



Herefordshire and
Worcestershire
Clinical Commissioning Group

Primary Care Team Welcome Pack

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

VERSION 2 up to 30 June 2022

VERSION 3 To be updated post 1 July 2022

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

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Welcome!

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

There are 79 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

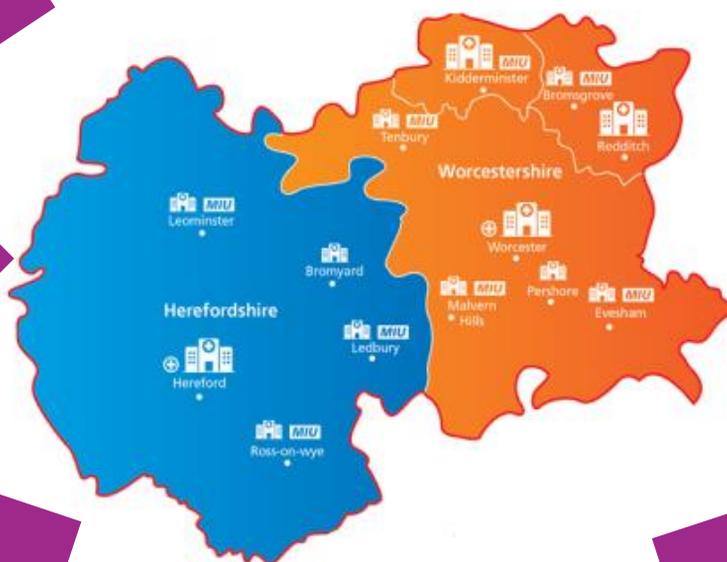
Pre-Covid QOF
Average practice
achievement was
551.9 (98.7%)
National average was
539.2 (96.4%)

Total of 79
practices – 5
single handed

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

GP Patient Survey 2021
– majority of practices
higher than the National
avg for key questions –
several practices in top
10% in England

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



Hospital



Community Hospital



Minor Injury Unit



A&E

Working across H&W Integrated Care System

Herefordshire and Worcestershire health and care system was formally designated as an ICS on the 1st April 2021 having operated as a Sustainability and Transformation Partnership (STP) since 2016.

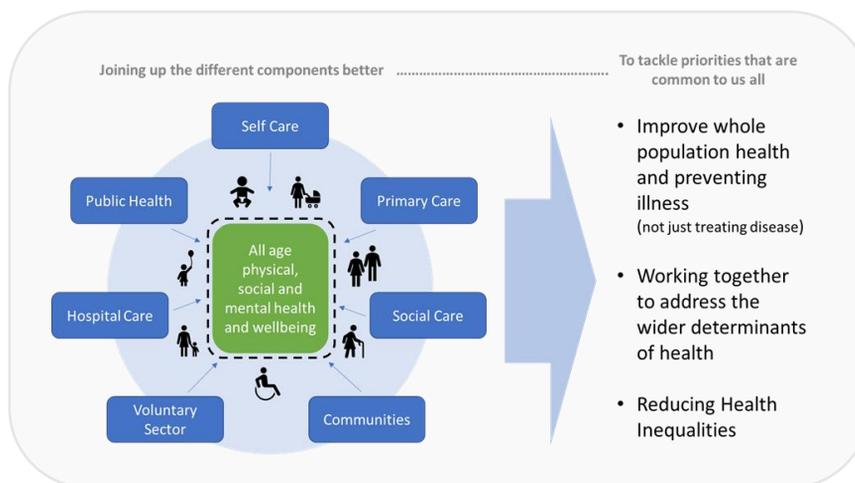
The CCGs existing functions, with the addition of new ones, will be transferring to the new statutory Integrated Care Board for Herefordshire & Worcestershire on the 1st July 2022, NHS Herefordshire and Worcestershire. This is subject to the passing of the Health and care Bill through parliament.

A collaboration of organisations across primary care, community services, social care, mental health and acute and specialised services come together to commission, plan and deliver services in a way that improves population health and reduces inequalities for local people.

The 4 duties for integrated care systems are to,

- Improve outcomes in population health and healthcare
- Tackle inequalities in outcomes, experience and access
- Enhance productivity and value for money
- Help the NHS to support broader social and economic development

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 Networks



Primary Care Strategy

The CCG developed a Primary Care Strategy with member practices and system partners in 2019. It was aligned with ICS partners within the context of the NHS England General Practice Forward View. With the advent of the ICS, the Primary Care Strategy is being reviewed.

To request a copy of our current Primary Care Strategy, email us hw.primarycare@nhs.net

Primary Care Networks (PCNs)

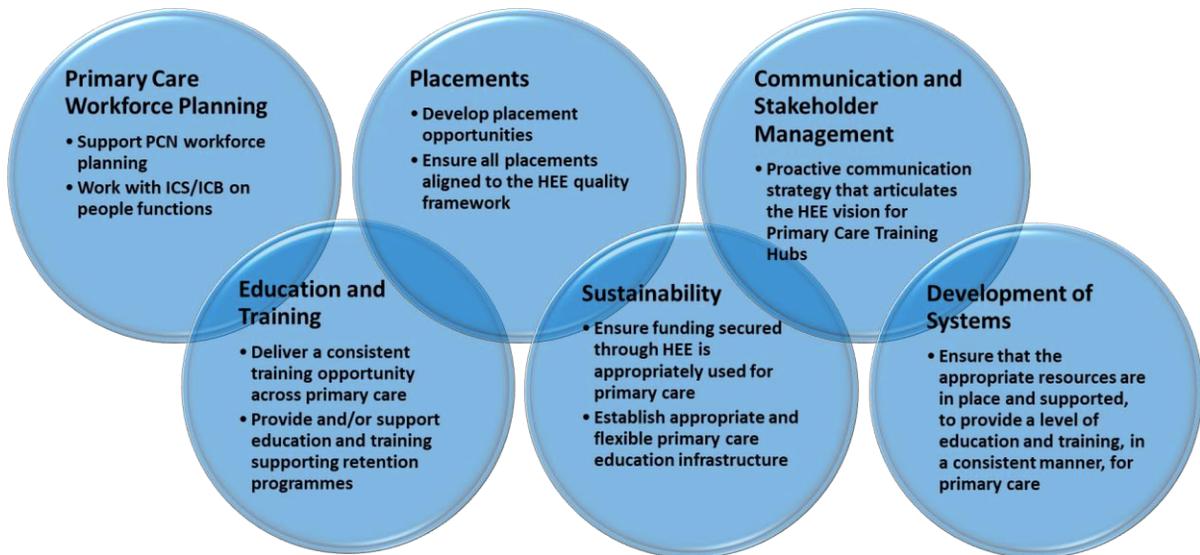
This is the most recent development and a national initiative, which started on 1 July 2019 as a result of the NHS Long Term Plan, published in January 2019. PCNs are a requirement of the revised GP Contract from 2019/20. The current five year contract runs to 2024.

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 a number of workforce roles) which are 100% reimbursable and to the practices within them
- PCNs have to deliver a number of services as part of their contract which also requires them to work with other providers
- For more information, click [here](#) to access the King's Fund PCN guide
- There are 15 PCNs across Herefordshire and Worcestershire

Training Hub

Training Hub Core Principles:



- The Training Hubs are commissioned by Health Education England (HEE) this short video explains the purpose: <https://www.youtube.com/watch?v=exlqJiBmouo>
- The Training hub has a public facing website where training, information and vacancies can be accessed: <https://www.primarycaretraininghub.co.uk/>
- A further Learning Management System where a variety of learning is available to all Primary Care staff in a non-public facing secure format. This includes national training, recordings of local sessions, discussion forums, accredited local training and CPD recording capabilities: <https://www.hwth-lms.co.uk/>
- The Training Hub directly employs educators and mentors to support PCNs and practices. These include PA Ambassador, GPN Mentors, Pharmacist Ambassadors, FCP support and Multi-professional Educators.
- Training Hubs also manage centrally allocated funding for a variety of projects and CPD which are advertised widely when they become available.
- HEE funded places for ACPs and GPN specialty courses are also allocated via the Training Hub.
- For any queries the team can be reached at traininghub@taurushealthcare.co.uk

Links 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/>
- **TeamNet Clinical Support Information (CSI)**
<https://vimeo.com/429651779/30aa1b74de>
- **Repository for our STP management pathways & referral guidelines. It has local resources to support patient care. TeamNet section:**
<https://teamnet.clarity.co.uk/QGH-STP-Corp/CSI>

Communication - MPU

Member Practice Update

The CCG publishes a weekly, electronic communication to 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

The MPU can also be found on Clarity TeamNet to support our goal of limiting unnecessary emails to practices. The archive of past editions is also found here.

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



Communication TeamNet

What is TeamNet?

TeamNet is a communication tool used by the CCG, federations, practices and other providers across the ICS to share messages and information. It was instrumental in getting messages out to practices during the first few months of the COVID Pandemic. We are moving towards Teamnet being the single source of communications with practices for updates and a central space to keep all commissioning policies, EMIS templates and referral pathways.

The clinical support information section (CSI) is the location of information to help in the management of patients. It provides local guidelines, pathways and resources to support patient care. It includes alternatives to referral and admission, contact details for organisations and services, what to do before referral to maximise the impact of an outpatient appointment, referral forms and resources like patient information leaflets that are used across our local system.

This is being updated weekly working in conjunction with local partners

Short Video explaining CSI [video link](#)

All practice staff should be set you up with a login to access. Practices can use it at different levels. It can be used for Annual Leave, Training, Internal Policies, Premises Checks, Fridge Monitoring and much more

All member practices updates are stored on Teamnet [MPU](#)

Link to help page that gives general overview of TeamNet: [Teamnet 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
- Denise Horton
- Caroline Salmon
- Tina Dixon
- Sally Everton

Primary Care Contracts (all attract a level of funding)

GMS Contract is paid via Global Sum:

Global Sum (including growth) – based on list size with weighting

Other providers are:

Caretakers

Out of Hours

Improved Access Services

Other specialist – eg Homeless (SW)

Quality Outcomes Framework (QOF):

Aspiration

Achievement

Clinical Excellence Investment Framework

A local contract, previously known as Revivo

Enhanced Services – National and a range of local services

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): does vary and is being reviewed locally for consistency and to maximise funding:

- Clinical Excellence and Investment Framework (CEIF)
- 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
- Flu Antivirals in Care Homes
- Diabetes (inc. Diabetes Prevention)
- Deep Vein Thrombosis (DVT)
- PSA

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

Other Ad Hoc, Sometimes Non-recurrent Funding

- eg Winter Pressures/Access



From April 2022 CQC will:

- Resume inspections of independent primary care providers, focusing on high/medium risk providers that have never been inspected or that were inspected but not rated
- Resume inspections of GP practices where breaches of regulations have been identified, including those rated as inadequate, requires improvement and good, along with services rated as requires improvement where there are no breaches of regulations.
- These will be focused inspections looking at three key questions (**safe, effective and well-led**), as well as any other key questions rated as requires improvement/inadequate, and any other areas identified as a concern from previous inspection

Current Ratings in H&W:

- Outstanding – 9 practices
- Good - 70
- Requiring Improvement – 0



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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, Herefordshire and 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 UK
- Prescribing Following a Private and NHS Consultation
- Prescribing unlicensed medicines

CCG Medicines Commissioning Team Information and Advice

- 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 (IQSP)

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

IQSP is part of the local LIS known as CEIF (Clinical Excellence and Investment Framework)

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
- Mergers
- Workforce planning
- Asthma and COPD Patient Search
- Coaching new PMs



**General
Practice
Support
Team**



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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>Accurx is the system 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 ICS. 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>	ICE: Worcester Wye Valley: Hereford (2 practices use ICE)
Video / Online Consultation	<p>All practices across the ICS offer Video and Online Consultations. AccuRX and Online Consult is used for video consultations and there are currently different systems used for Online Consultations, but the majority will be using AccuRx. 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 Services)

Where: Hereford

Name: Herefordshire & Worcestershire Health & Care NHS Trust (Community & Mental Health) **Where:** Bromsgrove, Evesham, Tenbury, Malvern, Herefordshire

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

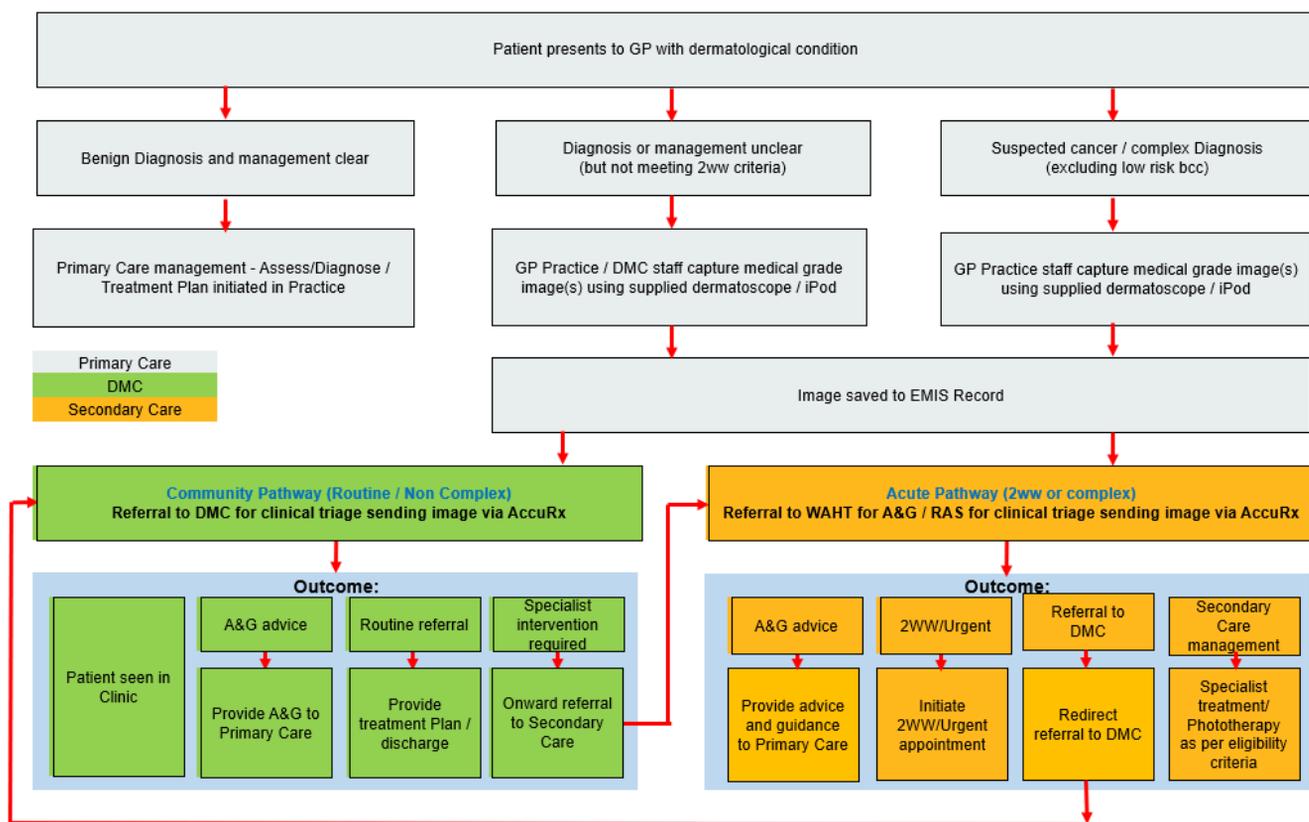
Worcs Acute Trust Only (WVT do not operate an email service, all A&G is via eRS)

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

Wye Valley do not operate an email service. A&G is via eRS.

Worcestershire Dermatology Patient Pathway



Version 15 – 6th January 2022

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>

Herefordshire and Worcestershire Health and Care NHS Trust

Switchboard: 01905 760000

<https://www.hacw.nhs.uk/services>



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Out of Hours GP Providers

Herefordshire Taurus Healthcare with Malling Health

Out-of-Hours Primary Care providers are Malling Health who provide the triage, and **Taurus Healthcare** who provide the face to face including home visiting. Taurus also deliver overnight nursing 7 days a week on behalf of Wye Valley Trust. Operates Monday to Friday from 6.30pm to 8.00am, and for 24 hours at weekends and during bank holidays.

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

Phone: 01432 270636 (*Head Office*) **OR** 0800 121 7221 (*7day service*) **Email:** enquiries@taurushealthcare.co.uk

Worcestershire Practice Plus Group

Out-of-Hours Integrated Urgent Care (Practice Plus Group):

Operate Monday to Friday from 6.30pm to 8.00am, and weekends from 1830 on Friday until 0800 on Monday and during bank holidays

Base: 98C, Blackpole Trading Estate West, Hindlip Lane, Worcester WR3 8TJ

Phone office in hours: 01905 678070

Phone out of hours: 0330 123 0942 (This line to be used by health professionals only to make referrals and must not be shared with patients /carers)

Enquires: worcestershire.oohservice@nhs.net (For enquires M-F only, no patient referrals / patient related information)

For more information contact us on: hw.primarycare@nhs.net



Herefordshire and
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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 Herefordshire and Worcestershire Health and Care Trust
- GP and Care Navigation in Accident and Emergency Department
- 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.



Herefordshire General Practice

Taurus Healthcare



Providing NHS services

Established in 2012 by **all 19** Herefordshire GP Practices to support Herefordshire General Practices to be safe, effective, efficient and resilient. We aim to do this in 3 ways;



The Federation to support practices



Representation across OneH and the H&W Integrated Care system



Provider of services that align with general practice

Taurus has a memorandum of understanding in place with all Herefordshire GP practices, and operates within core principles;

- We consider ourselves to be general practice, and therefore look to support practice autonomy and finance. Practice first!
- We need to be financially viable but we don't pay dividends to shareholders- any surplus is reinvested in support of our 3 key purposes.

Federatively, Taurus looks to support practices where there is a need, and promotes collaboration between practices. Some of the activities that Taurus deliver within this remit are;

- PCN Management team and employment of additional roles through a matrix management approach.
- Business Intelligence to support contracts, activity reporting and development of population health data
- HR recruitment service that will expand to offer wider HR support
- Health-check contract holder that is delivered by practices
- Workforce support where required, including directly running a practice if needed.
- Developing a chambers model that considers at scale opportunities to support back office functions and notably the ever expanding role of the practice manager.



Herefordshire General Practice

Taurus Healthcare



Providing NHS services

Services provided include improved access, extended access, overnight nursing, and GP out of hours, which are all delivered on EMIS, and therefore help ensure that patient care is genuinely 24/7. During covid Taurus provided the covid management service and weekend care home service. Taurus also host the training hub on behalf of the ICS.

Representation in association with clinical directors, underpinned by a memorandum of understanding agreed by all practices, to act as a 'single voice' on behalf of Herefordshire General Practice. This includes representing practices in the developing integrated care system, and One Herefordshire transition board with other providers. Taurus also chair and support Herefordshire transformation through the clinical and practitioner forum (CPF) and information cell that provides the population health analytics.

Wyre Forest Federation

The Federation supports practices in Wyre Forrest Health Partnership.

The WF federation hosts the contract for the Wyre Forest ward at KTC which is a step down ward for elderly patients, running the GP staffing of this unit for the Health and Care Trust.

The Federation holds the Improved Access Contract until October 2022.

Some of our Workforce Programmes

- Partnership Development Programme
- GP and Nurse Fellowship Programme
- PCN Portfolio role Grants
- Multi-professional Mentorship
- Practice Manager Development Programme
- Practice Manager Peer Support Programme
- GP Workplace Exchange Model
- Next Generation GP
- GP Return to Work Programme
- Phoenix Programme

HWGP Workforce

Wellbeing for all

Wellbeing Lead CCG:

Denise Horton, dhorton@nhs.net

Mentoring Lead CCG:

Sally Everton, sally.everton@nhs.net

- Employee Assistance Programme, free and confidential support
- Conflict Management Training
- GP, GPN, PM and Pharmacy Mentoring available
- Wellbeing Sessions with the Wellbeing GP, Dr Helen Garr
- Wellbeing Network Champion - Dr Pamela Smith
pamela.smith@hee.nhs.net

For more information on wellbeing for all, please contact us on: hw.workforce@nhs.net or visit our TeamNet page <https://bit.ly/HWWellbeingPilot>



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

Ethnically Diverse Network

Join us to meet your peers, hear the experiences of others and tell you stories.

Who can join?

The network is open to all staff (clinical and non-clinical) from all backgrounds.

Contact your network champions for more information:

Awais Pandhiani, awais.pandhiani@nhs.net

Deepa Selvakumar, d.selvakumar@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): nfraser@hereflmc.co.uk

Email (Office): admin@hereflmc.co.uk

Phone: 01527 65082

Flexible Workforce Pools

Flexible workforce pools support primary care networks to increase capacity in general practice and create a new offer for local clinicians wanting to work flexibly. In Herefordshire and Worcestershire, we have two flexible workforce pools working at place.

By joining the pool, you would benefit from having access to:

- Local GP/Clinician Champions, offering support, advice and guidance
- Peer Support and Networking opportunities to form professional relationships with those working in a similar areas
- Continued Professional Development (CPD)
- Tailored Education & Training aimed at supporting those working in similar groups
- Access to Mentoring Service and Health & Wellbeing Initiatives
- Dedicated Learning Management System (LMS) Resource provided by H&W Training Hub

Flexible Workforce Pools

If you are interested in joining or finding out more, please contact the Flexible Champions or follow the links below:

Dr Ali Al-Hakim - Flexible GP Champion

ali.al-hakim@taurushealthcare.co.uk

Dr Loretta Shoderu - Flexible GP Champion

loretta.shoderu@taurushealthcare.co.uk

For Herefordshire:

[Flexible Workforce Pool \(herefordshiregeneralpractice.co.uk\)](http://herefordshiregeneralpractice.co.uk)

For Worcestershire

[SW Healthcare | Stay Well in South Worcestershire](#)

If you are currently a locum or thinking about becoming one. Please fill in the survey below its purpose is to essentially try and improve and support the working lives of Flexible GPs in the region. We are also initially trying to assess the breadth of awareness amongst Flexible GPs in the area regarding Herefordshire and Worcestershire Flexible Pools.

The information we gather can hopefully then be used to see what kind of roles/work, help and support could be offered to you

[H&W Locum Survey](#)

Fellowship Programme

The Fellowship Programme is aimed at newly qualified GPs and GP nurses (GPNs).

The aim of the programme is to help with a supportive transition into General Practice and to help gain wider skills to help with future of ways of working

The programme also gives an opportunity to form a peer network, have a mentor and to become involved with your PCN

The Fellowship programme was launched in 2020. We work with the team at the H&W Training Hub and the University of Worcester who deliver the programme on our behalf.

For more information on the Fellowship Programme, please contact the Workforce team.

Skilled Worker Licensed Organisations

(Formerly Tier 2)

How to find practices with a skilled worker license in H&W:

[Follow the link](#) to the Home Office website

Or

Visit Local GP vacancies on the [Training Hub website](#)

As of **13/06/22**, the following practices hold a skilled worker license:

- Aylmer Lodge Cookley Partnership
- Hereford Medical Group
- Severn Valley Medical Practice
- Wyre Forest Health Partnership
- SW Healthcare Limited
- Taurus Healthcare Limited
- Crabbs Cross Medical Centre
- Haresfield Surgery
- Cantilupe Surgery
- Elgar House Surgery
- New Road Surgery, Bromsgrove
- Winyates Health Centre
- Merstow Green Medical Practice
- The Bridge Surgery
- St Stephens Surgery (*applied and still awaiting skilled worker license*)

Further support from NHSE/I is available to practices and individual GPs:

Generic email – england.tier2midlands@nhs.net

Programme Manager f.donaghy@nhs.net

Clinical Lead– Robert.cullum2@nhs.net

Please give us your feedback...

This is our (revised) 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 – it 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

[Handbook
Survey Link
HERE](#)

