

Cumbria and the North East

Waterfront 4
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GP Practice Partners
Sent to Practice Manager by e-mail

12 September 2016

Dear Colleague

I am writing to you in relation to the General Practice Forward View which sets out a commitment to deliver a General Practice Resilience programme over the next four years (2016-2020). Recognising the current challenges faced by general practice the programme aims to deliver a menu of support to enable practices to become more resilient and better placed for the future.

NHS England Cumbria and North East working in partnership with your Clinical Commissioning Group (CCG) are responsible for ensuring the programme is implemented at a local level.

The offer of support is in order to make practices more able to cope with the issues and challenges facing them and make them more resilient. The programme is in no way related to the performance management of contracts. We are keen to ensure practices are provided with packages of support that will have a direct impact on their ability to deliver quality services. Although the programme can be accessed on an individual practice basis we would also encourage larger scale projects where groups of practices work together in order to deliver change/resilience on a larger footprint, focussing on working together to tackle common problems, implementing new models of care or to provide services at scale in order to improve resilience. This could also include CCG wide initiatives or even cross border working.

The programme of support will seek to complement any work already taking place within your area and therefore your CCG is best placed to advise you with regards to the types of support or working arrangements that may help your practice. Should you wish to discuss this further with them please contact **Diane Gonzalez** at diane.gonzalez@nhs.net or on telephone **01670 335 159**. All applications need to be supported by your CCG and therefore we recommend that you discuss this with them in advance of your application.

You may also want to discuss this matter with your Local Medical Committee. Dr Jane Lothian, LMC Secretary for Northumberland LMC may be able to offer advice and support on developing your proposal.

In order to access the programme we are offering practices or groups of practices, the opportunity to self-refer if they are experiencing difficulties in the areas listed

below (further information in relation to the criteria is detailed in the guidance attached) and feel that they would benefit from a support package:

- Safety
- Workforce
- Organisational Issues
- Efficiency
- Patient Experience/Access
- Other External Factors

We appreciate that these issues are not always mutually exclusive and packages of support may be required across a number of these.

Support Package

The programme will offer practices the opportunity to access support to address specific issues, although support will be tailored according to the assessment of local needs, it will include:

- Diagnostic services to quickly identify areas for improvement support
- Specialist advice and guidance e.g. HR,IT
- Coaching/Supervision/Mentorship
- Practice Management Capacity Support
- Rapid Intervention and management support for Practices at risk of closure
- Co-ordinated support to help practices struggling with workforce issues
- Change management and improvement support to individual practices or group of practices

Practices are not required to match fund the allocation from the resilience fund but it is expected that they will be fully committed to the process and work with the external support to achieve the desired outcomes. The manner in which the support can be delivered is flexible; this may be via a third party provider, individual specialists, clinical support or in some instances your CCG.

Practices will not be allocated funding directly but offered a fixed term package of services that can be called upon to improve resilience; this will need to be used by March 2017 for the first year of the programme. NHS England local team will work with practices to develop an agreement in relation to the support and how it will be delivered. Where practices have already received support from initiatives such as the vulnerable practice fund this will be taken in to consideration as part of the overall assessment.

Self-Referral

In order to apply you will need to complete the short application form attached providing details of the nature of the problem you are experiencing, the type of support you feel you would benefit from (although we appreciate this will be an indication at this initial stage) and the impact you believe this will make to services

and patients. In addition to self-referral, your CCG may also choose to identify practices they feel would benefit from the programme.

I have also attached a copy of the full guidance for your information. All applications need to be submitted to **Ros Goode** at rosgoode@nhs.net no later than **26 September 2016** once received they will be shared with your CCG in order for them to confirm their support prior to the final decision. All successful applicants will be notified by the end of September, with packages of support agreed no later than 31 December 2016.

As per the guidance, assessment of applications will be based on the scope of support for the practice and the impact the support is likely to have; NHS England also has the ability to assess local data in its decision making.

We look forward to your applications and will keep you updated as appropriate.

Yours Sincerely

A handwritten signature in black ink that reads "Christine Keen". The signature is written in a cursive style with a large initial 'C'.

Christine Keen
Director of Commissioning
NHS England
Cumbria and the North East