

Dear practice colleagues,

Thank you to practices who have engaged with the Community Pharmacist Consultation Service (CPCS). Every referral that is made is further supporting patients access to care in the right place at the right time with the right person resulting in more appointments being made available for patients with more serious conditions who need to see a GP.

Following the great start with the service and considering the pressures that the winter is going to present, the below outlines the next steps and package of support that have been identified with the view of increasing the level and consistency of referrals across all 64 practices in Somerset over the winter.

Practice Support Funding

- Practices achieving 2.6 referrals per 1000 patients per week will receive a total of £4500 over the 4-month period.

Relief Level	Practice List Size	Referrals target Per week	Payment
1 (0.65 per 1000 patients)	10000	7	£1500
2 (1.3 per 1000 patients)	10000	13	£1500
3 (2.6 per 1000 patients)	10000	26	£1500
Total Support Funding			£4500

We would encourage all practices to surpass this target to further reduce demand and increase availability of appointments.

(Time Period: Monday December 13th to March 31st)

*To calculate your target per relief level, take your Patient List Size, divide by 1000 and times by the indicator (e.g. 0.65, 1.3 or 2.6).

PCN based funding

- All PCN member practices up and running and hitting IIF target of 0.65 per 1000 patients.
- £6,000 per PCN that achieves this, recognising the additional costs of training and supporting reception teams who are vital to the successful delivery of this service.

PCN	List Size	Referrals Per week	Achieved?
Practice A	10000	7	YES
Practice B	5000	4	YES
Practice C	7000	5	NO
Practice D	10000	7	YES
Total Payment Awarded to PCN = £4500 (if all practices achieve target, the total payment = £6000)			

We will be sending you weekly data reports to support you and your PCN.

Communications

A "Chose well-GPCPCS" campaign. This will ensure patients are aware of the service and address any negativity over being diverted away from GP to pharmacy which will further support practices in increasing the number of referrals.

If you have any ideas or suggestions on how we can share the key messages with the patients do let us know.

Process Mapping and enhancing the service to adapt to different model of access at practice level

Somerset CPCS Implementation team will be working together with a range of practices in Somerset across all 13 PCNS to understand how CPCS is currently being utilised by undertaking process mapping. This will further inform the rollout and utilisation by identifying further areas for improving and enhancing the service. For example, linking online digital solutions in to the CPCS referral mechanism.

Evidence has shown that practices who are achieving high levels of referrals have embedded CPCS at the forefront of the triage system by directing patients to this service throughout the morning which in turn saves appointments for patients ringing in the afternoon who perhaps really do need that urgent GP/Clinician appointment?

We will explore time and day utilisation with you to ensure you are getting the most out of the service, referring effectively and efficiently and making the most of the 5 Somerset PGDs currently on offer for minor illness.

Practices will benefit from this as the process mapping will streamline the referral mechanisms in place to ensure you can generate as many appropriate referrals as possible and see an uplift in activity.

Ongoing implementation operational support

Somerset implementation team (CCG, NHSE and Somerset LPC) are continuing to work together to support all 64 practices in Somerset.

- Weekly/ training sessions (Every Wednesday 12-13.30)
- Daily operations support
- Implementation Webinars with practices in each group; not yet started, just started, and established but could still make better use of CPCS. Please keep an eye out for the invites over the next few weeks.

All practices who have gone live, will receive a separate one-off payment for staff training costs already incurred. In the situation where you need further staff trained then we hope this money can go towards backfilling the additional cost to the practice to free up that member of staff. This payment will be based on the patient list size.

This support fund is intended to support practices to achieve a consistent level of referrals to further reduce the pressures on general practice resulting from minor illness and conditions.

Payments will be made monthly to practices and PCNs.

For further information and support please contact ed.garvey@nhs.net who will be more than happy to support you and your teams over this busy period.

Thank you for your continued hard work,

Edward Garvey
Primary Care Commissioning Officer
Somerset CCG