

My City My Health My Care

Winter 2020



Hello and welcome to the latest edition of the NHS Hull Clinical Commissioning Group **My City, My Health, My Care** newsletter. This newsletter provides an update on how primary care (GP) services in Hull are developing and information about relevant services.

New Primary Care Networks boost GP care in Hull



Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and therefore may need to access local health services more often. General practices (family doctor services) have also changed over time and now provide a wider range of services to their patients. To develop services further to meet future needs general practices have begun working with each other and with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas as part of Primary Care Networks (also known as PCNs).

PCNs are groups of clinicians and wider staff sharing a vision for how to improve the care of their population. The PCNs are based on GP practices typically serving communities of at least 30,000 patients. The PCNs will build on the services ordinarily offered by GP practices, meaning patients can benefit from more proactive, personalised and coordinated health and social care. In

particular PCNs are providing access to appointments with a health care professional in the evening and at weekends, and will be employing a wider range of clinical staff to meet patients' needs.

Dr Dan Roper, NHS Hull CCG Chair, further explained:

“In Hull all of our GP practices are part of a Primary Care Network and we have five networks in total. As a patient you remain registered with just one practice, but you may be able to access services and appointments at other practices within your network.”

“This means you may be offered more flexibility in appointment times and locations, and be able to access a wider range of services as part of a larger team across the network. This could mean a more proactive approach from your practice team in terms of managing your long term health conditions, where the clinical team anticipate your needs and contact you before you contact them.”

You can find out which Primary Care Network your practice belongs to on the map on pages 4 and 5.

Smart technology

Alongside the core medical services that your GP practice offers, there are a number of ways that patients can use new technology to make the most of their NHS care. Across the next two pages we highlight a few examples of where practices in Hull are giving more choice and flexibility with patients being able access consultations online, download the NHS App, sign up for free texts from their practice and have the peace of mind that health condition apps have been reviewed by clinical professionals.

Engage Consult - Online Consultation Tool



Many GP practices in Hull are using Engage Consult - an online consultation service that enables people to make contact with their GP practice without having to wait on the phone or take time out to go into the practice.

Patients can use online consultations to ask questions, report symptoms and upload photos. The practice usually triages (initially assesses) the request and responds within an agreed timeframe, then directs the patient to the right person, service or support. Currently, most practices use a questionnaire-based system, with their own staff delivering the service. Some practices also offer video consultations.

Practices responding to patients via online consultation systems can save clinical, administrative and patient time. Some systems allow the practice to clarify information or ask further questions via two-way messaging. The content of the consultation can be saved in the record.

Please speak to your practice reception for more details.

Connecting GP surgeries to the NHS App



If you're a patient at any practice in Hull you can now use the new NHS App; a simple and secure way to book appointments, order repeat prescriptions, view your GP medical record and more. 24/7, wherever you are, the free NHS app puts you in control - allowing you to book, view and cancel appointments at your GP surgery with ease.

You can conveniently order repeat prescriptions and quickly check symptoms - plus access to NHS 111 online means no more wondering if you need urgent attention. You can also set your organ donation preferences and view your GP medical record.

It's built and owned by the NHS, so you know your personal data is always secure. For convenience, the app can be downloaded from either the Apple or Google play stores at no charge.

Keeping your data secure

When you register for the app, your practice will carry out checks to confirm your identity. It's helpful to have your NHS number to hand when you register, as well as your passport or driving licence. The app will then securely connect to information from your GP surgery. To keep your access secure, you will be sent a security code to your phone each time you use the app. You can use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

Go to www.nhs.uk/nhsapp for more information or ask the GP Practice Team.

supports patient care

Be smart, use MJOG to manage your health appointments



GP Practices across Hull are now using a smart messaging service called MJOG. MJOG Messenger is a free app for patients allowing quick and easy two-way communications with the Practice - providing you with a convenient way to manage appointments, be alerted about services and receive reminders from your surgery.

For patients:

- you can receive automatic appointment reminders which can be cancelled if necessary by "one click" - reducing the need to phone the practice
- you can receive vital information in relation to public health campaigns like the flu vaccinations and immunisations
- your information can be updated and entered directly into the patient clinical record
- MJOG Messenger App is free to download with no message costs.

It helps your practice to:

- reduce the number of Did Not Attends (DNA's) as patients are able to automatically cancel appointments, freeing them up for others to use
- target specific groups of patients with health campaigns - i.e. flu vaccinations
- update your patient details within the clinical record
- offer an interactive questions and answers feature using SMS, voice and email to gather patient feedback

Download MJOG messenger here: www.mjog.com/messenger/
Ask your Practice about MJOG.

ORCHA - peace of mind with safe care and health apps



The CCG has been working alongside ORCHA (Organisation for the Review of Care Health Apps), which review apps for the NHS Apps Library, and has launched its very own 'Health App Finder': www.Humberhealthapps.co.uk

Apps are a great way of supporting self-care, providing patients with tools to look after themselves. A range of Apps are available to offer practical advice to help you to manage symptoms without having to have a face-to-face consultation. We are, however, conscious that many people are overwhelmed with the range of apps available and want to be sure that the one you consult is safe, secure and easy to access.

The Humber Health Apps finder is a site where both patients and clinicians can visit to find the best and safest health and care apps to fit their needs - knowing that each one has been reviewed for Clinical Assurance, Data Privacy and User Experience.

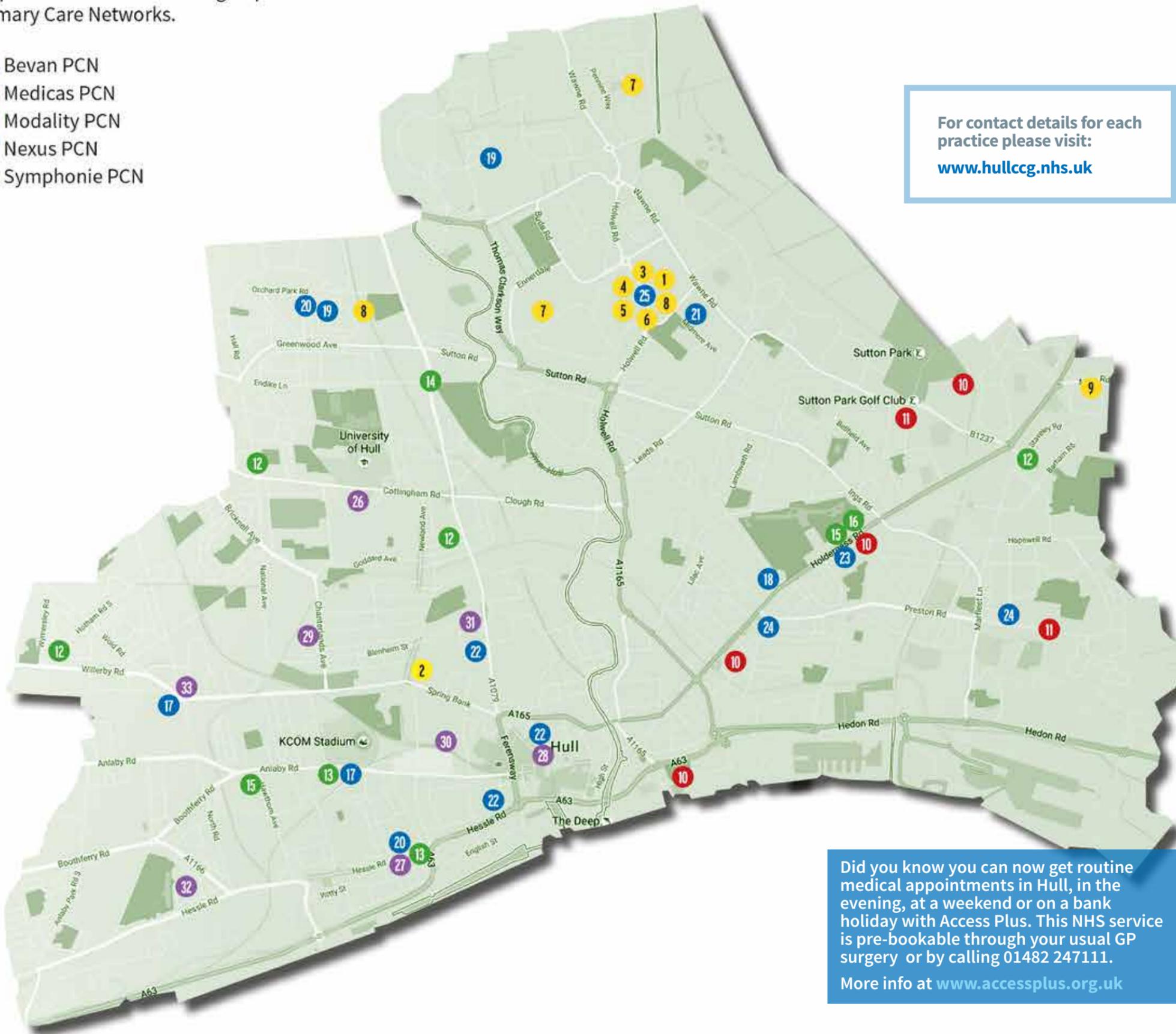
Visit www.humberhealthapps.co.uk for information to support:

- Mental health and wellbeing
- Healthy lifestyle motivation and challenges
- Weight loss and health improvement
- The map of happy places in the community

Primary Care Networks and GP Practices

GP practices are now working as part of Primary Care Networks.

- Bevan PCN
- Medicas PCN
- Modality PCN
- Nexus PCN
- Symphonie PCN



For contact details for each practice please visit:
www.hullccg.nhs.uk

Did you know you can now get routine medical appointments in Hull, in the evening, at a weekend or on a bank holiday with Access Plus. This NHS service is pre-bookable through your usual GP surgery or by calling 01482 247111.
More info at www.accessplus.org.uk

PRACTICE NAME PRACTICE LIST SIZE*

Bevan Ltd PCN

1 HUMBER FT - NORTHPOINT	3439
2 HUMBER FT - PRINCES MEDICAL CENTRE	6701
3 DR GT HENDOW	2740
4 GOODHART SURGERY	4746
5 JAMES ALEXANDER FAMILY PRACTICE	7776
6 DR KV GOPAL	2024
7 THE RAUT PARTNERSHIP	4733
8 ORCHARD 2000	8953
9 LAURBEL SURGERY	3393
TOTAL	44,505

Medicas PCN

10 EAST HULL FAMILY PRACTICE	30,710
11 MARFLEET GROUP PRACTICE	14,455
TOTAL	45,165

Modality PCN

12 MODALITY HULL	59,181
13 ST ANDREW'S GROUP PRACTICE	8947
14 FIELD VIEW SURGERY	4071
15 KINGSTON HEALTH (HULL)	9620
16 DELTA HEALTHCARE	2505
TOTAL	84,324

Nexus PCN

17 HAXBY - CALVERT & NEWINGTON PRACTICE	10,968
18 HAXBY - BURNBRAE SURGERY	4669
19 HAXBY - KINGSWOOD & ORCHARD PARK	13,432
20 THE BRIDGE GROUP	8629
21 SUTTON MANOR SURGERY	7328
22 CHCP - CITY CENTRE	15,565
23 CHCP - EAST PARK	3968
24 CHPLTD - SOUTHCOATES & MARFLEET	6557
25 CHPLTD - BRANSHOLME	3284
TOTAL	74,400

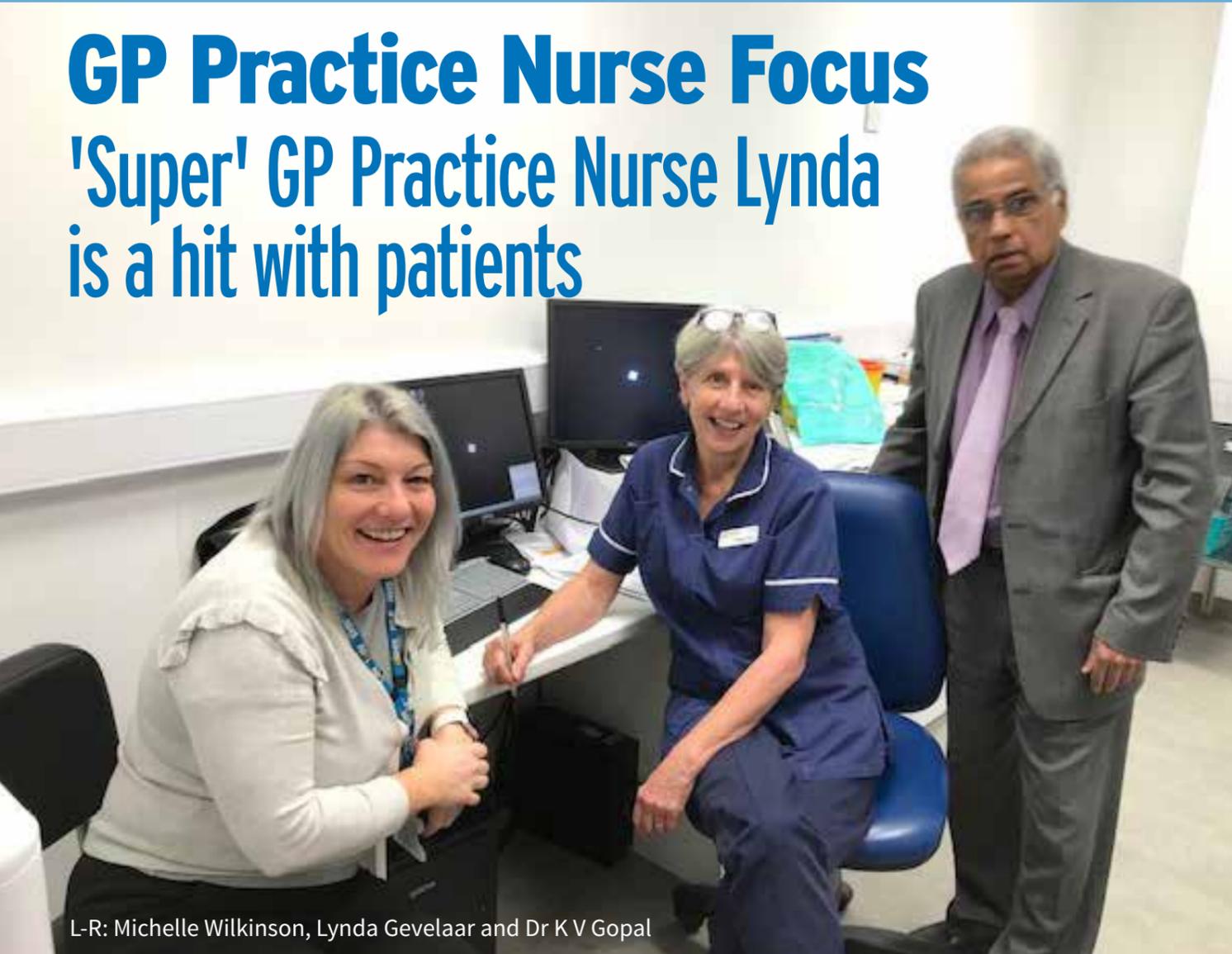
Symphonie PCN

26 NEWLAND HEALTH CENTRE	7354
27 SYDENHAM HOUSE GROUP PRACTICE	8436
28 WILBERFORCE SURGERY	4120
29 THE AVENUES MEDICAL CENTRE	6722
30 WOLSELEY MEDICAL CENTRE	7249
31 CLIFTON HOUSE MEDICAL CENTRE	8804
32 THE OAKS MEDICAL CENTRE	7494
33 HASTINGS MEDICAL CENTRE	3338
TOTAL	53,517

TOTAL **301,911**

GP Practice Nurse Focus

'Super' GP Practice Nurse Lynda is a hit with patients



L-R: Michelle Wilkinson, Lynda Gevelaar and Dr K V Gopal

Lynda Gevelaar has worked as a GP Practice Nurse for twenty years, working with Dr K V Gopal and the Practice team for fifteen years. The Practice, based at Bransholme Health Centre, provides care to just over 2000 patients in Hull.

Lynda said: *"I enjoy working with the whole practice team, our priority is patient care and I have a team that really supports me to deliver this. The most rewarding part of my role of GP Practice Nurse is that I care for patients throughout their whole lives - from babies to the elderly - with consistency of seeing family members go through their health care journey."*

"The surgery provides a personalised service that allows me candour (openness and honesty) with patients and flexibility in my role. I feel trusted by the whole practice team to make appropriate decisions for the benefit of the patients."

"Our reception staff are experienced in knowing which clinician is suitable for each patient, which helps to prevent frustrations for them. Some patients come to me to confide their problems, and I am able to signpost them to the right support."

Practice Manager Michelle Wilkinson said: *"As part of Lynda's nursing revalidation this year we sent a mobile phone survey to all patients she sees over the age of fifteen. The response was phenomenal, with patients making very positive comments about the care and support Lynda has given them over the years. The role of Practice Nurse is extremely important as part of the wider team and we are very lucky to have such a super nurse in Lynda."*

Your GP Practice Nurse can support you in giving advice, education and monitoring long term health conditions like diabetes, as well as treating wounds, taking patient samples, swabs and specimens, and checking pulses, temperatures and blood pressures, weight management, immunisations for adults and children and ante-natal clinics. They can also provide travel vaccine advice, and annual health checks – the list goes on!

Lynda added: *"I would like to thank all our patients for the lovely positive feedback."*

Meeting healthcare needs for those who serve



Andrew Nelson-Plews



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.

In November 2019 NHS Hull Clinical Commissioning Group was awarded the Bronze Award as part of the Ministry of Defence Employer Recognition Scheme, for employers who support serving and veteran members of the Armed Forces.

Colin Webb, CCG Commissioning Manager, who led the CCG's involvement in the Armed Forces Covenant, explained: "The Armed Forces Covenant is a not just a pledge, it demonstrates that the health of armed forces personnel, both former and current, is high on our agenda. Through the covenant we want to show veterans and their families that we're serious about supporting them with their physical and mental health needs."

Throughout 2020, Colin will be working with all GP practices across the city to raise the profile of the covenant and promote the importance of veterans registering with a GP practice and letting their GP know that they have served in the armed forces.

Andrew Nelson-Plews, Advanced Clinical Practitioner (student) and Registered Paramedic Practitioner at New Hall Surgery is the Armed Forces Veteran Champion for the practice and the Modality Partnership (Hull Division). Andrew said: "I spent seven years with the Military Police before becoming a paramedic and I've seen how many people don't see themselves as veterans. We have this image of an armed forces veteran being an elderly person, which just isn't necessarily the case."

Andrew's also hopes to highlight the importance of veterans being registered with a GP practice "Your GP may be able to offer much more

tailored and understanding support and care if they know your circumstances. They won't pry or ask too many questions, but they'll know, and that will help them to help you." he added.

Mark Whitaker, Practice Manager at Newland Health Centre, part of the Symphonie Primary Care Network, is also proudly championing the covenant. Mark said: "I'm really keen to ensure that other GP practices in Hull also sign up to the Armed Forces Covenant. This isn't a piece of paper that is signed and put in a drawer; it is a living pledge that empowers practice teams to prioritise veterans, and their families, and to look outside of the ordinary for responses to their health needs."

"It is the right time to end the stigma around being a veteran. There is so much brilliant work going across the city to support those who have served in the forces, we must as a health service ensure that we are a part of that too."

NHS Hull CCG supports Reservist employees with their commitments to military training and deployment as part of the organisations human resources policies and procedures as well as the Commissioning team working to support Serving Personnel, Veterans, families and dependants within Primary care as part of a wider Armed Forces initiative in partnership with the NHS and the Royal College of General Practitioners.

Call NHS 111 for advice on the best course of action



“Did you know that NHS 111 can help you decide the best course of action to take when you have an urgent but non life-threatening health concern?

24 hours a day, 7 days a week, NHS 111 is available by phone and online to help you get the right advice and care.

If you're not sure if you should attend the Urgent Treatment Centre at Bransholme, visit your local pharmacist or book an appointment with your GP, an NHS 111 advisor can help. They will ask you a series of questions and guide you to the right services for your health needs.

NHS 111 advisors can arrange for you to speak to nurses, emergency dentists, or even GPs if you need to and can arrange face-to-face appointments too. If you are assessed as needing an ambulance, one will be sent directly. So, if you think you need medical help, call 111 or go online at 111.nhs.uk

Help us help you to

STAY WELL THIS WINTER

Did you know that NHS Hull CCG has a dedicated website to help you find everything you need to help keep yourself and those around you, healthy over the winter months.

Visit www.hullccg.nhs.uk/staywell for more information on getting a flu vaccination, making the most of your pharmacy and local alternatives help you avoid a long wait in a busy A&E department when you need urgent, but not emergency, treatment.

In Hull, Bransholme Health Centre has a 24-hour Urgent Treatment Centre.

Bransholme Urgent Treatment Centre
Bransholme Health Centre
Goodhart Road
Hull HU7 4DW T
telephone 01482 344665
Visit www.chcpcic.org.uk and search for Bransholme Urgent Treatment Centre for the latest information (including x-ray opening hours).

Be asthma aware as weather turns cold

The NHS outlines some simple steps parents can take to ensure their son or daughter's asthma condition is managed and kept under control, including;

1. Having a child's up-to-date written asthma action plan prepared by a GP. The school should also have a copy of the action plan and teachers should be aware if pupils need help using their puffer
2. Check with the pharmacist that your child is using their inhaler if they are old enough to use it by themselves
3. Have a check-up before the school year sports lessons start
4. Pack a spare reliever puffer and spacer in your child's school bag, checking that the puffer isn't empty or out of date
5. Talk to the school about possible asthma triggers and whether staff members receive training on how to recognise and respond to asthma symptoms.

You can find more advice on asthma at school via the Asthma UK website here: www.asthma.org.uk/advice/child/life/school

NHS lung health checks in Hull



From January 2020, people aged from 55 to less than 75, who smoke or used to smoke, have a Hull GP and live in Hull, will be offered a new free NHS lung health check, which may include a CT scan.

Run by specially-trained nurses from a mobile unit located in the community, lung health checks aim to find out how well

your lungs are working. A lung health check can give you the reassurance that your health is well, or can help find problems early – often before you notice anything is wrong. If lung cancer, or another problem with your breathing or lungs is found early, treatment could be simpler and more successful.

To find out more about the

NHS Targeted Lung Health Check Programme in Hull visit www.lunghealthcheck.org.uk



My City My Health My Care



Winter 2020

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.net

Web: www.hullccg.nhs.uk

Twitter: @NHSHullCCG