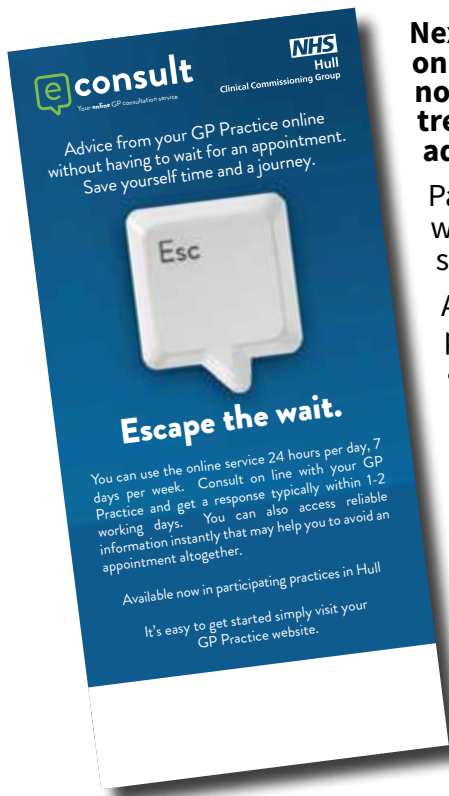


# My City My Health My Care



Hello and welcome to NHS Hull Clinical Commissioning Group’s second **My City, My Health, My Care** newsletter. This newsletter has been produced to share information about developments taking place within primary care (GP) services in Hull. We hope that you find it useful.

## Online Consultation Launched



**Next time you need an appointment you could save time by starting an online consultation with your GP Practice straight away and you might not have to go into the surgery at all. This new way of getting advice and treatment is revolutionising the way patients across Hull get medical advice from their GP Practice.**

Patients who submit their symptoms online will get a response typically within 1-2 working days which could be advice, directed to other support such as the pharmacy or booked in for an appointment if necessary.

Amy York, Nurse Practitioner at Faith House is already seeing the benefits for patients and says that although it’s not for everyone it can offer busy people a more convenient choice “Patients can get advice and help much more quickly than they would if they waited for an appointment, which they may not have needed in the first place. We’ve had some very positive feedback from patients.”

The service also offers around the clock NHS self-help information, signposting to services, and a symptom checker. Patients can also request prescriptions and test results, referral letters and medical reports. Half of the practices in Hull are trialling the service for 15 months. It comes after NHS Hull Clinical Commissioning Group (CCG) successfully applied for funding from NHS England. **To use eConsult patients simply visit their own GP Practice website and click on the box that says 'consult online' or 'beat the queue'. See centre pages for participating practices.**

## What patients say..

“I typed my symptoms in my own time without thinking have I missed anything and didn’t have to take any time off work. Great service”

“My problem wasn’t serious or urgent, and I didn’t want to use a face to face appointment that someone else may have needed. I got a quick response and advice on what to do”

“This service is excellent. I didn’t have to leave home when I felt unwell. I got advice very quickly and was prescribed medication”



Amy York, Nurse Practitioner in Hull

# The Future of GP Services

**As we continue to see increasing numbers of patients with long term health conditions and face challenges in recruiting and retaining healthcare staff, NHS Hull CCG remains committed to transforming GP services.**

We've had a year of significant change and the majority of our practices are now working as part of larger groupings (see centre pages). For patients this means that practices have the potential to provide a wider range of medical services with a range of skills.

As primary care evolves and changes new roles are being introduced as part of the wider primary care team offering specialist skills, saving GPs time and offering a better service to patients.

## Senior Clinical Pharmacists



Senior Clinical Pharmacist  
Samier El-Kamel

**We have 15 senior Clinical/Clinical Pharmacists working across the city supporting patients and staff to ensure patients get support with medication. They ensure safe prescribing and improve the quality of care for patients.**

CHCP employs two of the Senior Clinical Pharmacists as part of their primary care team. Samier El-Kamel was a community pharmacist before becoming a Senior Clinical Pharmacist last year "We run daily clinics for patients who are on repeat medication and conduct medication reviews. It saves GP time but it's also much better for patients as we have 20 minute appointments so we can spend time listening to patients and sort out any issues. For example some patients may be having side effects from their medication, they may not be able to swallow tablets, or they may just need reassurance because they've heard something on the news about their medication and are worried."

Senior Clinical Pharmacist Emma Hewitt says having that extra time is really appreciated by patients. For example, she worked with a person with learning disabilities who felt his

GP hadn't explained a change to his prescription "I telephoned the patient and was able to reassure him and offer him an appointment where I could talk the medication through with him and explain what it was for, putting his mind at rest."

*"I had the luxury of time and had continuity with the patient so I could prevent any problems arising."*

Claire Ripper, Primary Care General Manager at CHCP says the introduction of this role aims to improve patient care, "The role also includes reviewing patient discharge letters for medication changes from hospital outpatient appointments, re-authorising repeat medication, and looking at new guidance from the National Institute of Clinical Evidence and ensuring any medication alerts are actioned. Samier and Emma are also on hand for the rest of the team to get medications advice. Ultimately they help us to provide better outcomes for patients and more efficient, consistent and sustainable services in primary care."



Senior Clinical Pharmacist  
Emma Hewitt

## Urgent Care Practitioners

**The Modality Partnership recruited three paramedics last year as Urgent Care Practitioners who now form part of their home visiting team along with a Nurse Practitioner. Together they support seven GP practices in Hull and see patients who cannot visit the GP practice for health reasons.**

Tracy Meyer, Strategy & Project Implementation Manager for Modality, explains "We are really lucky to have such a great home visiting team. We've already noticed a difference with GPs reducing their home visits by about 25 a day, ensuring they spend their time with the patients who need them the most. When a request for a home visit is made, the duty doctor will call the patient to triage and decides whether the home visiting team will see the patient or whether they need a GP. The GPs have great confidence in the team. We can see patients quicker because the team operates from 8am – 6pm where GPs only used to be able to conduct visits in the afternoons, after their clinics had finished."

Urgent Care Practitioner, Andy Bell, explains his role "I worked for the ambulance service for 22 years and went back to University to study for an Autonomous Practitioner Degree to give me more options and worked

in minor injuries for a while. After talking to a GP in Hull I started to work as part of the home visiting team and haven't looked back. A typical visit would be if someone's had a fall, I can check their environment, make a referral to the falls team, and request a night sitter if needed. I've got a mobile phone, a laptop and a kit bag. I can access and update live patient records with all medication and test results. My phone connects directly to the duty doctor so if I need a prescription or advice I can get straight through. The next step will be when we can prescribe which will mean we can support patients even further".

*"We don't just offer care and treatment but we are a friendly face, offering reassurance and make sure the patient is getting the most appropriate service. I feel very much part of the team - it's about having the person with the right skills, at the right time, and in the right place to give the most appropriate care for the patient."*



Home Visiting Team, Modality, Hull

# GP Practices

GP Practices are now working as part of larger groupings and can provide patients with a wider range of services.



Number Practice Name Practice\* List Size

Number	Practice Name	Practice* List Size
<b>Hull GP Collaborative</b>		
1	JAMES ALEXANDER PRACTICE	7341
2	GOODHEART SURGERY	4558
3	DR KV GOPAL'S PRACTICE	1993
4	ORCHARD 2000	8676
5	DR GT HENDOW'S PRACTICE	2597
6	NORTHPOINT	3174
7	THE RAUT PARTNERSHIP	4830
8	HAXBY GROUP	12,277
9	DR GS MALCZEWSKI'S PRACTICE	2088
10	SUTTON MANOR SURGERY	7385
11	HAXBY - BURNBRAE PRACTICE	4752
12	BRIDGE GROUP	9043
<b>City Health Federation</b>		
13	CHP BRANSHOLME	3399
14	CHP MARFLEET	3356
15	CHP SOUTHCOATES	3065
16	EAST PARK PRACTICE	3715
17	THE QUAYS MEDICAL CENTRE / RIVERSIDE MEDICAL CENTRE / KINGSTON MEDICAL CENTRE / STORY ST PRACTICE	15,033
18	CHCP NEWINGTON	10,949
<b>Hull Health Forward</b>		
19	THE AVENUES MEDICAL CENTRE	6347
20	NEWLAND HEALTH CENTRE	6838
21	LAURBEL SURGERY	3179
22	DR GM CHOWDHURY'S PRACTICE	2449
23	HOLDERNESS HEALTH OPEN DOOR	1711
24	DR MUSIL J AND DR QUEENAN PJ	6233
25	CLIFTON HOUSE MEDICAL CENTRE	8880
26	WOLSELEY MEDICAL CENTRE	7049
27	WILBERFORCE SURGERY	3393
28	THE OAKS MEDICAL CENTRE	7440
29	HASTINGS MEDICAL CENTRE	2426
30	KINGSTON HEALTH (HULL)	9139
31	SYDENHAM HOUSE GROUP PRACTICE	7842
<b>Medicas</b>		
32	EAST HULL FAMILY PRACTICE	26,755
33	MARFLEET GROUP PRACTICE	14,464
<b>Modality</b>		
34	FAITH HOUSE SURGERY	7580
35	NEW HALL SURGERY	9646
36	DR COOK BF	3641
37	THE NEWLAND GROUP	15,040
38	DIADEM MEDICAL PRACTICE	12,101
39	THE SPRINGHEAD MEDICAL CENTRE	16,862
40	ST ANDREWS GROUP PRACTICE	9793

e consult online consultation available \*As at 09/17

# CONNECT WELL

ADVICE - SUPPORT - CHOICE



**A new service has been launched to offer people advice and support and to provide links to community groups, services and activities which can help people to make positive changes that improve their health and wellbeing.**

Connect Well Hull is a free, confidential service available to anyone who lives in Hull, or is registered with a Hull GP. Local people can meet with a Wellbeing Co-ordinator or Welfare Adviser at a wide range of locations across the city, including GP practices and community venues.

People's ill health is sometimes connected to a range of non-medical issues such as money worries, housing problems, loneliness, and bereavement. Connect Well Hull offers an in-depth conversation with a Wellbeing Co-ordinator to help people to decide for themselves what is right for them whether that's welfare advice and practical support, access to a gardening group, lunch club or other activity.

Lesley Thornley, Chief Executive of Hull & East Riding Citizens Advice Bureau said "One of the key features of this service is that it's about your life and your choices. You get to choose what you are working towards and the team will draw upon all of the opportunities and activities available in the city that can help you do that, whether this is about helping you get active and feel better, being more linked in with your local community, or resolving problems on issues such as money, benefits or housing."

Connect Well Hull is commissioned jointly by NHS Hull Clinical Commissioning Group (CCG) and Hull City Council. GPs, nurses and other health and social care staff often see people who can be supported by a range of non-clinical services.

Phil Davis, Head of Primary Care at NHS Hull CCG said:

*"The CCG recognises that not all of people's issues and problems need a medical response. For example, quite often people are lonely after bereavement or need a bit of support to get more physically active and that's where Connect Well Hull can help".*

Referrals can be made by a GP or other health or social care professional, or individuals can refer themselves online or by telephone. Connect Well Hull is a local service run by Citizens Advice Hull & East Riding in partnership with North Bank Forum.

To find out more, or make an appointment to see a Wellbeing Co-ordinator or Welfare Adviser you can call **01482 217670** or visit [www.connectwellhull.org.uk](http://www.connectwellhull.org.uk)



## GP Online

Thousands of patients across Hull are now using GP online services as a more convenient way to book and cancel appointments, request repeat prescriptions, and view their medical records using a computer, a tablet or a smartphone, through a website or an app. You can choose to:

- Book and cancel appointments with your doctor or nurse online, when it suits you. Your surgery will choose which appointments can be booked online.

- Order repeat prescriptions online. Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.

- Look at part of your GP records online. You can look at your records whenever you want, and find answers to questions you may have without ringing your doctor.

### How to sign-up for online services

It's not hard to start using online services. Your surgery will need to check who you are. Just like your bank, your surgery wants to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Tell your GP surgery you would like to start using online services.
2. Your surgery will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. Your surgery will then check your identity. They will do this in one of three ways:

- **Ask you for photo ID and proof of address**, for example, a passport or driving licence and a bank statement or council tax statement.
- **If you do not have any ID and are well known to your surgery**, a member of staff may be able to confirm your identity.
- **If you do not have any ID and are not well known to your surgery**, they may ask you questions about the information in your GP record to confirm the record is yours.
- 4. Your surgery will then give you a letter with your unique username and password. It will also tell you about the website/app where you can login and start using online services.

Online services are free to use and are just another way of contacting your surgery.

*'I work full time and am often out of town so book my GP appointments online. I don't have to ring the practice first thing repeatedly to try and get through at 8am, I just go online. It's quick and easy.'*

**John, Hull**



# Sharing Your Records with Healthcare Staff

Healthcare staff can now access a summary of your GP medical record, called a summary care record. This means that if you had to go into hospital, are treated at home, use an out of hours service, an ambulance or a GP other than your own, the person treating you would be able to see what medication you take, any adverse reactions and any allergies you have, and treat you accordingly.

You can now ask your GP surgery to enrich this information. For example, a Summary Care Record doesn't explain why you may be on certain medications or whether you have long term illnesses or care preferences. You can now ask your GP surgery to include this type of information. This can help the people treating you to make the right decisions about your care.

**If you would like to give your permission for additional information to be added and shared with other care professionals involved in your care please ask the receptionists or GP at your medical practice for a 'Summary Care Record patient consent form'.**

This additional information will include:

- Any long term health conditions you have - Such as asthma, diabetes, heart problems etc.
- Your relevant medical history – surgery or procedures you have had, why you need a particular medicine, and the care you are currently receiving
- Your healthcare needs and personal preferences - Such as particular communication needs, legal decisions or preferences about your care that you would like to be known.
- Immunisations you've had - Details of previous vaccinations such as polio, tetanus and also routine childhood immunisations.

The enriched summary care record will not contain sensitive information unless you specifically request for it to be included. This information is secure and only available to individuals directly involved in your care with permission to access your records. These individuals also need to ask your permission to access it. Having this additional information in your Summary Care Record will mean you get safer, more effective care.

## Kate's Story

*Kate is a busy working Mum of three, she has Type 1 Diabetes. The last thing she wants is to be admitted to hospital. As Kate has a long term condition she chose to add information to her Summary Care Record. Kate is out shopping with a friend when she suddenly feels shaky and weak, her friend drives her to the nearest A&E department. By the time they arrive, Kate's speech is slurred. Staff identify that she is suffering from a hypoglycaemia episode. They ask for permission to access her summary care record, which includes the additional information, which she grants, and they therefore have access to information about her diabetes and the contact details for her liaison nurse. They contact her nurse who confirms that this kind of episode is not unusual. They adjust Kate's insulin dose and send her home. There is no need for her to be admitted.*

# My City My Health My Care



Winter/Spring 2018

**NHS**

Hull

Clinical Commissioning Group

NHS Hull

Clinical Commissioning Group

2nd Floor, Wilberforce Court

Alfred Gelder Street

Hull HU1 1UY

T: 01482 344700

E: [HULLCCG.contactus@nhs.uk](mailto:HULLCCG.contactus@nhs.uk)

Web: [www.hullccg.nhs.uk](http://www.hullccg.nhs.uk)

Twitter: @NHSHullCCG