

## MEET THE TEAM

### Central Operations & Clinical Team

**Jane Sadler** - Head of Primary Care Access

**Dave Kirby** - Medical Lead EA

**Tracy Lindsay** - Business & Operations Manager

**Daniel Donnell** - Operational Team Leader

**Mark Gulliver** - Operational Team Leader

**Jane Kennard** - Operational Team Leader

**Vacant** - Operational Team Leader

**Vijayit Kaushal** - Administrator

**Tracey Godley** - Administrator

**Nicola Haigh** - Administrator

**Philip Bennison** - Business Intelligence Analyst

**Lauren Park** - Recruitment Officer

**Vicky Eastwood** - Same Day Response Lead

We also work closely within a wider team. Follow the link below to see all the different people involved in delivering our services.

<https://www.leedsgpconfederation.org.uk/about-us/meet-the-team/>

Currently we have a work force of 427 including GPs, ANPS, Nurse, HCA's, Admin, receptionist, physiotherapists, pharmacists, Healthy Minds practitioners and Patient ambassadors.

We offer over 150,000 appointments a year to the city of Leeds, and it could not be possible without each one of you! Thankyou!

## --THE LATEST--

From

## Extended Access

February 2022

EDITION 01

## INTRODUCTION

Welcome to our first newsletter, designed to help keep you updated and share our latest news. We are keen to ensure we continually improve our communication with our team and are therefore implementing a quarterly newsletter.

We have been making some big changes and are constantly working to improve our service to help, support and sustain general practice. The recent growth within Extended Access is certainly something to share and over the last year 12 hubs have expanded into 21 hubs.

Primary care still faces many challenges today. COVID-19 has taught us we are stronger when we work together. Extended Access is very proud to support so many practices and primary care networks across Leeds.

**Jane Kennard**



Wellness Action Plans - Mind Guide



Welcome to Leeds GP Confed.pptx

To access the service,  
simply call

**03303 800658\***

Or to find the full range of  
services available, visit  
[vivup.co.uk](http://vivup.co.uk)

### Mental health support in difficult times

We would like to make you aware of our Vivup Employee Assistance Programme (EAP), to ensure that help is available to all of our employees. The helpline is free and available anytime 24/7 365 days a year

\* Calls charged at local rates



# IMPROVING COMMUNICATIONS

Communication is key to any service and we are always trying to improve how we do things.

We recently started sending a broadcast to inform who is the Operational Team Leader on call throughout the week and over the weekend. This will come through as an Email: The office number is always diverted to whoever is on call so you can always call us on **0113 887 3899**

In line with communication can you all ensure you are giving as much notice as possible when handing back shifts.

This must always be done via a telephone call to the OTL on shift. Please do not send emails or texts, these are not always picked up straight away and can cause delays in trying to seek cover.

## Statutory & Mandatory Training

Extended Access follows the same legal requirements for all its workers to ensure the organisation is providing safe high-quality care to all patients.

In line with NHS guidelines staff must be up to date with all Statutory and Mandatory training, and proof of this must be sent to us so we can update our records.

Thank you to everyone who has already sent in this information to us. If not, can we request you check you are up to date and send across an activity report to us via email on [Ea.confed@nhs.net](mailto:Ea.confed@nhs.net)

If you are experiencing any roadblocks to completing, please contact one of the team.

## UPCOMING CHANGES

### New Rota System

We are excited to share with you that we are moving on to a new rota system from April. The new provider is Lantum which will be replacing Rota Master.

Lantum is one of the NHS workforce platforms and is very user friendly.

We will keep you updated with all the changes and provide training where required.

For anyone that wants to have a nosey beforehand follow this link to their website.

<https://lantum.com/>

### Payroll Provider

Leeds GP Confederation will be changing in April 2022 from the existing Kashflow payroll to the Leeds Teaching Hospitals NHS Trust Payroll Department using a system called ESR (Electronic Staff Record).

The change will mean that there will be a slight amendment to the normal pay dates. Leeds GP Confederation has normally made payments on the 25th of the month payroll provider, Leeds Teaching Hospitals NHS Trust has a normal pay day of the 27th of the month.

Further, more detailed information will follow, we will be setting up a series of drop-in Team's meetings for question-and-answer sessions throughout February, March and April where you will be able to ask any questions you may have. Lookout for any invites that may land in your email.

## SATURDAY NURSE CLUB

Gil Ramsden is a Professional Lead for General Practice Nursing with over 27 years' experience.

We are very lucky to have Gill working alongside the Confed to support our ever-growing nursing team.

One of the ways Gill supports is by running a Nurse Forum or "Saturday Club".

These clubs take place on teams on regular Saturdays throughout the year, they are for one hour and are designed to be an open space for the nursing team to discuss any ideas, concerns, shared learning, upcoming change or ask any questions to the rest of the team.

We really encourage nurses to attend these sessions as it's a really good way for all the EA nurses to come together in one space.

If you are on shift one of the operational team leaders will book out the time on your rota for you to attend but if you're not booked to work but want to join, we will pay you for your time.

The next forum is booked for Sat 26th February at 10am, if you want to attend please email [jane.kennard1@nhs.net](mailto:jane.kennard1@nhs.net)

Keep an eye on your emails or future dates.

## IN THE SPOTLIGHT

Our Head of Primary Care Access Jane Sadler has just completed RED January; this includes being active for a minimum of 20 minutes every day. Jane has either being bootcamp 4 or 5 times a week or walking on the days she hasn't trained to try and raise a little bit of money for Sport in Mind which empowers people with mental health challenges to experience the life-changing benefits of physical activity. If anyone has a spare couple of pounds, they would like to donate I have included the link below but there is no pressure at all; Jane really enjoyed doing this and has since seen the changes it has made to my mental wellbeing.

Well-done Jane what a fabulous way to start the year!!



## WHAT WOULD YOU LIKE TO SEE NEXT?

Do you work with someone who you feel deserves a special mention?

Is there something that works well at your hub worth sharing?

Have you got any ideas to improve services?

Send suggestions via email to: [jane.kennard1@nhs.net](mailto:jane.kennard1@nhs.net)

## CONTINUED LEARNING

When things do go wrong, we aim to manage complaints and significant events properly, so patients and staff concerns are dealt with appropriately. Good complaint handling matters because it is an important way of ensuring patients and staff receive the service they are entitled to expect. Complaints and Significant Events are a valuable source of feedback for extended access; they provide an audit trail and can be an early warning of failures in service delivery. When handled well, these provide an opportunity for us to continually improve.

### CASE STUDY

The Extended Access team deliver approximately 150,000 appointments per year. When a service sees this number of patients, there are going to be some patients that present in a way that is worth highlighting. The EA service has recently had a case where a patient had presented to the health service several times. The case is summarised below: In June 2021, a 49-year-old female presented with arm pains. Her PMH included breast Ca 2011 with recurrence in 2017. 15th June: Patient presented to A&E with chest and upper back pain. Negative bloods inc trop and d-dimer. Normal ECG. Diagnosed with "rhomboidal muscle strain". No imaging was undertaken. 22nd June: Primary care e-consultation form was completed by the patient stating, "for the past 3 weeks I have pain from my elbow and above it and pins and needles in my left arm and hand". Waking patient every night with a VAS score 7/10. The practice GP triaged as "tennis elbow" and was added to EA physio list. 28th June: Patient consulted remotely with an EA physio and diagnosed with left C8 radiculopathy. Clearly documented about previous breast Ca and referred for F2F appt. Other than a previous Hx of breast Ca there were no other clinical concerns re: metastatic disease. The pain was not unremitting and was positional at night. There were no systemic concerns such as weight loss, fatigue or night sweats. 5th July: Patient seen F2F and was objectively diagnosed with C8 nerve root irritation and referred for urgent spinal treatment service appointment on 15/7/21. 15th July: Patient was referred for urgent MRI where devastating diagnosis of metastatic disease (multiple bone mets, lymph node disease, paraspinal disease, compression of brachial plexus and chest wall mass). This case has thrown up several difficult questions about actions taken/not taken balanced with the likelihood of underlying significant illness. The main learning here, is about considering a patient's past medical history in MSK pains and for each of us to reflect on whether our own thresholds for onward (? urgent) referrals is appropriate. As distressing a case as this has been for both the patient and staff involved, it is the first incident that we have been made aware of in 6 years of the EA/FCP team.

**Simon Miller**

MSK Clinical Lead

**Dave Kirby**

Medical Lead Extended Access

### CITY WIDE SAME DAY RESPONSE

Through CCG winter resilience monies, Leeds GP Confederation were asked to deliver a Same Day Response Service over the winter period to support not only General Practice but the wider healthcare system. This service is becoming a vital part of primary care service provision across Leeds. Initially the service was delivered from St Georges Centre but from the 17th January it also runs from Bellbrooke Surgery.

The service is delivered Monday to Friday 4pm – 8pm and Saturday & Sunday 10am – 6pm. At full capacity There are 6 clinicians working each shift offering up to 360 additional appointments to patients each week. Whilst most of the appointments are booked as telephone calls there is the option for patients to be seen face to face as well.

The appointments are accessed via the EA booking platform and can be used by any practice within Leeds.

We also use these appointments to support practices in other ways. When practices are faced with staffing issues and report OPEL level 4, we reach out, offering ringfenced appointments. This has had a great response and both Practice Managers and clinicians have been very grateful for this support. This also supports in the reduction of attendance at secondary care services.

**We will be sharing a case study or learning opportunity in every newsletter to support our continued learning and transparency when things go wrong. We encourage our teams to raise any incidents on Datix to enable us to learn as a team, to identify any trends and to improve the service we deliver.**