

**OUR HEALTH PARTNERSHIP
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For the Attention of The Registered Manager

Care Home Support from General Practice

NHS England have requested several services are put in place to support yourselves in the Care Home sector. Primarily this is in response to the COVID pandemic but also longer term to ensure there is joined up care for your residents.

A letter that was sent to all GPs throughout England is included below for your information.

We have been asked by the CCG to develop this service and we have been working across a number of our Practices to ensure that we can commence the service that has been requested. Kindly note that this service should not affect the current arrangements you may have with your GP practices.

Our Health Partnership is a partnership of 34 practices across Birmingham and Shropshire and we lead pieces of work like this on behalf of the Practices that are part of the partnership. General Practice (GP surgeries) have recently been grouped in Primary Care Networks (PCNs); these are based on geographical areas and any service that is developed is usually done at this level. This is the same for the services that we are introducing here.

As part of the preparation of this we have worked with the CCG in Birmingham to agree which Care Home should be aligned to which practice and your home alignment with the practice and PCN can be found at Our Health Partnership website www.ourhealthpartnership.com/care-homes/.

A summary of the services that are currently being introduced to your home are:

1. Weekly check in with care homes-

- Each care home registered with each practice will receive a weekly check in call starting next week.
- The purpose of this initially is to establish if there are any issues (including those relating to medicines and End of Life care (EoL)), new COVID +ve patients which need care and identifying patients requiring urgent clinical input.

- Where issues or actions are identified these are to be dealt with through the existing systems and processes.
2. **Medications issues and queries-** it is important to note that there should already be systems in place for managing medicines related queries and issues. We have summarised these along with ongoing work on improvements below:
- We now have clinical pharmacists in every PCN (group of practices) who can support existing practice teams with medicines and prescribing related queries, this is already happening to some extent, we are working with the CCG to formalise communication channels.
 - **The PCN Lead pharmacists will be required to work with their clinical colleagues in the Practices to ensure these systems to support medicines access and good medicines practice are in place.**
 - The Local Pharmaceutical Committee has shared details of each PCN Lead community Pharmacist who can support us with relevant prescribing and medicines issues (including access).
 - There is national ask for all prescribing where possible to be completed electronically and where appropriate to be converted to Repeat Dispensing (the latter may not be appropriate for care home patients)- local data has previously been shared.
 - Implementation of guidance on medicines reuse in care homes provided where appropriate.
3. **Personalised Care Planning:** it is important to note that there should already be systems in place for personalised care planning and this remains the responsibility of the individual patients GP.

At Our Health Partnership we have developed a joint system and part of this is employing 'Care Coordinators', one for each PCN, who will be your first point of contact and who will be undertaking the weekly check in (see point 1 above), where it is necessary to convene a ward round, which will initially be virtual they will also arrange this and signpost you where needed to any other relevant member of our multi-disciplinary support team.

The purpose of writing to you is to inform you of the service that will be introduced into your Care Home within the next week and also provide you with a list of contact details. You will be able to access all the relevant information relating to the service and the contact details on our webpage within the next week: www.ourhealthpartnership.com/care-homes/

What next?

We will be making contact with you and asking for some key contact details in order that the service can be up and running as soon as possible

Our Health Partnership

OHP A healthy future for patients and practices

Please provide us with details of a key contact for both the weekly check in and any medicines related issues at the care home. – This is the first step. Could you complete the details below and send back to our central team; the email address is carehomes@ourhealthpartnership.com

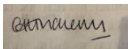
Name of Care Home:

Address of Care Home:

	Name	Position	Email address (along with nhs.net mail)	Telephone number(s)
Main contact name				
Second contact name				
Other contacts				
Any further information				

If you have any questions at all regarding this letter please do not hesitate to contact us at Our Health Partnership; the email address is carehomes@ourhealthpartnership.com

Best Wishes



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