

27th August 2020

General Practice Remobilisation in Midlothian

Item number: 5.6

Executive summary

To update the IJB on the remobilisation of primary care and the plans for the 2020 seasonal flu vaccination programme.

Board members are asked to:

- Note the changes to access to General Practice in Midlothian as a result of COVID19
 - Note the plans for remobilisation of primary care and progress implementing the Primary Care Improvement Plan
 - Support the plan for the 2020 Seasonal Flu Vaccination Programme
-

Report title

1 Purpose

- 1.1 To update the IJB on the remobilisation of primary care and the plans for the 2020 seasonal flu vaccination programme.

2 Recommendations

- 2.1 As a result of this report what are Members being asked to:-
- 2.2 Note the changes to access to General Practice in Midlothian as a result of COVID19
- 2.3 Note the plans for remobilisation of primary care and progress implementing the Primary Care Improvement Plan
- 2.4 Support the plan for the 2020 Seasonal Flu Vaccination Programme

3 Background and main report

- 3.1 General Practices performed a critical role the COVID19 response during 2020 responding to the changing demands from their patients, managing staff absence, implementing rapidly changing guidance and transforming their service delivery models with greater use of telephone and digital consultations.
- 3.2 All practices in Midlothian managed to remain open during the COVID19 response but contingency plans were developed for the buddying or grouping of practices if there were critical issues with staffing. There was additional funding provided to all practices for the increased costs associated with the COVID19 response.
- 3.3 There has been shift within practices as we move away from lockdown and there is a remobilisation of services. A key change has been the pivot to total telephone triage with an increase in practices fully adopting a total-telephone-triage for all patient contacts. There has also been an increase in the use of Near-Me with nine Midlothian practices together completing over 200 video consultations in July.
- 3.4 The next six months will be a considerably challenge for General Practices in Midlothian. Practice teams will continue to limit face-to-face consultations and instead to use telephone and video consultations. Newbattle Practice uses econsult which offers people the opportunity to contact them online this may be developed in other practices. However for the present people will experience total-telephone triage as the norm across Midlothian.

- 3.5 The process for primary care for remobilisation has been agreed across NHS Lothian with robust involvement from HSCPs and Independent Contractors. The NHS Lothian Primary Care Remobilisation Plan is attached in Appendix One

Midlothian Primary Care Improvement Plan

- 3.6 The Primary Care Improvement Plan is a four-year plan in response to the 2018 GMS (Scotland) Contract and the associated Memorandum of Understanding. The Plan describes the process to transfer activity from General Practice teams to the HSCP.
- 3.7 Most services developed in the PCIP were redirected to assist with the COVID response. As services are remobilised they are returning to support practice teams. The following section summarises recent progress with the PCIP:

3.8 Vaccination Transformation Programme

Childhood Vaccinations were transferred from practices in Year 1 of the PCIP. Travel Vaccinations were also to be transferred in Year 1 but haven't. This is being progressed as a pan-Lothian service.

The responsibility for annual Flu Vaccinations were to be transferred to the HSCP in Year 3 which means that for 2020 the responsibility remains with practice teams. In response to the COVID flu programme there are several exceptions to this with the HSCP taking on responsibility for specific cohorts this year including Housebound, Care Homes, Nursing Homes and Children 2-5s. The HSCP is also taking on responsibility for the Shielding Patient cohort and their household members (6,500 people based on practice returns). The HSCP will also provide additional staff to practice teams to assist with the 2020 flu vaccination programme. Further details about the Seasonal Flu programme are in described further in this report.

Transfer of Shingles and Pneumovax has been delayed but will be incorporated into the CTAC programme during Year 3

3.9 Pharmacotherapy

Pharmacotherapy was prioritised in Year 1 on the PCIP. Recruitment has remained challenging with several staff moving onto new roles across Lothian during the lifespan of the PCIP. Currently all practices in Midlothian are supported through a combination of pharmacists and pharmacy technicians. However, there are limitations on the national workforce capacity which is making it difficult to reach and sustain full team complement.

3.10 Community Treatment and Care Services (CTAC)

Phase 1 of CTAC development is underway in Midlothian and will be established this Autumn. Three practices have agreed to develop the model with the HSCP (Penicuik, Eastfield, Roslin) during this phase. A combination of five Health Care Assistants and five Community Nurse posts have been funded for this phase and recruitment is in progress. A new Team Manager post will also be appointed to manage the service during the development of phase 1 and expansion of the service during 2021.

The three practices have all received support to allow them to release senior GP time to develop the new model. There is a shared ambition to make greater use of technology for remote monitoring of chronic conditions.

3.11 Additional Staff and Urgent Care

Musculoskeletal Advanced Practice Physiotherapists (MSK APP) were prioritised in the Midlothian PCIP and all practices in Midlothian have the service in place. Recruitment into the MSK APP service was achieved through a series of recruitment processes and staff in this team are remaining in the service.

The Primary Care Mental Health Nurse service was developed during Year 2 of the PCIP. Initially this was fully funded by the PCIP but as the service has expanded the additional posts have been funded from Action 15. The service will be operational in all 12 practices by September 2020 (was in 7 practices until the last recruitment round). There are 10 nurses working in the services (8.8 WTE). During COVID19 response the service was pulled back from practices but is now being reintroduced. Some practices are piloting direct patient booking via the reception team to reduce GP contacts.

3.12 Link Workers

The Wellbeing Service was operating in 75% of Midlothian Practices at the start of the PCIP and was extended to all practices in Year 1. The service moved to a telephone-based service during COVID19 response.

During COVID19 response the British Red Cross changed their service model to provide a service for all patients identified with moderate and severe frailty. In Midlothian 11/12 practices shared patient contact details with the Red Cross which led to 2630 people being contacted. This is 75% of this cohort across Midlothian.

Midlothian 2020 Seasonal Flu Vaccination Programme

- 3.13 The ongoing risks from COVID19 mean there are significant changes to the flu programme this year: there will be a higher uptake in the traditional population cohorts; the age range for people eligible for the vaccine will reduce to either 55 or 50; eligible staff will be expanded; clinics will need to be run with appropriate PPE and physical distancing procedures in place.
- 3.14 The four HSCPs across Lothian have developed different approaches for the flu programme. East Lothian, Midlothian and West Lothian have a common approach with most flu activity remaining with practices and the HSCP taking on a specific cohort from General Practices. Edinburgh HSCP has taken over responsibility for the majority of vaccinations that General Practices previously held responsibility.
- 3.15 Midlothian HSCP has agreed with Practice Flu Leads that responsibility for the Shielding cohort (including other members of their household) will be vaccinated by the HSCP. This is estimated to be 6,500 people and clinics will be organised across Midlothian mostly in non-healthcare venues.

This is the plan for the key population cohorts:

Population Cohort	Midlothian
>65	GP except for Shielding cohort
<65 at risk	GP except for Shielding cohort
>55 new cohort	GP except for Shielding cohort
Pregnant Women	Mix between GP, Maternity and HSCP
NHS Staff	Mix between GP, Maternity and HSCP
Social Care Staff	HSCP
Carers	HSCP
Housebound	HSCP
Care Homes	HSCP
Primary School	Community Vaccination Team
2-5 and not at school	HSCP

4 Policy Implications

- 4.1 There are no policy implications from this report

5 Directions

- 5.1 There are no new directions from this report

6 Equalities Implications

- 6.1 There are no equalities implications from this report

7 Resource Implications

- 7.1 There are resource implications from this report as both the Primary Care Improvement Plan and 2020 Seasonal Flu Vaccination Programme have significant cost. The planned PCIP costs are fully met by the allocation from Scottish Government. The additional costs this year from the vaccination programme are forecast to be a maximum of £400K. The source of this funding will consist of additional funding from Scottish Government and sources to be agreed within NHS Lothian and the HSCP.

8 Risk

- 8.1 The key risk from the programmes described in this paper relates to the flu vaccination programme. It is important that General Practices and the HSCP achieve a high vaccination uptake this year to reduce pressure on health and care services during the Winter.

9 Involving people

- 9.1 Health and Care professionals from across the HSCP and NHS Lothian have been involved in the development of plans for the flu programme.
- 9.2 There is public representation on the CTAC project board but further work is required with communities during the development of the CTAC pilot.

10 Background Papers

10.1 Appendix One: NHS Lothian Primary Care Remobilisation Plan

AUTHOR'S NAME	Jamie Megaw
DESIGNATION	Strategic Programme Manger
CONTACT INFO	Jamie.megaw@nhslothian.scot.nhs.uk
DATE	11 th August 2020

Appendices:

Appendix One: NHS Lothian Primary Care Remobilisation Plan