Facing the Future Together: GP membership - West Lancashire 19 June 2014

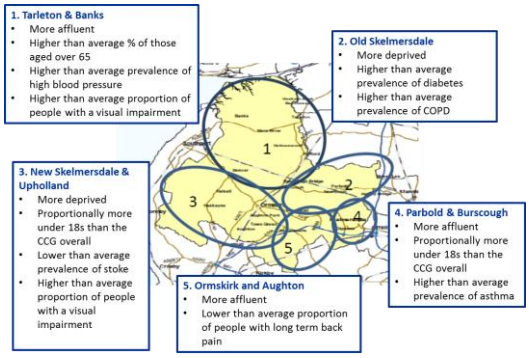
Following the 4 June visioning event on Facing the Future Together, a further event was held on 19 June with the CCG's GP membership.

What was the purpose of the discussion?

The event explored further the discussions held at the visioning event and recapped on the project's vision and ambitions (see storyboard from 4 June for full details) and invited further feedback from the GP attendees.

What was the format?

Two questions were posed to the five groups, each focusing on a different locality. The responses highlighted where informal MDT working is already in place but activity varied across the practices and localities.



What have you done already in progressing care coordination and MDT working?

The following points emerged:

- Multi-disciplinary team (MDT) working is taking place but this is adhoc and informal
- How would success of MDTs be measured?
- Aristotle is used but the frequency and approach varies from practice to practice
- MDTs must be clinically lead
- Care co-ordination should not be an administrative role
- Care co-ordination discussions are informal and not via official route such as MDT meetings
- Gaps in knowledge e.g. what is commissioned and what community assets are within each locality e.g. CERT and Chronic Care Coordinators
- Roles such as dieticians, practice nurses, mental health team, GP out of hours are all missing from current MDT discussions/meetings
- Time is a big resource issue and capacity is limited

How do we ensure we build patient centred, co-ordinated care from the bottom up?

The following points emerged:

- Need true understanding of skills within health professionals involved so cross referrals are possible where appropriate
- Single point of access needs consideration and careful communication
- Suggestions for community services included IV, breathlessness clinics, anaemia, acute care clinic etc
- Need access to consultant opinions
- Need to solve current issues e.g. when patients transfer from Ormskirk to Southport
- Need systematic approach and breakdown existing barriers/ways of working where suitable
- Solutions must be adaptable to suit different practices regardless of multiple sites, size of register etc.
- MDT representatives need to be able to input into IT systems before EMIS web is in place
- Address transport issues and introduce consistent approach e.g. nursing homes should arrange transport to surgeries
- Develop themed MDT meetings e.g. mental health, palliative care etc
- Develop robust IT solutions so meetings can be held remotely to help with time pressures, especially for those practices who need to input on a lower number of patients
- Would need to establish standards of data input into GP systems as practices vary in their approach and levels of delegation
- Chronic Care Co-ordinators may be best placed in the community as only ICO referrals are possible (not from GPs)
- ICO directory of services needs to be accessible to all and used to its full potential
- Pooling resources may be appropriate e.g. jointly funding a specialist nurse to do ward rounds in nursing homes
- Need infrastructure to allow patients to be seen who require immediate response or assessment from community or social care

- District nurses are under pressure and those along with community matrons need to be first for EMIS pilot

Key themes

- Need everyone to understand what is available in the community
- Communication and IT are crucial in utilising both limited time and capacity
- Attendance at MDT meetings need to be consistent across all localities and clinically lead
- Future developments within this project need to be carefully communicated so everyone is clear of the steps they should take in order to avoid problematic implementation stages

Next steps

July – September: there will be a planning phase during this time. A project plan will be produced so that key themes can be taken forwards and implementation can commence.

Public and patient engagement will be fundamental within this project and may focus on specific service areas initially.

Get in touch

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