

NHS Prescription Ordering Direct

Our offer to you

We are offering the opportunity to join the Prescription Ordering Direct service to all Plymouth practices (on a phased basis). Promotional materials will be provided for each participating practice to raise awareness of the service.

We are increasing clinical pharmacy input to the service to extend the offer to include medicines reconciliation post-discharge and medication reviews.

Visits can be arranged for practices that want more information.

Increased usage of the Prescription Ordering Direct service will result in a reduction of processing repeat prescriptions in the practice, a reduction in GP time managing prescription queries, and a reduction in queries from community pharmacies.

There are high levels of patient satisfaction in those using the service.

What we ask from you

If you sign up to the Prescription Ordering Direct service, we ask that you work with the CCG to set up the relevant agreements, actively promote it to your patients, work with us on evaluating the service and expanding the service, should demand require it.

Support with recruitment

Our offer to you

We will identify and co-ordinate opportunities for local and system-wide recruitment campaigns to attract clinicians to the area. The CCG is attending a South West event at China Fleet and the *BMJ* event in London (both in October) and will co-ordinate attendance at national and international recruitment events, on behalf of the wider system.

Practices will benefit from a consistent and cost-effective service approach to recruitment and promoting Plymouth as a place to work.

What we ask from you

We ask that practices promote Plymouth as a place to live and work, and that PCNs work with the CCG to ensure there is a clinical presence at planned recruitment events.

Increasing fellowships

Our offer to you

We will fund an additional five placements for GP Fellows who will be in place by the end of October.

This will support attraction and retention of the GP workforce.

What we ask from you

We ask that practices provide support to enable successful completion of fellowships.

Providing HCAs with career development

Our offer to you

We guarantee to subsidise training costs and provide additional staffing resource for ten HCAs interested in nurse associate positions over the next year.

This will enable practices to support staff with career aspirations and improve retention.

What we ask from you

We ask that practices consider opportunities for HCA development.

Supporting GPs to return to primary care

Our offer to you

We are introducing a return-to-work scheme for those who have been out of general practice for less than two years. This is a short programme (two weeks, full time) to reintroduce GPs back into practice. Funding will be provided to both the practice and the GP to ensure a high-quality experience for both parties.

What we ask from you

We ask that practices and PCNs offer flexible and bespoke placements to returning GPs.

Introducing rotational nurse preceptorships

Our offer to you

We are funding training for additional nurse preceptorships. We are co-ordinating their development programme and mentoring across the health and care services, with a focus on the specific needs of the area. We plan to have six nurses in place by spring 2020, with an intake of a further six next summer.

By introducing preceptorships, practices will benefit from specialist skills increasingly required within primary care.

What we ask from you

We ask that PCNs support with salary costs and rotational roles.

Providing a greater focus for student nurses in primary care

Our offer to you

We are supporting and developing the future nursing workforce for general practice through two initiatives:

We are working with the University of Plymouth to develop a nursing degree programme that is specific to primary care and are funding 20 places on this programme to financially support students who would otherwise not be able to complete this course of study.

We are also offering practices a top-up payment to increase the number of experiential placements available for student nurses within general practice. This funding will support an additional 20 placements for this academic year. We will provide a central co-ordinator/supervisor to support their learning and enable practices to better support this increase in placements.

What we ask from you

We ask that PCNs work with us to ensure the additional placements required for both of these initiatives can be accommodated.

Providing opportunities for flexible portfolio careers

Our offer to you

We will provide opportunities and work-based placements to develop portfolio roles for clinicians including six nurses and six GPs. This will appeal to new graduates and those looking for more flexible work options, and will encourage more clinicians to return to general practice.

This will support practices with attraction and retention of all clinical roles.

What we ask from you

We ask that PCNs provide roles and support with salary costs.

Shared online platform

Our offer to you

We are providing a digital platform (like an intranet system) to all Plymouth practices that can be used to collaborate, share information and work jointly on documents and policies within practices, PCNs and other organisations.

Practices will be able to store and share information securely within their own practice and across networks. This will lead to efficiencies in processes such as HR (rotas, appraisals), inspection/audit (CQC), etc.

What we ask from you

If you sign up to the new digital platform, we ask that you actively engage with it and utilise it when it is in place.

Digital access and sharing solution

Our offer to you

We are rolling out new technology (GP Connect) in December 2019 to allow practices to view patient records between different clinical systems. This will also allow sharing of appointment systems between groups of practices to make offering shared services easier.

Providing shared services will be easier and safer as practices will be able to securely access patient information and share appointments even if they are on different clinical systems.

What we ask from you

We ask that you engage with the project, sign data sharing agreements and work with your patients on information-sharing agreements.

Digital First

Our offer to you

We are making eConsult and other digital pilots available to all Plymouth practices.

We are offering local 'champions' and best-practice events to support practice-level adoption of eConsult, for online consultations.

These new projects will be subject to testing, so we can demonstrate the benefits before they are rolled out to all practices. Some pilots are already under way. We will look for opportunities to expand some of the existing pilots more widely when we determine it is appropriate to do so.

Patients interacting digitally will save time for GPs and reduce the number of appointments required by diverting patients that do not need to see their GP.

What we ask from you

We need the continued support and enthusiasm of practices in the pilot groups, and those taking part in future pilots, to develop these new ways of working.

DELT solutions

DELT Shared Services Ltd. (the CCG's and Plymouth City Council's IT provider) offers professional services for IT, cyber security, information governance, training, telephony, payroll, finance, print and mail, as well as consultancy around HR, organisation development, procurement, digital solutions and business change.

DELT can help practices deliver these services to help maximise investments, as well as reducing risks and cost.

As a public company owned by the CCG and PCC, you may wish to consider DELT Shared Services Ltd. for your solutions and back-office functions.

Following PCN feedback, we will also be exploring the following:

- Supporting PCNs to work towards delivering Extended Access
- A Devon-wide premises strategy will be published in September and we will work with practices to establish viable solutions
- Following a review of the current planned pilots, we will work with PCNs to roll out system integration of pharmacies and practices in Plymouth, including broader sharing solutions for nursing homes
- Embedding videos into patient pathways to encourage patients to self-educate and release clinical time
- Exploring the potential benefit of a PCN co-ordinator for the city of Plymouth
- Continued initiatives to support workforce development via portfolio working expanded beyond clinical roles and initiatives to attract clinicians back in to primary care
- Establishing an overview of vacancies across clinical roles to identify gaps in the system and support practices to manage the full recruitment cycle



Plymouth prospectus for primary care

A suite of offers supporting primary care in Plymouth to aid practice resilience.

To find out more, practices and networks should email devon.primarycare@nhs.net



September 2019