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Addysgu Powys
Powys Teaching
Health Board

PRIMARY CARE

MID POWYS

August 2019

WHO WE ARE

Mid Powys Primary Care Cluster is made up of 5 GP Practices - Builth Wells; Knighton; Llandrindod Wells; Presteigne and Rhayader; with a combined list size of approximately 29,500 patients.

BACKGROUND

The cluster has a medium level of maturity with collaborative working evident but not consistently embedded. The Cluster group formed in 2015 after the phasing out of the GP Forums. This since has widened to include 3rd Sector; Community Groups; Dental and Optometry representation; Mental Health Representation from PTHB and more recently the Community Pharmacy Team. PTHB South Locality Team also attend. Meetings are held quarterly as a planning and reporting function, where smaller work stream groups are established to complete task and finish work.

The Cluster represent Primary Care delivery and have forged strong links to the community with support from PAVO who are actively involved with the Community Connectors and Virtual Ward initiatives.

The Mid Powys Cluster area has many challenges with rural communities and an ageing population. There are transport challenges with long distances to the nearest District General Hospitals of Abergavenny, Brecon and Hereford. Llandrindod is an acknowledged area of deprivation and Rhayader houses the largest nursing home; 'Crosfield House', which opened in 1986.



WHAT WE HAVE DONE

The Mid Powys Cluster pride themselves on being inclusive with a high value of respect that exists between the practices. They acknowledge that they are all individual businesses with individual challenges but are enabled to think collaboratively for a patient orientated outcome. They are strongly aware of the Social Care Needs of the geographic area that currently are not being met but are actively addressing these within cluster planning and working with Powys County Council Improvement Plans.

CLUSTER DEVELOPMENT

- Evaluation of online GP consulting to improve GP practice access.
- Development of community Dentistry services to replace independent contractor capacity.
- Introduction of Physician Associates to support GPs.
- Introduction of telephone triage in some practices.

KEY ACHIEVEMENTS

The Mid Powys Cluster are very proud of the collaborative work they have achieved, especially that of the integrated Pharmacy team. Since April 2018, there is now a Pharmacist and a Pharmacy Technician within the cluster who are funded through Powys Teaching Health Board. This has been a huge culture change for GPs but has been well received. The Pharmacy team are responsible primarily for medication reviews, prescribing queries and discharge reconciliation; and support local Care Homes.



There are also 2 MIND practitioners based across the 5 practices supporting patients with mild depression and anxiety. This has helped address the long wait times to see a Primary Care Counsellor. This is supported by the Online CBT system of Silver Cloud, which provides patients with the resources and tools to help manage and improve chronic health conditions remotely.

Rafi Jamil; the pharmacist has recently been awarded 'Our Rising Star 2019' from Chwarae Teg. She has been acknowledged for coming to the UK as an overseas pharmacist & working tirelessly to get her qualification. She has a close relationship with her local community, playing a vital role to improve patient care and supporting her peers. Tabled is the impact and numbers of contacts the pharmacy team has made between Aug 2018 - July 2019. The service offered by the Pharmacy team is continually growing and adapting to the needs of the service and the value is hugely beneficial as shown below.



Reviews		Prescriptions Issued Pharmacist	Consultations		Clinics			Med. Reconciliation	Repeat Prescription managed
Meds	Care Home		Face to face	Phone	Asthma	Heart Failure	Anti coag		
2652	88	1638	718	442	194	34	108	4131	2844

WHAT NEXT?

- Working closely with Powys County Council and the 3rd sector organisations for achievable Social Care Outcomes for the identified gap.
- Introduction of Health Care Professionals into practices to expand on the MDT model e.g. Physiotherapists.
- Attendance at National Cluster Leads bi-monthly meeting to expand contacts and see what innovative ideas other clusters have to share.
- Active Transformational Bid funding to extend pharmacy team and a possible in practice social worker for the cluster.
- Delivery of transformational models for primary and community care, with clinical change programmes to tackle the 'Big Four' causes of ill health and disability in Powys.
- Improving; Performance monitoring and reporting, Capacity for service planning & evaluation to support Cluster development, Access, Long term conditions management, Information Technology usage, Practice Sustainability, Language and accessibility standards, a skilled workforce, Strong leadership and improving Eye care, Dental Services & Medicines Management.

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