

Feedback from the New Horizons GMS Contract event on 8th November



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First of all, I would like to say thank you to everyone who came along to the New Horizons event on the 8th. The Maitlandfield Great Hall was full and we had a very productive morning.

I thought it would be good to share the key themes arising from the feedback in this issue. A lot of it was very positive but, quite rightly, people had individual concerns too.

What you said about the event

Overall, with one major exception, the response to the event was positive. One table said that it showed ambition, explained the infrastructure and demonstrated staff involvement. They felt that it broadened the understanding of the contract and the health inequalities agenda that forms part of the Memorandum of Understanding. Another described it as a 'valuable morning' and an opportunity to get together and communicate. They felt that it increased transparency and reduced anxiety. However, one group felt that they had given up time to have an open discussion and felt talked at with limited time to look at their ideas. I can say that this has been duly noted and we will keep looking at ways to address this.

The key themes that emerged centred around:

- Good data being essential to any decision making
- Clarity on funding available and how it will be disbursed across the county
- Equitable use of funding so that everyone's needs were met
- The need to identify gaps across the county to see areas that may be supported by different models
- Good communication and more patient and staff involvement.

What you said about the Health Inequalities input

Philip Conaglen's input was overwhelmingly well received. People felt that they came away with a better picture of health inequalities in East Lothian, that health inequalities are unfair and avoidable, and that they wanted to look at how we could develop work to identify health inequalities and address them. There were several requests for Philip's slides, which we have put online (with all the presentations from the event) at

Collaborative Working for Immediate Care (CWIC)/NHS24 GP Triage

Most people were interested in the CWIC/NHS24 GP Triage session, which was reflected on the day in the fact that their session overran considerably because of the number of questions.

Some saw this as a locally adaptable solution and others wanted to make clear that there was no 'one-size-fits-all' solution for all East Lothian practices.

There was general agreement that we had to meet patient demand and change their attitude to the way that they access primary care services.

Several groups indicated that they could see a role for local variations of the CWIC/NHS24 model. A couple of practices indicated that they already had high satisfaction levels and weren't sure of the application of the new model for them. Others had worries about recruitment of primary care practitioners (OTs, physios and Advanced Nurse Practitioners), availability of premises, training and the sustainability of the model. One group wondered if there was a danger the GPs might lose their Generalist role and become focused on managing co-morbidity. Another felt there was too much focus on same-day access. One group felt that far too much time had been spent on CWIC. However, many people attending could see the positive potential for services like CWIC and NHS24 GP triage.

Communication and engagement

Most people found the day positive but there were some who were still concerned that they weren't being listened to. There was also concern that East Lothian Health and Social Care Partnership didn't attend the LMC/LHSCP meeting on 7th November. I have to confess that this is a disappointment to us too as we weren't informed about the meeting or invited. We will pursue this and ensure we are at any future meetings. Some felt that there was more scope for public information about the GMS contract, more work around signposting and changing public attitudes, and there should be more engagement with patients. I wondered if this was something that practices could take forward with their Patient Participation Groups (PPGs). If you don't have one yet or need a hand to revive an existing one, we would be happy to help. We would also be keen to do sessions with PPGs about what the GMS is all about. Finally, you felt the newsletter was helpful and I am very happy to commit to regular future issues.

More information

We have made a web page at www.eastlothian.gov.uk/gms where you can see all the presentations, slides from the event, the full feedback document and the Primary Care Improvement Plan. We will also use it to share any future events. You will also be able to find the contact information for chairs of the four reference groups, meeting schedules and minutes of the reference group meetings, so you can keep up to date with all the discussions. The chairs will be happy to take any feedback from you. If you have any general enquiries, please phone us on 01620 827 755 or email elhscp@eastlothian.gov.uk

