ICE is integrated with EMIS so keeps an electronic record within the patient's history.</p>	<p>ICE: Worcester</p> <p>Wye Valley: Hereford (2 practices use ICE)</p>
Video / Online Consultation	<p>All practices across the STP offer Video and Online Consultations. AccuRX and Online Consult is used for video consultations and there are currently six different systems used for Online Consultations. Details of which systems are used where can be found at practice level.</p>	HWCCG

	Overview	CCG
Black Pear	EPaCCS is a palliative care coordination solution currently in place across Worcestershire. The solution now has new functionality which enables clinicians from across the health sector, including hospices, to update or create end of life care plans. Please note this can only be done if the clinician has an EPaCCS account that has been authorised by the practice.	WCCG
EMIS Community	Emis Community is available to GPs/Community/Hospice and allows access to patient records to be viewed, additionally GP Connect also provided access to WMAS teams. Longer term Herefordshire GPs will have access to patient portal in the next 6 months which should provide a similar capability to Black Pear.	HWCCG
TeamNet	<p>TeamNet is the web-based compliance platform used to by the CCG and practices to share information, documents, and policies.</p> <p>At practice level it is used to support CQC by allowing staff rapid access to up-to-date reference information, procedures and policies needed to demonstrate compliance. The CCG use TeamNet to communicate important information, including access to clinical support areas that contain referral and pathway guidance.</p>	HWCCG

Secondary, Community and Mental Health Care in H&W

Main Providers:

Name: Worcestershire Acute Hospitals NHS Trust (Secondary Care)

Where: Worcester, Kidderminster and Redditch

Name: Gloucestershire Hospitals NHS Foundation Trust (Secondary Care)

Where: Cheltenham and Gloucestershire

Name: Dudley Group of Hospitals (Secondary Care)

Where: Dudley

Name: Wye Valley NHS Trust (Secondary & Community Care)

Where: Hereford

Name: Worcestershire Health & Care NHS Trust (Community & Mental Health)

Where: Bromsgrove, Evesham, Tenbury, Malvern

Name: Spire Southbank (NHS Secondary Care)

Where: Worcester

Name: BMI Droitwich (NHS Secondary Care)

Where: Droitwich

Name: Nuffield Hospital (NHS Secondary Care)

Where: Hereford

Other contracts with out of county hospitals across West Midlands:

- Patient Transport Service is provided by E-ZEC
- 999 and NHS 111 are provided by West Midlands Ambulance Service
- GP Out of Hours is provided by Care UK

If you have a service issue, that is not related to patient safety or clinical quality, please contact the Contracts Team on hw.contracts@nhs.net

Policies and Funding Requests in Herefordshire and Worcestershire

Clinical Commissioning Policies and Prescribing Guidance are produced by the CCG in close collaboration with clinicians, patients and other health related colleagues. Before they are published they are reviewed and endorsed by the CCG Clinical Commissioning Executive Committee or the CCG Governing Body.

Funding Requests can be split into two categories:

Prior Approval

Where patients are referred and considered for more standard treatment(s) in line with agreed clinical eligibility criteria identified in the commissioning policies

Individual Funding Requests

Where a treatment/intervention/therapy is not normally commissioned and there is enough evidence that the patient has clinically exceptional circumstances

Applications for Prior Approval or IFR are made by the *treating* clinician

Policy documents are available here:

<https://herefordshireandworcestershireccg.nhs.uk/policies/medical>

If you have any questions relating to the policies or about the IFR process, please contact the IFR Team on hw.ifr@nhs.net

Advice & Guidance Worcs Acute Trust Only

Email contact details by Specialty for ERS referrals:

Speciality	A&G Platform
Cardiology	wah-tr.WorcesterCardiologyAdvice@nhs.net
Diabetic Medicine (Alex & WRH separate)	Wah-tr.diabetesadviceWRH@nhs.net OR Wah-tr.diabetesadviceALX@nhs.net
Endocrinology (Alex & WRH separate)	Wah-tr.diabetesadviceWRH@nhs.net OR Wah-tr.diabetesadviceALX@nhs.net
Gastroenterology	wah-tr.worcestergastroadvice@nhs.net
Infectious Disease	wah-tr.infectiousdiseasesadvice@nhs.net
Nephrology	wah-tr.renaladvice@nhs.net
Neurology	wah-tr.neurologyadvice@nhs.net
Respiratory Medicine (Alex & WRH separate)	Wah-tr.respiratoryadviceworcester@nhs.net OR Wah-tr.respiratoryadviceredditch@nhs.net
Stroke	wah-tr.strokeadvice@nhs.net

A standard Operating Procedure (SOP) with Worcs Acute Hospital is currently being agreed. **Wye Valley do not operate an email service all their A&G is via eRS.**

Contact numbers when making referrals

Alexandra Hospital, Redditch

Switchboard: 01527 503030

Worcestershire Royal Hospital, Worcester

Switchboard: 01905 763333

Hereford County Hospital

Switchboard: 01432 355444

National Advice & Guidance link

<https://www.england.nhs.uk/wp-content/uploads/2020/09/C0598-advice-and-guidance-guide-for-general-practice.pdf>

Out of Hours Providers

Herefordshire Wye Valley Trust

Out-of-Hours Primary Care (Taurus Healthcare Ltd):

Operate Monday to Friday from 6.30pm to 8.00am, and for 24 hours at weekends and during bank holidays.

Base: Suite 1, Berrows Business Centre, Bath Street, Hereford, HR1 2HE

Phone: 01432 270636 (*Head Office*) **OR** 0800 121 7221 (*7 day service*)

Email: enquiries@taurushealthcare.co.uk

Worcestershire Care UK

Out-of-Hours Primary Care (Care UK):

Operate Monday to Friday from 6.30pm to 8.00am, and for 24 hours at weekends and during bank holidays

Base: County House, St Marys Street, Worcester, Worcs, WR1 1HB

Phone: 0330 123 0943

Herefordshire & Worcestershire

Out-of-Hours Primary Care (Malling Health UK Ltd):

Operate Monday to Friday from 6.30pm to 8.00am, and for 24 hours during weekends and bank holidays



Herefordshire and
Worcestershire
Clinical Commissioning Group

GP Federations Herefordshire & Worcestershire



SW Healthcare is a Federation of 31 GP Surgeries in South Worcestershire serving over 307,000 patients in the region. Formed in September 2013 out of a genuine desire to seek more collaborative working between all surgeries (who still remain independent) but who can then enjoy the many benefits of being part of a larger organisation.

The Federation are able to shape the future by voicing their opinions on behalf of practices, raise ideas with relevant Bodies and further support practices in implementing new generic NHS processes.

- Improve patient services (community services)
- Keep the excellent general practice we have and share good practice
- Control workload

Services

- Locum Agency supporting GP practices, Worcester Acute Hospital Trust and Worcestershire Health and Care Trust
- GP and Care Navigation in Accident and Emergency Department
- Urgent Treatment Centre
- Farrier House Surgery, Worcester
- Improved Access for South Worcestershire
- Covid Management Service
- Weekend Care Home Service
- Primary Care Networks; Project Management, admin support, recruitment and employment of additional roles, finance.



Taurus Healthcare  Providing NHS services

Established in 2012 by **all 19** Herefordshire GP Practices. Here to:

Support Herefordshire General Practices to be safe, effective, efficient and resilient, e.g.

- Supporting portfolio roles across general practice and communities
- Supporting PCN development
- Workforce development
- Joint working with local Trusts
- Support practices with recruitment
- Host Herefordshire and Worcestershire Training Hub

Deliver services on behalf of Herefordshire General Practice to improve provision across the county and ultimately aimed at the provision of 24/7 patient care, e.g.

- Out of hours, 7 day and overnight nurse service
- PCN additional roles, including Social prescribers and Clinical Pharmacists
- COVID management service
- Weekend care home provision

Act as a 'single voice' on behalf of Herefordshire General Practice, e.g.

- at STP, Herefordshire & Worcestershire GP Provider Board, Herefordshire & Worcestershire CCG, One Herefordshire

For further information visit:

Some of our Workforce Programmes

- Partnership Development Programme
- GP and Nurse Fellowship Programme
- PCN Portfolio role Grants
- Practice Manager Peer Support Programme
- GP Workplace Exchange Model
- Next Generation GP

HWGP Workforce

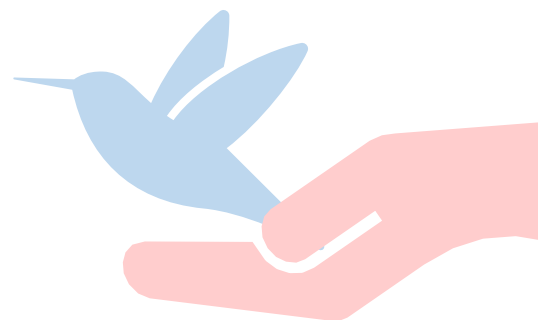
Wellbeing for all

Mentoring Lead CCG:

Sally Everton, sally.everton@nhs.net

- GP, GPN and PM Mentoring available
- 1 to 1 Programmes
(currently being extended to include pharmacists)
- ShinyMind Wellbeing App
available to all Practice staff in Herefordshire and
Worcestershire – proactive resource supporting wellbeing
and resilience
- Air and Share
chat with colleagues and stay connected
- Wellbeing Webinars

For more information on wellbeing for all, please contact us on: hw.workforce@nhs.net



The LMC

The LMC is an independent body which represents the interests of general practice alone and acts as its advocate, free of political constraints and of the need to satisfy the interests of others. LMCs are **recognised and defined by statute in the NHS Act 2006, (as amended by the Health and Social Care Act 2012)**

We are involved in three key areas:

1. Representation

We represent the views of GPs to a variety of bodies. We canvass the views of GPs and use that knowledge to promote sustainable and thriving general practice. We build on relationships with other organisations which allows us to ensure that the GP voice is heard. We aim to uphold standards of professional practice and to ensure that GPs are valued within our healthcare system. LMCs influence the policies of the GPC on a national level.

2. Advisory

We keep our GPs and PMs informed of local and national developments through our monthly newsletter, circulating guidance on local issues and initiatives. We email our colleagues with regular updates on local issues and use Twitter. We also provide advice on a wide range of subjects to practices on all matters affecting professional activities. Advice is given on all areas related to GP contracts and funding (including essential and enhanced services, QOF, premises funding issues). We regularly host local events to keep our GP colleagues informed on issues that will affect them.

3. Pastoral

Our GP Support Team provide support to practices who find themselves in difficulty. By connecting colleagues and sharing ideas we aim to support the sustainability of general practice. The LMC mediate in practice disputes and support colleagues facing complaints and attend NHSE Performance Advisory Groups. We have a Wellbeing Service supporting doctors with their mental and physical wellbeing. We offer mentoring to GPs and support our VTS and educators by giving lectures and talks on issues that concern our GP trainees.

How to Contact the LMC:

Website: www.worcslmc.co.uk

Email (Worcs): gfarmer@worcslmc.co.uk

Email (Heref): herefordlmc@btinternet.com

Email (Office): lsiembab@worcslmc.co.uk

Phone: 01527 65082

Practitioner Health

<https://www.practitionerhealth.nhs.uk/>

0300 0303 300

Practitioner Health is a free, confidential NHS service for doctors and dentists across England with mental illness and addiction problems, who are working or looking to return to clinical practice.

The service can help with issues relating to a mental health concern, including stress or depression or an addiction problem, in particular where these might affect work.

The service is provided by health professionals specialising in mental health support to doctors and is available in various locations across England

Please give us your feedback...

This is our first Clinicians Hand book and we would like to hear from you, particularly if there is any additional information you would like to see in the handbook or likewise, is there anything in here which isn't necessary?

Please follow the QR link to complete the short survey – shouldn't take any more than 3 mins. Set your mobile phone to camera, aim the camera at the code and once steady a link should appear on your phone. This will allow you to complete the survey.

Many thanks,

The Primary Care Team

Please give us your feedback...

This is our first Clinician Handbook and we would really like to hear from you. Please use the QR Code or the link below to access our survey, this should only take about 3 minutes to complete. Thank you.



[Handbook](#)
[Survey Link](#)
[HERE](#)

Thank you from the Primary Care Team