



**Barnet**  
Federated GPs

Working together to improve  
primary care across Barnet

## Barnet Federated GPs

### Briefing For The 3rd December 2020 HOSC

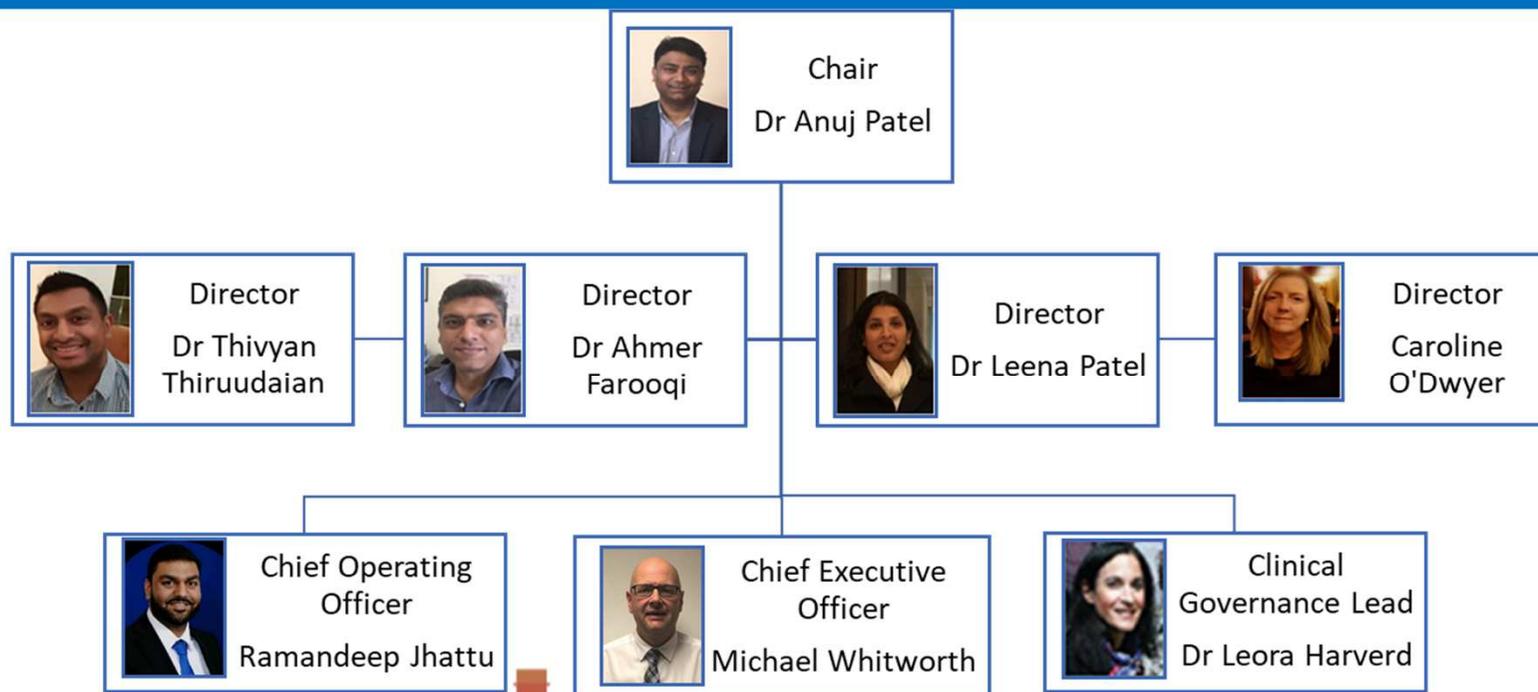


# Who are we

Barnet Federated GPs is a Community Interest Company (CIC) registered at Company's House that is wholly owned by the 52 GP practices in Barnet

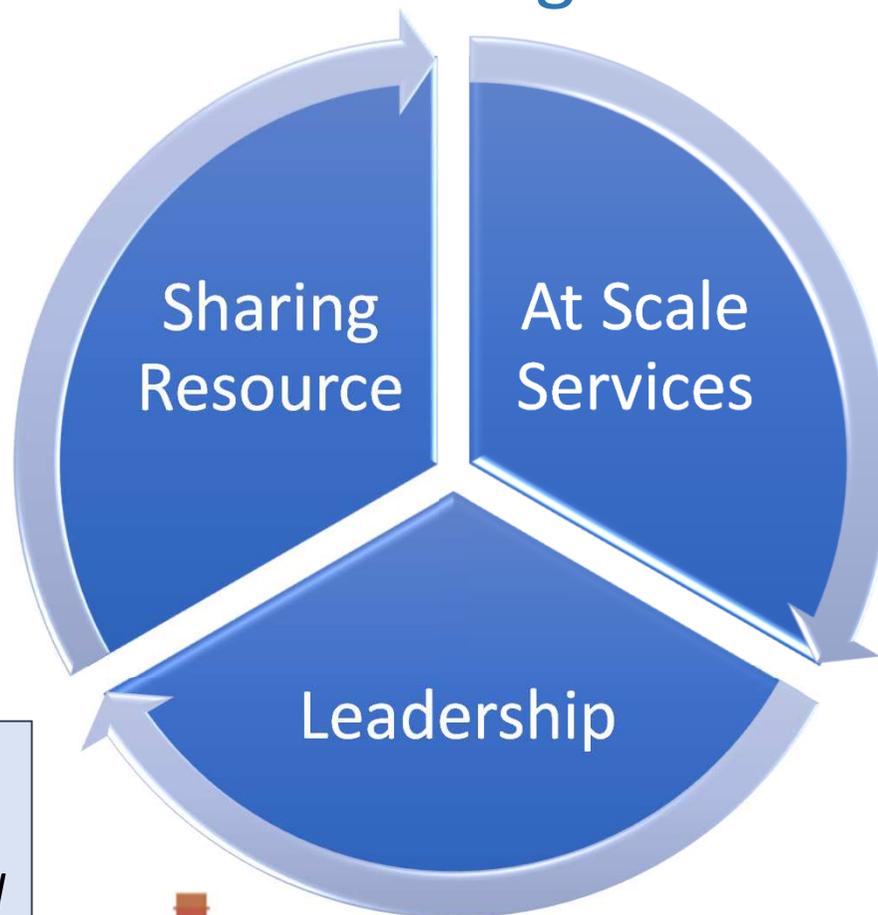
As a CIC the role of the Federation is to deliver benefits to its member practices and their 430,000 patients. It does this by helping practices support each other, providing at-scale services and primary care resilience and providing a single and strong voice for Barnet primary care

Formed in November 2015 and board members are selected from the membership to represent the community the Federation serves



## ‘Improving health in Barnet through sustainable primary care’

*Improving access to at-scale quality improvement tools and services, reducing costs and administrative burden*



*Providing high quality services available to all Barnet patients in their community.*

*Representing primary care providers in Borough and NCL level forums*



# Our Development Journey

2015 3  
Localities & 5  
Networks

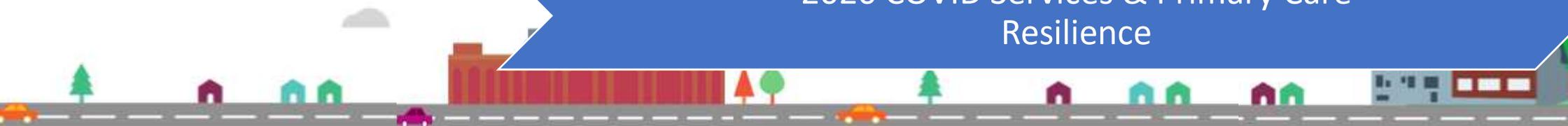
2016 Piloting  
Services

2017 New Board & Total  
Population Coverage

2017 Contracted Services

2018 & 2019 Additional Services &  
PCN Support

2020 COVID Services & Primary Care  
Resilience



# ur objectives

enable **working in partnership across GP practices to share best practice and knowledge**, to allow better integration of care to registered patient populations, and to create best value/efficient use of resources.

**support and sustain quality general practice** as the building blocks of primary care and primary care-led design and delivery of wider integrated models of care.

**engender innovation and new ways of working**, building on GP practice-level understanding of local population needs embedded in the patient-centred primary care environment.

provide a **cohesive and representative structure for single organisation** commissioning by the CCG and other local commissioning bodies, and a leading primary care voice at the Board level of wider partnerships with local provider organisations.

allow delivery of additional primary care services across a wider population in a **joined up, consistent and accessible** way for the benefit of patients.

**This still feels as relevant today as it did when we all came together to create the Federation**



# Highlights - Covid Support

Improved EAS in-hours and rapidly established face to face services support practices and 111. Established remote working and “hot” and “cold” face to face services and home visiting during the first wave of the pandemic.

“Thank you, Federation, *you* are instrumental in finding solutions at this challenging time” - cc

The Federation became the Barnet Primary Care PPE and remote equipment hub, and we also supported various practices with back office functions and staff to ensure they were able to operate during Covid.

“We are very thankful to the Federation for all their hard work and supporting practices.” - LMC



# Highlights – Practice Support

## Membership offer including;

**Tools** - Bluestream, Data Protection Officer, Ardens QOF Masters, templates & training.

**Processes** - Quality Improvement Workshop and Manager appointed

**Support** for practices experiencing difficulties

## Research

We now have 48 (94%) practices signed up to participate in research across Barnet.

6 Studies have been completed in 2019/20

Barnet is most primary care research active Borough in North London



## Training & Development offer

Working with the Training hub to bring training posts and plans to Barnet

Development Programmes such as Productive General Practice

Sessional Training for Practice Managers and Admin staff



# Highlights - CQC

## We were rated as **Good** overall

- Are services safe? – **Good**
- Are services effective? – **Good**
- Are services caring? – **Good**
- Are services responsive? – **Good**
- Are services well-led? – **Good**



Inspected and

**Good**

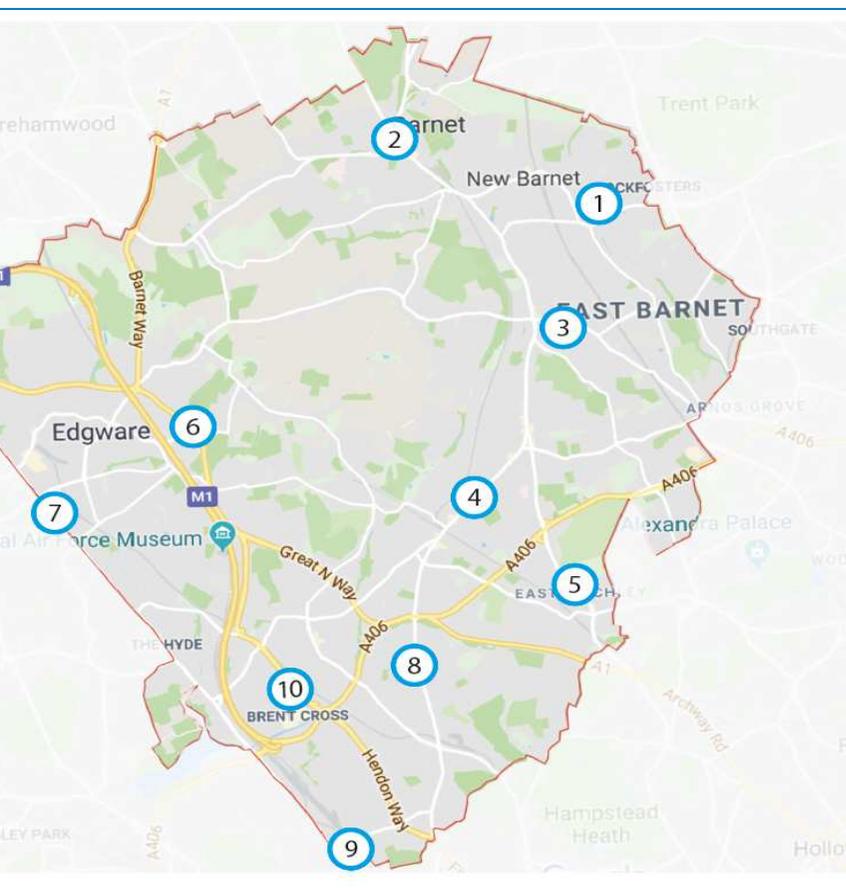


Care Quality  
Commission

We were particularly commended for our strong focus on governance, continuous learning and improvement at all levels of the organisation, the caring and respectful nature of our frontline staff, and the positive feedback we receive from our patients.



# Extended Access Services



Type of Appointments	Information
IUC	43 appointments every Saturday and Sunday ring fenced for IUC/NHS111 to book into. Additional capacity was provided for 1 from March 2020, due to increased demand during Covid.
GP Practices	All 52 practices able to book into the service. Majority of appointments are pre-bookable routine. On the day appointments released in a staggered way to support urgent care.
Patients registered in Barnet	All patients registered with a Barnet GP can book appointments through their own practice or by contacting our Call Centre which operates 18:30 – 20:00 every weekday and 08:00 – 20:00 Saturday, Sunday and Bank Holidays.
Nurse Appointment Type	Blood pressure monitoring; Family Planning (depo contraception checks, coil advice and swabs); Routine asthma check ups; Sm Stiches, staple and clip removal; Swabs (vaginal, MRSA, pre-hospital); and Vitamin B12 injections. Routine nurse appointments in EAS were suspended from March 2020 due to Covid.



# Anti-Coagulation Services

**Population:** 427,000 served from 4 sites across Barnet

## Objectives

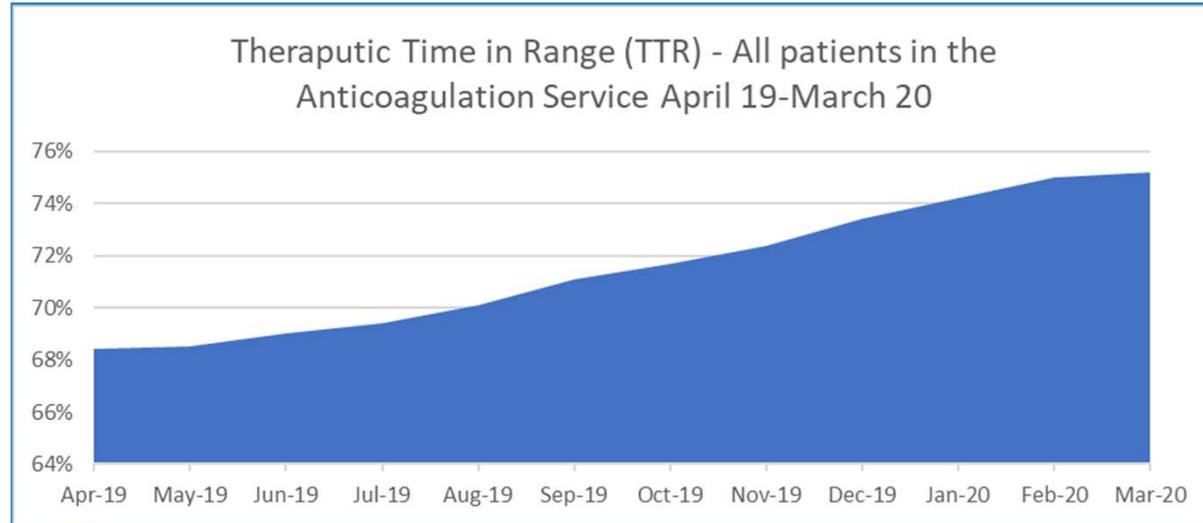
Anticoagulant services should be offered in a one stop clinic offering patient education, discussions, blood tests and drug/dose changes in the same consultation at practice level.

Patients should be offered access to all anticoagulant options in line with licensed indications.

To reduce delays in treatment initiation. The target for initiating anticoagulation treatment is one week from referral.

Includes domiciliary care for house bound patients

“The service is doing great, particularly the Pharmacist who is very helpful and professional, she goes over and beyond to ensure the best care. I am very confident in her services.”



# Smoking Cessation

Smoking cessations was a pilot scheme that was introduced in quarter 3 2019. The proposal was to assist practices to improve the quality of smoking cessations in primary care.

The current format for Smoking cessations includes 16 hours per week across North and West Yorkshire.

**Tuesday 18:30-21:00**

**Thursday 18:30-21:00**

**Saturday 08:00-12:00**

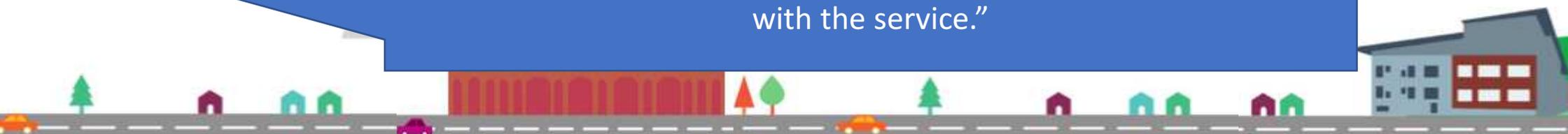
We are hoping to introduce a further two or three advisors this quarter to help with demand.

Throughout the service good quality feedback has been beneficial to improving and developing our services.

During the COVID period no service has been affected all appointments have been delivered via video consultations.

Response from patient:

"I found Susie's encouragement inspiring. Her words were profound, and I am feeling positive about stopping smoking. I was very happy with the service."



We care about what our patients want:

“ The Doctor I saw was very kind & easy to talk to & showed great understanding & sympathy to my situation. She also provided a great deal of information for me to help myself at home & to better understand my condition.”

Well Trained & Compassionate Staff

Local & Personalised Services

Responsiveness to Feedback

We take all our patient feedback and advice from patient groups very seriously, and as a learning organisation use this important feedback to improve our services and importantly support the development of our staff.

