

Primary Care Commissioning Committee

28 June 2017

Details	Part 1	X	Part 2		Agenda Item No.	10
Title of Paper:	Productive General Practice- End of Programme Report					
Board Member:	Dr Jeff Schryer, Clinical Lead for Primary Care					
Author:	Amy Lepiorz, Deputy Director for Primary Care and Dr Jeff Schryer, Clinical Lead for Primary Care					
Presenter:	Amy Lepiorz, Deputy Director for Primary Care and Dr Jeff Schryer, Clinical Lead for Primary Care					
Please indicate:	For Decision		For Information	X	For Discussion	

Executive Summary

Summary	Practices within NHS Bury CCG participated in the Productive General Practice Programme between November 2016 and March 2017. As a result of that work, conservative estimates show that 5,460 hours of administrative time and 1,740 hours of clinical time have been released across Bury per year.					
Risk	High		Medium		Low	X
	There are no specific risks associated with this paper					
Recommendations	The Board is asked to: <ol style="list-style-type: none"> Note the positive outcomes achieved by participating practices Note the next steps 					

Strategic themes

To deliver improved outcomes and reduce health inequalities for patients through better preventative strategies	
To deliver service re-design in priority areas through innovation	
To develop primary care to become excellent and high performing commissioners	X
To develop the CCG leadership to work with the Local Authority to be excellent integrated commissioners	
To develop robust and effective working relationships with all stakeholders and partners to drive integrated commissioning	
To deliver long term financial sustainability through effective commissioning and innovative investment across the wider system	
To develop and influence the provider landscape through development of a Locality Care Organisation (LCO)	
Equality Analysis Assessed?	Supports NHS Bury CCG Governance arrangements

Productive General Practice- End of Programme Report

1. Introduction and background

- 1.1 The Productive General Practice Programme is a national programme designed to support practices to release time to care. The programme is commissioned by NHS England as part of a suite of support to meet the commitments made in the General Practice Forward View.
- 1.2 NHS Bury CCG successfully applied to take part in the programme which commenced in November 2016 and closed with a final celebration event in March 2017.
- 1.3 The Primary Care Commissioning Committee have previously been provided with updates on the programme as it has progressed. This paper is a final report of the programme, designed to raise the committee's awareness of the achievements made by practices.

2 Achievement

- 2.1 In total 25 practices participated in the programme. Practices had the opportunity to take part in up to two modules out of 'Making Best Use of Administrative Time' (MBUAT), 'Well Organised Practice' (WOP), 'Efficient Processes' (EP) and 'Emails, Meetings and Interruptions' (EMI).
- 2.2 The table in appendix lists the participating practices, the change programme they selected and the specific area of focus.
- 2.3 By participating in the programme practices across Bury have saved a total 5,460 hours of administration time and 1,740 hours of clinical time per year. These are very conservative estimates. One practice has saved an estimate £1,000 per year on stock costs due to better organisation.
- 2.4 Along with the quantitative benefits a number of qualitative outcomes were captured. The strongest theme was around staff engagement and empowerment. Many practices took a whole team approach to the programme which resulted in the upskilling of staff members and an increase in autonomy, especially amongst lower grade administrative staff. The facilitators noted a change in the culture of many practices. Practices became more receptive to change and more importantly felt confident in the successful implementation of change.
- 2.5 The programme finished with a final celebration event. The CCG took a different approach to other areas, and rather than keep practices in the cohorts they had worked in, all practices were brought together. This allowed for learning to be spread across the whole of Bury. As a result Bury was used as a case study to promote the programme and a promotional video has been produced featuring the work that took place in Bury. The video can be found via this link:

2.6 One of the key elements to the success of the programme was the willingness of the practices to participate but also the supportive relationship the CCG had between the programme facilitators, NHS England and the practices.

3 Next Steps

3.1 Details of the programmes completed by individual practices will be shared at sector meetings. This will allow practices to continue to share learning from others.

3.2 Practices have been secured a place on the Releasing Time to Care programme. This programme is a 9-12 month programme designed at supporting groups of practices to implement the 10 High Impact Changes articulated in the GP Forward View.

3.3 Groups of practices select no more than 3 areas to look at and work together to learn about proven innovations of interest, agree priorities for action, and implement changes that release time for care. This change programme will help practices to implement at least one of the Ten High Impact Actions, providing a local development adviser, drawing on the experience of others, experts in improvement science and the peer support of the whole group

3.4 The CCG will also be applying for the NHS England's General Practice- Productive Workflows Award. Recognising the work that has taken place, the efficiencies made and the time released for patient care that has taken place.

4

The Primary Care Commissioning Committee are asked:

- To note the positive outcomes achieved by participating practices
- To note the next steps

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Appendix One

Sector	Practice	Programme	Area
South	Greylands	WOP	Organisation of admin space
South	St Gabriels	EP	Use of docman Quality of referrals
South	The Elms	EP/MBUAT	Review of admin roles Use of docman
South	Uplands	EP	Use of docman
South	Longfield	MBUAT	Review of admin roles
South	Unsworth	EP/EMI	Review of IT systems and usage Review of clinical interruptions
South	Whittaker Lane	EP	Review of financial invoices processes Review of room usage/timetabling
East	Huntley Mount	EP/MBUAT	Repeat prescriptions processes Preparation for CQC
East	Peel	EP/EMI	Repeat prescriptions Reducing GP interruptions
East	Rock	EP/WOP	Scanning processes Organisation of nurse clinical area
East	Minden (3)	EP/MBUAT/WOP/EMI	Repeat prescriptions processes Organisation of the 'prescription room' Review of admin roles
East	Ribblesdale	EP/WOP	Repeat prescriptions processes Organisation of the front desk/back office
East	Townside	MBUAT/WOP	Review of admin roles Organisation of the front desk
East	Walmsley Road	MBUAT/WOP	Management of phone calls Organisation of admin areas

West	Mile Lane and RLC	MBUAT/EMI	Review of admin tasks- assigning to most appropriate person Development of standardised processes
West	Redbank	EP/WOP	Organisation of admin space Processes for managing post
West	Radcliffe	WOP	Organisation of clinical space/stock
West	Spring Lane	WOP	Organisation of clinical space/stock
North	Tottington	WOP	Record summaries
North	Woodbank	EP	Review of opening hours, matching clinical and reception hours
North	Garden City	MBUAT	Understanding of practice's processes
North	Greenmount	EP	Repeat prescriptions processes