



December 2004

One Year On
Major
New
Material

SUPPORT

for practices, clinicians, PCTs and SHAs as they enter

Primary Care Medical Services Contracts

Website:

www.natpact.nhs.uk/primarycarecontracting

Helpline:

0845 9000008

Email:

gmspms.queries@npdt.nhs.uk

NPDT National Primary Care Development Team

NHS
Modernisation Agency

INTRODUCTION

New GMS and PMS:

This prospectus of support was launched a year ago to help PCTs tackle the proposed new GMS and PMS contracts. It contains information about where you can find support, help and information.

During the last year there have been major developments in the world of primary care, and the prospectus has been regularly updated to reflect new and revised resources.

The latest update incorporates a great deal of new material, including new information about IT. Even if you have looked at the prospectus before, please have another look at this latest revision in case there are new resources that will be useful to you.

Clinicians will find useful information here, particularly around QOF, in addition to the information aimed at practice managers and a range of staff in PCTs.

The Primary Care Contracting team encourages local solutions to local issues and will continue to work with local systems to ensure support is available when and where it is needed.

For further details on any aspects covered in this prospectus, please contact Helen Northall, NatPaCT Development Lead - Primary Care Contracting, on 07966 598765, helen.northall@dh.gsi.gov.uk

Key Points:

- The new contract was implemented in April 2004 in all GMS practices
- The Department of Health has produced detailed guidance on new GMS and aspects of PMS to support implementation.
- Following meetings with practices, PCTs and SHAs, we recognise that additional support, available both nationally and locally, is needed by PCTs and practices to deliver the operational functions and the benefits arising from new contracts.
- This prospectus describes practical help for practices, PCTs and Strategic Health Authorities available from the Modernisation Agency and the National Primary Care Development Team to complement local arrangements.
- This prospectus has been shaped with input from PCT Chief Executives, Strategic Health Authorities,

Using this guide: Your needs, getting the most from this prospectus

National support: Who does what? - Website - Helpline and help inbox - On line support - Revised PCT competencies - Sharing of best practice & top tips - QOF Assessment - WIPP

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Local support: Who does what?

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Support on key issues: Contracting & commissioning - Practice management - Primary Care Managers Consortium - Primary Care Managers Development Programme - Clinical Governance - National Primary Care Contracting Collaborative - QuISP - Quality - IM & T - National products and resources supporting informatics EDT - OOH - Finance - Nursing - Mental Health and nGMS - NPC Plus

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Contacts

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Using this Prospectus:

You are best placed to identify some of the support that you need. This prospectus allows you to access that support. You may wish to engage us on issues that you have already identified. Or you may want to take a more systematic approach. The revised PCT competencies (www.natpact.nhs.uk/newcf/index.php?show=y&d=2) and self assessment tool will provide you with a means of identifying where you may need support, tailored to your own requirements.

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Who is doing what?

This prospectus sets out support offered to implement and maximise the benefits of the new contracts from agencies supporting development in the NHS. Here we summarise the roles of other key agencies:

Department of Health

(www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/ModernisingPay/GPContracts/fs/en)

(www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/PrimaryCare/PrimaryCareContracting/PrimaryCareContractingArticle/fs/en?CONTENT_ID=4079001&chk=/zrPC9)

- Developing policy
- Securing primary and secondary legislation
- Producing guidance
- Allocating resources
- Liaising with the other Health Departments to review progress on implementation
- Liaising with SHA leads to ensure effective implementation

The NHS Confederation

(www.nhsconfed.org/ourpriorities/overview.asp)

- Negotiating with the General Practitioners Committee on behalf of the Health Departments on outstanding issues deferred to the implementation phase and on issues relating to policy completion that may arise as a result of implementation
- Feeding perspectives and concerns from the NHS into discussions

BMA

(www.bma.org.uk/ap.nsf/Content/_Hub+GPC+contract)

- Negotiating with the NHS Confederation on the outstanding issues on the new contract
- Raising areas of concern about implementation with Health Departments
- Consideration of any issues and concerns around implementation of the new contract across all four countries

Website

You can easily access information via the web. Visit the NatPaCT website and click on the Primary Care Contracting link www.natpact.nhs.uk/primarycarecontracting where the following is available:

- Contact details for Primary Care Contracting Advisors
- Frequently Asked Questions
- News on support for implementation
- Updates of this Prospectus
- Events information and booking
- Links to PCT Competencies and other resources
- QOF Annual reviews - briefing for PCT Leaders
- Subscribing to weekly email update
- Details of quality events
- Information on QuISP (Quality Improvement Skills for Practices)
- Improvement science for primary care

National Helpline and Help Inbox

The nGMS/PMS helpline assists members of the NHS family in England with any queries they have with the new nGMS contract or PMS. Ideally it should be used after local support has been exhausted, for example after you have contacted your local PCT/SHA LEAD, and following reference for guidance and other information available. The web address for sources of support and links to key information is: www.natpact.nhs.uk/primarycarecontracting. The help line number is **0845 9000008** and the help inbox can be emailed at: gmspms.queries@npdt.nhs.uk

Quality and Outcome Framework Assessor Training

Development programmes have been made available between May and October 2004 and the first and second series of QoF Assessor Training have now been completed. Resources from the events, templates and other resources that PCTs have produced to support the process are available at <http://www.natpact.nhs.uk/primarycarecontracting/16.php> If your PCT has developed a template or resource you would like to share please contact your Primary Care Contracting Advisor.

The QOF assessor training materials have been developed into a web based learning resource. This is available at: www.natpact.nhs.uk/qof/assessortraining. There are two versions of the materials available. One is for cascade training to new assessors with the other designed for self learning.

Support will be provided for PCT Assessors during the assessment period. For detail please contact your local PCCA. During November 2004 QOF 'After the Assessment Visit' events took place. In addition, national review events will take place to review the QOF assessment Process. These will be regional events to take place as listed below.

1 February 2005 Birmingham	2 February 2005 Chester
9 February 2005 Newcastle/Seaton Burn	10 February 2005 Bradford
15 February 2005 Torquay	17 February 2005 London
23 February 2005 Cambridge	24 February 2005 Leicester
1 March 2005 Heathrow	

Further details will be made available via www.natpact.nhs.uk/primarycarecontracting

Quality and Outcomes Framework - After the Visit Support

A series of training events "QOF - After the Visit" were held in November 2004 to support PCT staff in understanding the processes they will need to complete after the QOF assessment visit leading up to achievement payments. The objectives were:

- To further develop an understanding of the processes related to QOF assessment and achievement payment and in particular:
 - Internal quality assurance processes
 - External quality assurance requirements
- Initiate PCT planning for implementation of these processes to support consistency in the review process and for providers to receive correct achievement payments in a timely manner.

Content of the day included:

- Processes required to support PCTs to comply with national requirements and make appropriate payments to contractors.
- Reflection on issues from the assessments to date
- Data quality at a local level
- Quality assurance and ensuring consistency across assessment visits
- Planning the next steps
- Introduction to year end processes

Presentations from the events can be accessed via www.natpact.nhs.uk/primarycarecontracting/81.php

NATIONAL SUPPORT AVAILABLE cont

QOF "Box of Tricks"

The NHS Clinical Governance Support Team in collaboration with RCGP and Team PC have developed a set of cards detailing key points in relation to the QOF. Part 1 relating to clinical areas has already been distributed around practices, with Part 2 dealing with the manager competencies due out shortly.

Discussions are taking place to provide this information in a web based format.

Quality and Outcome Framework Annual Reviews

A Short Briefing for PCT Leaders

This summary of Quality and Outcomes Framework (QOF) Annual Reviews and associated processes has been prepared by NatPaCT to highlight key issues for PCT Boards to consider when preparing for a review. It draws on, but does not replace material published by the Department of Health and can be found at www.natpact.nhs.uk/primarycarecontracting/16.php

Working in Partnership Programme - workload management in general practice

Workload management in general practice is an essential element of the expansion of the primary care sector.

The Working in Partnership Programme (WIPP) has been established under the new GMS Contract to develop and implement a strategy for general practice that addresses the effective use of clinicians' time whilst improving the availability of services for patients.

Key areas for the programme include:

- Self-care
- Minor ailment schemes
- Different skills mixes that provide safe, effective and accessible alternatives to traditional general practice, including non-GP led models for the management of chronic diseases.

The programme will:

- Review workload in general practice to establish the greatest demands and therefore the programme's priorities
- Undertake a rapid review of good practice that addresses high demands and review those schemes against standardized evaluation frameworks
- Where there are gaps, commission new initiatives that will incorporate outcomes criteria
- Share completed reviews and evaluations, learning and experience via this website and other communications opportunities so as to encourage the spread of good practice
- Work closely with a wide group of stakeholders so as to integrate effective schemes into the wider agenda for primary care so that positive impacts are sustained over the longer term

The Working in Partnership Programme was established in July 2004 and is allocated a budget of £10m.

The Working in Partnership Programme sits within the portfolio of support available to Primary Care Trusts and practices from the NHS Modernisation Agency's National Primary and Care Trust Development Team (NatPaCT).

For further information on this programme go to the website at www.natpact.nhs.uk/workloadmanagement or contact Clayre La Trobe, Programme Manager: email: clayre.latrobe@modern.nhs.uk

NATIONAL SUPPORT AVAILABLE cont

On line Presentations

Listen to recorded presentations on topics relating to the new GMS contract, Out of Hours services and changes to PMS Primary Care Contracting. These are accessible from any PC with internet access and sound card, at <http://casu.interwise.com/casu/portal/pct/>

Date	Topic covered	Speaker(s)	Powerpoint Presentation	Transcription
16 February 2004	Finance	Michael Munt - Acting Head of GMS Contract Finance (DH) and Carl Vincent - Branch Head of Resource Allocation (DH)	Click here	Click here
23 February 2004	The Vision	Rob Webster - Director, GMS and PMS Implementation (DH)	Click here	Click here
4 March 2004	Using the contract to deliver the vision for Primary Care	Chris Town - NatPaCT nGMS Chief Executive Lead	Click here	Click here
8 March 2004	Quality and Outcomes Framework	Philip Leech - Principal Medical Officer for Primary Care (DH)	Click here	Click here
12 March 2004	Sustaining Innovation in PMS	Richard Armstrong - Head of Personal Medical Services (DH)	Click here	Click here
15 March 2004	Nursing	Nicola Walsh - Nurse Advisor - Primary Care Contracting (NatPaCT)	Click here	Click here

Please let us know if you would like more on line broadcasts and the topics you would like covered. Send this information to peta.walch@modern.nhs.uk

Revised PCT competencies

Competency framework:

We have updated domain 2 of the PCT competency framework (Primary Care Contracting) integrating and updating PMS competencies. This can be downloaded on the NatPaCT website at: <http://www.natpact.nhs.uk/newcf/index.php?show=y&d=2>. Printed copies of this toolkit are also available from your local Primary Care Contracting Advisor (see pages 19 - 25 for contact details).

Sharing of implementation examples

A fundamental element of benefits realisation for new Primary Care Medical Care Contracts is the sharing of examples of implementation. Therefore we have developed an area on the NatPaCT website where you can view examples of implementation from other PCTs around the country. Go to:

<http://www.natpact.nhs.uk/primarycarecontracting/imp.php>. If you have an example to share with others and add to the learning, please email a brief description to your area NatPaCT Primary Care Contracting Advisor (see pages 19 - 25).

LOCAL SUPPORT AVAILABLE

For details of local support and delivery arrangements around the new Primary Medical Care Contracts, you should initially contact your Strategic Health Authority Primary Care Lead or Primary Care Contracting Advisor. Details are available the NatPaCT website (www.natpact.nhs.uk/primarycarecontracting)

The Department of Health has a programme of monthly meetings with Strategic Health Authority leads on the development and implementation of the new Primary Medical Care Contract. These meetings provide an opportunity for the Department of Health to inform the NHS of developments and anticipated timescales, and for the NHS to provide feedback.

More integrated support in each SHA Area

The NHS Modernisation Agency and Department of Health are providing additional resources to each SHA area to support PCTs with current key challenges. We have identified adequate resource to create the equivalent of 2 posts in each Strategic Health Authority area. While the initial priority will be around supporting PCTs in the implementation of new GMS and the agenda around Out of Hours, the additional resource will also provide support for general PCT development at a local level.

NatPaCT Associate Directors/NPDT Centre Lead Managers

NatPaCT Associate Directors have been working with all PCTs in their area to assess their organisational development needs, and develop shared, sustainable support in partnership with Strategic Health Authorities and other Modernisation Agency teams. In many parts of the country, Associate Directors and NPDT Centre Lead Managers have already been working with you in arranging and supporting local new GMS and PMS events.

Primary Care Contracting Advisors

NatPaCT Primary Care Contracting advisors are working within local areas developing plans of local support for implementation with SHA and PCT leads. The advisors will be working together to identify and share examples of good practice from around the country. In addition, they each have specialist knowledge areas and collectively provide a knowledge resource holistically across primary care contracting for PCTs, Practices and SHAs to access. Overleaf are details on how to contact your local advisor.

LOCAL SUPPORT AVAILABLE cont

North Bill May (Northumberland, Tyne & Wear) Sam Illingworth (County Durham & Tees)	Tel: 07966 598806 Tel: 07970 788048	Email: bill.may@modern.nhs.uk Email: sam.illingworth@modern.nhs.uk
Yorkshire & Humberside Bill May	Tel: 07966 598806	Email: bill.may@modern.nhs.uk
West Midlands Marion Pullen	Tel: 07917 138453	Email: marion.pullen@modern.nhs.uk
East Midlands Sean Fenelon	Tel: 07970 788049	Email: sean.fenelon@modern.nhs.uk
North West Sam Illingworth	Tel: 07970 788048	Email: sam.illingworth@modern.nhs.uk
London Alan Miller	Tel: 07971 673140	Email: alan.miller@modern.nhs.uk
South East Alan Miller Jen Dibb-Fuller	Tel: 07971 673140 Tel: 07989 954572	Email: alan.miller@modern.nhs.uk Email: jen.dibb-fuller@modern.nhs.uk
South West Carla Miller	Tel: 07966 068311	Email: carla.miller@modern.nhs.uk
Eastern Lindsey Leigh	Tel: 07879 816705	Email: lindsey.leigh@modern.nhs.uk

Practitioners with a Special Clinical Interest (PwSI) Facilitators

These provide tailored support to PCTs and SHAs in redesigning services around Practitioners with Special Interests, as part of an integrated programme of work with the Modernisation Agency's New Ways of Working Team. The Development Lead team is being expanded to allow an increased level of support. Contact details for these Development Leads are available at page 15 onward.

Out of Hours Regional Coordinators

The Out-of-Hours Review Implementation Team has appointed a multi-disciplinary team of 13 regional OOH Coordinators, all with specific experience of out-of-hours services. Their role is to work closely with PCTs and out-of-hours providers, offering advice and support to help take forward local implementation of the Out-of-Hours Review, including the accreditation of out-of-hours providers.

Local Estates/Premises

Primary Care Estates Advisors:

Specialist estates advisors are employed by NHS Estates and are currently attached to the 5 national divisional teams. They:

- provide technical estates advice, including formal business case mechanisms
- support health communities to meet national targets
- provide resources to support additional doctors in training
- provide bespoke local advice on estate issues e.g. planning permissions, site acquisitions
- assist PCTs who are experiencing difficulties with their project management

SUPPORT ON THE KEY ISSUES

Developing Strategic Service Development Plans (SSDPs):

Following implementation of the nGMS/PMS contracts, SSDPs will be key in facilitating local investment plans for estate and infrastructure developments. NatPaCT can provide advice and input to local consideration of service redesign issues, reflecting whole system approaches to planning. Local events may be tailored to the needs of individual PCTs although in some areas, a number of PCTs may choose to work collectively. A feature of previous events has been an emphasis upon developing local partnerships with stakeholders such as local authorities, voluntary sector and acute partners. For more information, contact Keith Houghton keith.houghton@dh.gsi.gov.uk, mobile: 07718 030734.

An SSDP framework is available on the NatPaCT website.

www.natpact.nhs.uk/primarycarecontracting/22.php

Premises

The new GMS contract promises new investment in the Primary Care Estate and needs to link locally with investment plans and NHS LIFT initiatives.

Find out more about the changing estates environment at (<http://primarycare.nhsestates.gov.uk>) This website identifies the key considerations and actions for those involved in the planning, briefing and design of primary and social care premises, and gives some guidelines on funding, procurement and design. It replaces HBN 36 and the commentary to the Red Book.

For further information, contact Keith Houghton on 0771 8030734 or email keith.houghton@dh.gsi.gov.uk

All contact details are available by area on pages 19 - 25.

Contracting & Commissioning

The new Primary Medical Care Contracts give real scope to PCTs to commission services across a whole health system, and to meet patients' needs along the whole of the care pathway including primary, secondary and social care. This creates organisational and skills challenges for PCTs.

The PCT Improvement Programme 'Development Needs Self Assessment tool' has helped PCTs identify and plan how to address these. There is much in NatPaCT's developing work on commissioning and contracting acute services of relevance to primary care contracting including:

- a modular programme of events and training opportunities
- an integrated package of support materials to foster a whole systems approach
- MA (NatPaCT) has developed a series of publications called 'Friends' to help in various areas of commissioning, these include: commissioning friend, system reform friend to access these see www.natpact.nhs.uk
- A 'GMS & PMS Checklist for PCTs' has been developed for PCTs to use, to ensure they have the contracting essentials in place for primary medical services contracts. This is available at http://www.natpact.nhs.uk/news/index.php?article_request=988

Practice Management

A development and support programme is in place to help practice managers. This will help Practice Managers equip themselves and their clinical and administrative colleagues with the organisational knowledge and skills required to deliver the new GMS contract, including: **A Guide to nGMS/PMS for practice Management: Your Questions Answered**. This is a brief guide produced by the NPDT and Moderisation Agency (NatPaCT) for all staff in general practice and highlight key aspects regarding nGMS/PMS. It also includes a section summarising support available for practices. It has been sent to all practices and PCTs and is also available to download at http://www.natpact.nhs.uk/news/index.php?article_request=754

The NatPaCT discussion - forum is available for practice managers to use at <http://www.natpact.nhs.uk/forums/index.php?sid=ba0733e71c433e11f2912962a187a299>

National Association of Primary Care (NAPC) has developed a service to provide support to practice management. This includes email, telephone and website advice, as well as a network of support practices, who also provide both e-mail, telephone and hands-on support to practice management teams referred to the service. Initially those wanting support around non-clinical practice management issues, particularly those around nGMS/PMS should contact Maggie Marum at maggie@napc.co.uk or on 020 7636 8626.

Primary Care Managers Consortium

A group of interested parties have come together to look at the training and development needs and support needs by managers in Primary Care. Partner organisations include NHS Alliance, NAPC, IHM, AMSPAR, RCGP and Dental Practice Managers Association.

One of the key aims of this group is to publish a prospectus of available training to support managers, detailing the educational level of training, content and style of delivery. This prospectus will be published shortly and will be available on partner organisation websites.

Primary Care Managers Development Programme

The programme is a three phase flexible, transferable modular programme. 400 places will be available for the first phase due to commence in April 05

The programme is aimed at Practice Management, PCT Managers and Dental Practice Managers.

Phase 1 has 9 modules which will be delivered through e-learning and optional workshops supported by an assessor. Undertaking all nine will give participants the competencies, knowledge and tools/techniques to apply to key work priorities in line with LDPs and support participants identified personal development needs linked to their PDPs.

Phase 2 (due to commence 06) is aimed at developing a culture of quality improvement. Participants will apply the improvement science and skills they have learnt to an improvement project that has quantifiable outcomes and direct links to improved patient care.

Phase 3 -(due to commence 06/7) will provide the participant with the opportunity for vocational training. Placements will be available in a range of healthcare organisations across the UK and internationally through links with partner agencies.

The programme flyer gives further detail on the modular content, the benefits of the programme to the participant and to the local healthcare economy and the process for expressions of interest.

SUPPORT ON THE KEY ISSUES cont

A downloadable version of the programme flyer can be found at the NHS Clinical Governance Support Team website www.cgsupport.nhs.uk or the National Primary Care Development Team website www.npdt.org or contact either Caroline Pike 07970 836958 or Lucy Warner 07795 413715 who would be happy to discuss the programme further.

Clinical Governance

The Primary Care section of NHS Clinical Governance Support Team website has a range of useful information to support GP, dental and pharmacy practices. Areas include information on the role of the Clinical Governance lead, guides to implementing Clinical Governance and a range of sample documents.

See www.cgsupport.nhs.uk

National Primary Care Contracting Collaborative

The aim of this programme, the National Primary Care Contracting Collaborative, is to support PCTs and their primary care providers (practice teams or other appropriate primary care teams) in maximising the commissioning benefits achievable under the new contracting arrangements to further improve the services provided to patients.

Some of the sites have included community pharmacists alongside their providers. This will offer a further opportunity in conjunction with the opportunities of the new pharmacy contract, to explore the concept of commissioning and contracting for community pharmacy services as part of the integrated strategy of the PCT.

It will also provide further examples of the contribution that community pharmacy services can make to the service areas of mental health, sexual health and the management of patients with long term conditions.

The National Primary Care Contracting Collaborative will provide a structured approach to enable PCTs to work in greater partnership with primary care providers to develop new, robust contracting models. The intention of the programme is to help organisations in developing primary care contracting models that support progress towards key priorities such as moving services from secondary to primary care, improving access and choice, reducing waiting times and ensuring real clinical and public engagement.

Focus

The Collaborative focuses on bringing together two inextricable strands of work:

- service redesign
- redesign of commissioning systems

By commissioning systems we mean the information and data, incentives, resources, etc., that make it possible to deliver a service. The aim is to ensure an integrated, clinically driven contracting process.

Who is involved?

Application Packs were sent to all PCTs who were invited to submit joint applications with interested primary care providers backed by the support of the SHA.

There are 28 teams participating which comprise 28 PCTs and a number of interested primary care providers. This national programme aims to refine the model and generate exemplars enabling the spread of the learning to every PCT.

SUPPORT ON THE KEY ISSUES cont

What will be expected from the Sites?

Sites attended an orientation event on Wednesday 30th June and learning workshop one on 21st / 22nd September and will attend further learning workshops in November and January. In between the workshops, sites will be applying the learning to their own situations through rapid and intensive change management principles and sharing specific learning achievements across sites to help support the broad roll out of ideas and practices. These changes will be exemplified through the local sites data collection and monitoring.

How long will the programme run for?

The programme commenced in June 2004 with the orientation event, the 2-year reporting requirement will run from September 2004 to September 2006.

For further information about the National Primary Care Contracting Collaborative contact:

Jacquie White

Collaborative Director

NPDT - 0161 236 1566

Email - jacquie.white@npdt.nhs.uk

Updates and a list of National Primary Care Contracting Collaborative sites are available from the NPDT website www.npdt.org

Quality Improvement Skills for Primary Care (QuISP)

QuISP is a programme for practice teams focusing on the practical application of improvement techniques. QuISP will help enable practices to make sustainable changes by applying improvement skills to any clinical or organisational challenge. The skills gained will help teams improve quality in the practice and support achievement of the Quality and Outcomes Framework.

The programme involves the practical application of

- Psychology of change
- The improvement model
- Analysis of information or data
- Measurement for Improvement
- Process Mapping
- Spread and Sustainability of change

This should help to achieve

- Effective team building
- Application of skills focused on specific practice priorities
- Quality improvement skills and tools to use, sustain and embed
- Greater empowerment to respond to and implement change more effectively

Who should be involved?

Practices need to identify 2-4 people to participate. As with the Primary Care Collaborative, experience shows that participation from a GP and practice manager has been an important factor in making changes within the programme.

Practices choose their own priorities for this programme from within the QoF and will therefore identify their own improvement measures which will be reported on a regular basis throughout the programme.

SUPPORT ON THE KEY ISSUES cont

How is the programme organised

The programme runs as a series of three, one day workshops over a 2-3 month period for 6 to 10 practice teams at a time. Between workshops, participants are encouraged to apply their learning to their own practice with support from trained facilitators.

The training programmes are organised and funded by the NPDT for one- third of PCTs initially and are being rolled out through the 11 local NPDT centres. PCTs may wish to consider including this programme within their own education or training programmes, or any alternative PCT quality or modernisation programmes.

The Northern, East Midlands, South East, London, North Bradford and North West Centres have completed their first full 3-day QuISP programme. The centres have received extremely positive feedback with their practices really appreciating the time to discuss their work away from the surgery.

Examples of changes being undertaken by practice teams include:

- Improve care of patients with asthma
- Increase the number of patients diagnosed on the COPD register
- Backtrack asthma reviews and code correctly on a new template
- Improve reviews of patients on CDM registers receiving regular prescriptions
- Set up a CHD clinic
- Improve quality of time spent with patients/increase value added time
- Improve communication
- Improve the use of templates
- Directing patients to the appropriate chronic disease clinic
- Improve recall processes

West Midlands and Southern Centre programmes started their first programmes in July 2004, Eastern in September 2004 and Peninsula and West Country Centres in October 2004.

Further details on the QuISP programme are available from
Jacquie White, Collaborative Director on 0161 236 1566 or 07968 087121
e mail: jacquie.white@npdt.nhs.uk

Further details

Continued rollout of the **National Primary Care Collaborative** (NPCC) to all PCTs and practices including management of CHD, continues to be available to assist practices in improving services for patients (http://www.npdt.org/scripts/default.asp?site_id=5). The third phase of the NPCC on Chronic Disease Management (initially Diabetes and COPD) is underway and will be available to all PCTs from March 2004. Measurable improvement in these clinical areas will help practices reach the required standards to secure the necessary points under the new contract. Application of generic improvement tools will help to address other clinical areas within the QOF.

A conference for practice managers was held in March 2004, by the National Clinical Support Team and partner organisations. This was specifically to support practice managers prepare for implementation of the quality and outcome framework in their practices.

Quality

During February and March 2004 the NPDT hosted four national quality and outcome framework events for practices and PCTs. The objectives of the events was to

- explain the QOF
- highlight tools and techniques that can support implementation
- explore comparable PMS quality frameworks

Further details of the events are available on the npdt website at www.npdt.org

- **Primary Care Contracting Collaborative (formerly GMS/PMS Collaborative)**
See previous section on Contracting & Commissioning

IM & T (including QMAS)

GMS Payments Project (England)

The GMS Payments Project has been established within the National Programme for IT (NPfIT) to implement the information systems that are required to support the nGMS contract in England. The aim of this project is to ensure that:

- Systems to support payments and the management of payments to practices under the new GMS contract are in place and can be used by the relevant people and organisations within England in line with agreed delivery dates.
- GMS Practices (within England) are paid correctly according to the GMS Contract.
- The GMS Payment Systems implemented in advance of NPfIT initiatives, support these initiatives with as little re-work as practical.

The GMS Payments Project is delivering:

1. Changes to national payments systems including:

- Preparation payments
- Uplift
- Seniority
- Global sum and MPIG
- Enhanced service payments
- Adjustments
- Quality and outcomes frameworks payments
 - Aspiration
 - Achievement

2. Roll out of the Quality Management and Analysis Sub system (QMAS) which enables practices to manage QOF payments information, receive feedback of achievement against aspiration during the year and generate payments via the NHAIS 'Exeter' payments system is near completion. There is a QMAS training website at www.qmastraining.nhs.uk

3. Training and support products and services to ensure that practice and PCT teams are able to use the systems that are provided by the project. This should be complementary to the longer term IT training initiatives that PCTs should already have in place to help practice teams develop the skills that they need to make best use of clinical systems and information.

The main point of contact for this project is Fiona Emmett who can be contacted by email fiona.emmett@npfit.nhs.uk or telephone 0113 208 6707.

SUPPORT ON THE KEY ISSUES cont

Contact details for general practice computer system suppliers

All the GP clinical system suppliers provide hands on or seminar style training to support data quality and the new GMS Contract. The overall objective being to enable delegates to understand the issues involved in accurate and consistent data entry to comply with the underpinning principle of the new GMS Contract. At these training sessions, system specific GMS tools to support data entry and feedback reports for clinical audit will be discussed.

Inclusion in this prospectus does not recommend the suppliers, but simply gives contact details should any PCT or practice wish to contact their company to investigate the training or development opportunities that they provide. See below for a list of suppliers.

Company	Name	Address	Web Address
CHIME	Dr Dipac Kalra Email: d.kalra@chime.ucl.ac.uk		
EMIS	Gary Shuckford Training Manager Tel: 01132 974552 Email: garyshuckford@e-mis.com	EMIS, Fulford Grange, Micklefield Lane, Rawdon, Leeds LS19 6BA	www.emis-online.com
Healthy Software Ltd.	Chris Brown Training Manager Tel: 01332 680022 Email: chris.brown@healthysoft.com	Merlin House, Stanier Way, Wyvern Business Park, Derby DE21 6BF	www.healthysoft.com
In Practice Systems Ltd.	Susan Knox Training Manager Tel: 0207 501 7000 Email: susan.knox@inps.co.uk	The Bread Factory, 1a Broughton St., London, SW8 3QJ	
Microtest Ltd	Tim Robinson Data Co-ordinator Tel: 01208 261600 Email: tim.robinson@microtest.co.uk	Technology House, Normandy Way, Bodmin, Cornwall. PL31 1EX	www.microtest.co.uk
Protechnic Exeter Ltd.	Emma Smith Training Manager Tel: 0121 550 9977 Email: esmith@protechnic-exeter.co.uk	6-7 Signet Court, Swann Road, Cambridge, CB5 8LA	www.protechnic.co.uk
Seetec Medical Systems	Chris Yeowart Sales Director Tel: 07866 704860 Email: chris.yeowart@seetec.co.uk	Main Rd. Hockley, Essex, SS5 4RG	www.seetec.co.uk
TCR Nottingham	Clive Morris Email: clive@tcr-nottingham.fsnet.co.uk	The Computer Room, Langley Park, North Street, Langley Mill, Nottingham. NG16 4BS	www.tcr.i12.com
The Phoenix Partnership Ltd	David Pape Tel: 0113 205 0080 Email: dpape@thephoenix.co.uk	Springwood House, Low Lane, Horsforth, LS18 5NU	www.thephoenix.co.uk
Torex Health Ltd	Steve Taylor Email: steve.taylor@torex.com	Torex Plc., Daventry Rd, Banbury, Oxfordshire, OX16 3J	www.torex.co

National Products and Resources to support Primary Care Informatics ETD

1. Professional Awards in IM&T (Health)

A number of Universities now provide academic programmes based on the Professional Awards Standards, (developed by the NHSIA with the Service and a range of academic partners) and are accredited by the NHSIA accordingly. In addition to an academic award, students are offered the opportunity to present a portfolio for assessment (based on course work, etc) and may receive a certificate of professional competence.

For further information: <http://www.nhsia.nhs.uk/informatics/pages/histandards/awards.asp>

2. Information Governance Toolkit

The Information Governance Toolkit has been developed to set out in an easy to use form, the IG requirements, which an organisation can then use as a checklist and self-assessment tool. A general practice view of information governance is available in the latest version of the Toolkit, launched on 2 July 2004. More information on the Information Governance Toolkit can be obtained from www.nhsia.nhs.uk/infogov/igt

3. Clinical Governance Toolkit

In consultation with NHS organisations, the NHS Information Authority (NHSIA) has identified a need for a portal website for clinical governance information. It is intended for NHS Trust Boards, Trust managers, clinical governance leads and clinical governance professionals. To find out more about the Clinical Governance Toolkit, look at

<http://www.nhsia.nhs.uk/clinicalgovernance/pages/default.asp>

4. Performance Investigator

Performance Investigator is a web based service that has been developed with input from a cross section of NHS users including primary care staff.

Performance Investigator can help PCT's assess provider's performance over time using comprehensive national data for key indicators such as LoS, re-admissions, waiting times and Outpatient Performance; key information when considering patient choice and commissioning, enabling PCT's to work smarter not harder.

The Performance Investigator can be found at: <http://www.piano.nhsia.nhs.uk/piano>

5. PRIMIS

This service, provided by Nottingham University under contract to the NHSIA delivers data quality related training and data analysis support for local information facilitators and PCTs. It is currently used by around 90% of all PCTs. The service includes support for Read Code training and use at local level. The current service will cease in July 2005 and the procurement of the replacement commenced in October 2004.

More information can be found at: <http://www.primis.nottingham.ac.uk>

It should be noted that there has been some commercial Read code training. 3M Healthcare, for example, run training session including ones for primary care clinicians. There is more info on the NHSIA website. <http://www.nhsia.nhs.uk/terms/pages/suppliers/3m.asp>

6. The e-Community and Informatics Learning Networks

Informatics Learning Networks were established by the NHSIA with central funding, to establish a network of physical and virtual networks to support clinicians (in particular) to tackle real work-based issues and projects.

The e-Community was developed to offer learning support and access to knowledge to members of the Networks and others interested in health informatics. The site has become the NELH Virtual Branch Library in Health Informatics. Its content comprises both open and closed (except to those registered with the site) areas.

The web address for the NELH Virtual Branch Library is: <http://www.informatics.nhs.uk>

7. Learning Needs Assessment Tool

The Learning Needs Assessment Tool development is being resourced by the NHSU, based on the NHSIA's Health Informatics Competency Matrix. The competency matrix has been used to create a personal learning needs assessment tool, which will be linked to a database of courses and resources to help meet identified needs.

The assessment is role based, so one enters the tool and selects a job role that best matches an actual or aspiration job role and a tailored skills profile is produced. The individual then completes a self-assessment resulting in a gap analysis.

The tool is not sector specific, but does include primary care job roles, eg General Practitioner, Practice Manager, Health Visitor. To access the tool visit:

<http://www.nhsu.nhs.uk/webportal/learning/healthinfo/index.jsp>

Overview of Support Provided by NHSIA Services

A Number of NHSIA services are relevant to the ETD requirements of the GMS Contract:

- **PRIMIS** - Service delivered through the University of Nottingham on behalf of NHSIA. Provides data quality related training, support and data analysis services to PCT facilitators who "cascade" this knowledge to GP practices. Currently being used by almost 90% of PCTs. Provided free of charge to PCTs though it is not mandatory.
- **Read code support** - Read code updates to browser software and help desk support. Training / support events are not currently being provided by NHSIA but are being covered through PRIMIS.
- **Information Governance** - Encompasses programme previously known as "Information Quality Assurance and Data Accreditation". A GP support toolkit is now available. A PCT version will be available in July.
- **NHAIS** - provision of software applications to feed QMAS data into NHAIS for global sum and associated processing. Support manuals and introductory workshops provided to NHAIS System agencies.
- **MIQUEST** - updated for Read code updates by NHSIA. PRIMIS (and other services) are dependent on continued support for MIQUEST. It is understood that, at present, NHSIA has no funding provision for further maintenance of MIQUEST. An impact assessment is being prepared. MIQUEST training / support is provided to PCTs by PRIMIS. Most, but not all, GP systems are not reliant on MIQUEST to feed QMAS.

Out of Hours

As set out above, the Modernisation Agency and Department of Health are providing additional resources to each SHA area to support PCTs with current key challenges. One of the initial priorities will be to support PCTs in the implementation of new GMS and the agenda around out of hours, but the additional resource will also provide support for general PCT development at a local level. We will use this new resource to build on the recent publication of the Department of Health's guidance 'Implementing the new GMS contract: Out of Hours 1. Key First Steps to Delivering a Sustainable, Integrated and High Quality Service' to ensure SHAs and PCTs are offered practical support in the development of high quality, integrated, out-of-hours services.

It is important to remember that when covering services out of hours, all staff groups have been considered, for instance: paramedics, nurses, A&E staff, GPs who are currently not practising, LMCs. Copies of the guidance and much other useful information can be found at the Out-of-hours website <http://www.out-of-hours.info> and on the NatPaCT website (www.natpact.nhs.uk/primarycarecontracting/17.php)

SUPPORT ON THE KEY ISSUES cont

Out Of Hours Support Programme:

We are in the process of producing a practical programme of support around Out of Hours, including:

- A guide detailing best practice
- Practical examples of how to deliver different Out Of Hours care
- Mechanisms for PCTs to access others who already have developed innovative ways of providing OOH
- Resources for each SHA area to support OOH agenda
- A guide to OOH Provider Models is being prepared. Look out for further details on NatPaCT website.
- OOH Discussion Forum on NatPaCT website - go to <http://www.natpact.nhs.uk/forums/viewforum.php?f=1210>

Finance

Four one day interactive workshops providing an explanation of the funding streams for nGMA/PMS allocations and how PCTs should manage these have been held. Presentations from these events are available on www.natpact.nhs.uk/primarycarecontracting

The finance friend has an updated primary care section to reflect the new GMS and PMS contracts it is available at: http://www.natpact.nhs.uk/uploads/finance_friend.pdf

Nursing

The successful implementation of the new GMS contract will depend largely on the capacity, capability and engagement of the nursing workforce. The MA will be supporting nurses and nursing in a number of different ways:

- Establishing a network of SHA and PCT lead nurses to provide support and advice on issues relating to implementation
- Running workshops across England for PCT lead nurses and PEC nurses looking at specific issues such as partnership and skill needs
- Links and regular updates will be made through the Chief Nursing Officer Network and SHA lead nurses
- Establishing an action learning network for nurses already working as partners in GMS and PMS practices. Nurses participating in this network will be responsible for recruiting others nurses to work in multi-professional partners

Two one-day interactive workshops were held, which explored opportunities and challenges for Primary care nursing in relation to nGMS and PMS. Presentations from these events are now available on www.natpact.nhs.uk/primarycarecontracting

The following new day conferences are planned:

Nurses becoming practice partners

8 February 2005 Leeds Hilton Hotel

11 February 205 Marriot Hotel Regents Park London

Nurse Entrepreneurialism

18 March 2005 The Brewery London

Future events are also being planned around sharing nurses' experiences with delivering the Quality and Outcomes Framework.

Details of all events will be published on the NatPaCT Events website at www.natpact.nhs.uk/primarycarecontracting/events.php

For further information on primary care contracting support around nursing, contact Nicola Walsh - nicola.walsh7@btinternet.com

Mental Health and nGMS

The implementation and dissemination of information about the mental health elements of the nGMS contract is being supported by the primary care programme of National Institute of Mental Health in England (NIMHE). NIMHE, like NatPACT, is part of the Modernisation Agency, and has the same agenda, of supporting clinicians and managers to implement DH policy. For further details of NIMHE, visit the website: www.nimhe.org.uk

So far as the mental health elements of the nGMS contract is concerned, we will produce a training package for clinicians explaining aspects of the contract. The same information will be made available to other stakeholders, such as the pharmaceutical industry and interested voluntary sector organisations, so that there is a single source of accurate information. We will also work with the user and carer movement, and the experts by experience within

NIMHE, to develop a similar information package for people who use the service, so that they understand what they can expect from their primary care practice team.

The primary care programme of NIMHE has three part time members, Alan Cohen, a GP from S. London, Heather Raistrick, a nurse from Bradford, and Rob Holmes, a pharmacist seconded into NIMHE. We are happy to meet with any groups of primary care staff to discuss with them aspects of the new contract. We can be contacted by email:

Alan Cohen alan.cohen@scmh.org.uk
Heather Raistrick heather.raistrick@bdct.nhs.uk

We look forward to hearing from you.

National Prescribing Centre - NPC Plus

The National Prescribing Centre (NPC) has recently developed an additional and innovative programme known as NPC Plus. Through the programme, PCTs can commission the NPC to develop and deliver support packages (e.g. information on medicines, education and development, implementation of good practice or a mixture of the three) based on local needs assessment and tailored to the requirements of particular localities / audiences around effective management of medicines, prescribing and pharmaceutical care.

For more information, please contact Heidi Wright, Assistant Director, NPC Plus Programme on: 0161 6113264 or heidi.wright@npc.nhs.uk

SUPPORT ON THE KEY ISSUES cont

NatPaCT Associate Director -
Roy Paterson
Tel: 07867 978 917
Email: roy.paterson@dh.gsi.gov.uk

Northern NPDT Centre Lead Manager -

Tina White
Tel: 01642 352297
Mobile: 07880 798414
Email: tina.white@northteespct.nhs.uk

Primary care contracting advisors:

Bill May (Northumberland, Tyne & Wear) - Tel: 07966 598806

Sam Illingworth (County Durham & Tees) - Tel: 07970 788048

Development Lead for Practitioners with Special Interests team (NatPaCT) -

Stephen Ryan - 07887 718391

Out of Hours Co-ordinator -

Northumberland Tyne & Wear SHA

Wilma Ayris

Out of Hours Co-ordinator -

County Durham & Tees SHA

Wilma Ayris

NHS Estates Primary Care Development Manager -

Northumberland, Tyne And Wear

Joe Mallon - 07710 929506

NHS Estates Strategic Advisor -

Northumberland, Tyne And Wear

Liz Walters - 0113 2547133

NHS Estates Primary Care Development Manager -

County Durham & Tees Valley

Joe Mallon - 07710 929506

NHS Estates Strategic Advisor -

County Durham & Tees Valley

Liz Walters - 0113 2547133

Clinical Governance Development Programme - Programme Manager

Northumberland, Tyne & Wear, County Durham & Tees Valley

Kerry Bowness - 07801 018917

Email: bill.may@modern.nhs.uk

Email: sam.illingworth@modern.nhs.uk

Email: stephen.ryan@dh.gsi.gov.uk

Email: Wilma.Ayris@out-of-hours.info

Email: Wilma.Ayris@out-of-hours.info

Email: kerry.bowness@ncgst.nhs.uk

NORTH EAST

CONTACT DETAILS

NatPaCT Associate Director -
Christine Eichler - 07867 978923
Email: christine.eichler@modern.nhs.uk

NPDT Centre Lead Managers -
Janet Potts
Tel: 01274 366269
Mobile: 07870 219571
Email: jpotts@bradford.nhs.uk

East Midlands NPDT Lead Manager -
Michelle Webster
Tel: 0114 2716274
Mobile: 07736 619548
Email: michelle.webster@sheffieldn-pct.nhs.uk

Primary care contracting advisor:
Bill May - Tel: 07966 598806
Development Lead for Practitioners with Special Interests team (NatPaCT) -
Stephen Ryan - 07887 718391
Out of Hours Co-ordinator -
North & East Yorkshire SHA
Robyn Carter
Out of Hours Co-ordinator -
West Yorkshire SHA
Robyn Carter
Out of Hours Co-ordinator -
South Yorkshire SHA
Julie Knott - Tel: 0115 9343200 Mobile: 07971 082916
NHS Estates Primary Care Development Manager -
West Yorkshire
Andy Pratt - 07909 993163
NHS Estates Strategic Advisor -
West Yorkshire
Tim Litherland - 0113 2547230
NHS Estates Primary Care Development Manager -
South Yorkshire
Terry Finch - 07909 993114
NHS Estates Strategic Advisor -
South Yorkshire
Mick Taylor - 0113 2547236
NHS Estates Primary Care Development Manager -
North And East Yorkshire & Northern Lincolnshire
Joe Mallon - 07710 929506
NHS Estates Strategic Advisor -
North And East Yorkshire & Northern Lincolnshire
Mick Taylor - 0113 2547236
Clinical Governance Development Programme Programme Manager
North Yorkshire, East Yorkshire & North Lincolnshire
Kerry Bowness - 07801 018917
South Yorkshire & West Yorkshire
Liz Kirk 07789 176171

Email: bill.may@modern.nhs.uk

Email: stephen.ryan@dh.gsi.gov.uk

Email: Robyn.Carter@out-of-hours.info

Email: Robyn.Carter@out-of-hours.info

Email: julie.knott@out-of-hours.info

Email: kerry.bowness@ncgst.nhs.uk

Email: liz.kirk@ncgst.nhs.uk

CONTACT DETAILS cont

NatPaCT Associate Director -
Carole Renshaw
Tel: 07818 453 129
Email: carole.renshaw@dh.gsi.gov.uk

West Midlands NDPT Lead Manager:
Jenny Lee
Tel: 024 7663 3862
Mobile: 07974 170142,
Email: jenny.lee@coventrypct.nhs.uk

Primary care contracting advisor:
Marion Pullen - Tel: 07917 138453
Development Lead for Practitioners with Special Interests team (NatPaCT) -

Nicky Brooks - 07766 020468

Out of Hours Co-ordinator -

Birmingham & Black Country SHA

Karen Hall -Tel: 01908 689874 Mobile: 07899 876620

Out of Hours Co-ordinator -

Staffordshire & Shropshire SHA

Julie Knott -Tel: 0115 9343200 Mobile: 07971 082916

Out of Hours Co-ordinator -

Coventry, Warwickshire, Herefordshire & Worcester SHA

Karen Hall - Tel: 01908 689874 Mobile: 07899 876620

NHS Estates Primary Care Development Manager -

Shropshire & Staffordshire

Kevin Howes - 01765 603868

NHS Estates Strategic Advisor -

Shropshire & Staffordshire

Robert Montgomery - 0121 2244770

NHS Estates Primary Care Development Manager -

Birmingham & Black Country

Richard Williams -

07876 502663

NHS Estates Strategic Advisor -

Birmingham & Black Country

Stephen Thomas - 0121 2244649

NHS Estates Primary Care Development Manager -

Coventry, Warwickshire, Herefordshire & Worcester

Richard Williams - 07876 502663

NHS Estates Strategic Advisor -

Coventry, Warwickshire, Herefordshire & Worcester

Roger Deaville - 0121 22434646

Clinical Governance Development Programme Programme Manager

Birmingham & the Black Country

Sue Cordon 07810 551323

Staffordshire & Shropshire

Liz Kirk 07789 176171

Coventry, Warwickshire, Herefordshire & Worcester

Jill Allen 07887 838749

Email: marion.pullen@modern.nhs.uk

Email: nicky.brooks@dh.gsi.gov.uk

Email: karen.hall@out-of-hours.info

Email: julie.knott@out-of-hours.info

Email: karen.hall@out-of-hours.info

Email: sue.cordon@ncgst.nhs.uk

Email: liz.kirk@ncgst.nhs.uk

Email: jill.allen@ncgst.nhs.uk

CONTACT DETAILS cont

EAST MIDLANDS	NatPaCT Associate Director - Dena Adamson Tel: 07818 453 147 Email: dena.adamson@dh.gsi.gov.uk	East Midlands NPDT Lead Manager: Michelle Webster Tel: 0114 2716274, Mobile: 07736 619548, Email: michelle.webster@sheffielddn-pct.nhs.uk
	Primary care contracting advisor: Sean Fenelon Tel: 07970 788049 Development Lead for Practitioners with Special Interests team (NatPaCT) - Nicky Brooks - 07766 020468 Out of Hours Co-ordinators - Trent SHA Julie Knott Tel: 0115 9343200 Mobile: 07971 082916 David Cocks Tel: 01473 299600 Mobile: 07770 598738 Out of Hours Co-ordinators - Leicestershire, Northamptonshire & Rutland SHA Phillip Evans Tel: 020 8988 2000 Mobile: 07880 782256 Karen Hall Tel: 01908 689874 Mobile: 07899 876620 NHS Estates Primary Care Development Manager - Trent Kevin Howes - 01765 603868 NHS Estates Strategic Advisor - Trent Robert Montgomery - 0121 2244770 NHS Estates Primary Care Development Manager - Leicestershire, Northamptonshire & Rutland Kevin Howes - 01765 603868 NHS Estates Strategic Advisor - Leicestershire, Northamptonshire & Rutland Robert Montgomery - 0121 2244770 Clinical Governance Development Programme Programme Manager Trent, Leicestershire, Northampton & Rutland Sue Cordon 07810 551323	Email: sean.fenelon@modern.nhs.uk Email: nicky.brooks@dh.gsi.gov.uk Email: julie.knott@out-of-hours.info Email: david.cocks@out-of-hours.info Email: phil.evans@out-of-hours.info Email: karen.hall@out-of-hours.info Email: sue.cordon@ncgst.nhs.uk

NORTH WEST	Acting NatPaCT Associate Director - Denis Gizzi Tel: 07787 536783 Email: denis.gizzi@dh.gsi.gov.uk	North West NPDT Centre Lead Manager - Jenna Odley Tel: 0151 2503286 07867 528038 Email: jenna.odley@centralliverpoolpct.nhs.uk
	Primary care contracting advisor: Sam Illingworth - Tel: 07970 788048 Development Lead for Practitioners with Special Interests team (NatPaCT) - Stephen Ryan - 07887 718391 Out of Hours Co-ordinator - Cumbria & Lancashire SHA Marilyn Rushton Tel: 01254 266406 Mobile: 07710 645617 Out of Hours Co-ordinator - Greater Manchester SHA Janette Sharp Tel: 0161 7850805 Mobile: 07793 580 482 Out of Hours Co-ordinators - Cheshire & Merseyside SHA Janette Sharp Tel: 0161 7850805 Mobile: 07793 580 482 Marilyn Rushton Tel: 01254 266406 Mobile: 07710 645617 NHS Estates Primary Care Development Manager - Greater Manchester Andy Pratt - 07909 993163 NHS Estates Strategic Advisor - Greater Manchester Tim Litherland - 0113 2547230 NHS Estates Primary Care Development Manager - Cheshire & Merseyside Terry Finch - 07909 993114 NHS Estates Strategic Advisor - Cheshire & Merseyside Carrie Berry - 0113 2547016 NHS Estates Primary Care Development Manager - Cumbria & Lancashire Terry Finch - 07909 993114 NHS Estates Strategic Advisor - Cumbria & Lancashire Carrie Berry - 0113 2547016 Clinical Governance Development Programme Programme Manager Cumbria & Lancashire Kerry Bowness - 07801 018917 Greater Manchester, Cheshire & Merseyside Liz Kirk 07789 176171	Email: sam.illingworth@modern.nhs.uk Email: stephen.ryan@dh.gsi.gov.uk Email: marilyn.rushton@out-of-hours.info Email: janette.sharp@out-of-hours.info Email: janette.sharp@out-of-hours.info Email: marilyn.rushton@out-of-hours.info Email: kerry.bowness@ncgst.nhs.uk Email: liz.kirk@ncgst.nhs.uk

CONTACT DETAILS cont

NatPaCT Associate Director -
Ann Hepworth
Tel: 07867 538 165
Email: ann.hepworth@modern.nhs.uk

London NPDT Centre Lead Manager -
Jenny Drew
Tel: 0207 725 5480
Mobile: 07766 258 350
Email: jenny.drew@londonnpdt.org.uk

Primary care contracting advisor:

Alan Miller Tel: 07971 673140

Development Lead for Practitioners with Special Interests team (NatPaCT) -

Heather Wicks - 07717 576421

Out of Hours Co-ordinator - North East London SHA

Lesley McCourt Tel: 020 8924 6801 Mobile: 07866 557128

Out of Hours Co-ordinator - North Central London SHA

Michael Golding - Tel: 020 75305445 Mobile: 07880 500598

Out of Hours Co-ordinator - South West London SHA

Michael Golding Tel: 020 75305445 Mobile: 07880 500598

Out of Hours Co-ordinator - South East London SHA

Michael Golding Tel: 020 75305445 Mobile: 07880 500598

Out of Hours Co-ordinator - North West London SHA

Tonia Culpin Tel: 0208 9690808 Mobile: 07768 198901

NHS Estates Primary Care Development Manager - North West London

Stefan Morawiec - 01258 840753/07799 894982

NHS Estates Strategic Advisor - North West London

Geoff Frost - 020 7725 2711

NHS Estates Primary Care Development Manager - North Central London

Stefan Morawiec - 01258 840753/07799 894982

NHS Estates Strategic Advisor - North Central London

Robert Braham - 0207 725 5394

NHS Estates Primary Care Development Manager - North East London

Mike Lock - 07799 894985

NHS Estates Strategic Advisor - North East London

Dries Hagen - 0207 725 5324

NHS Estates Primary Care Development Manager - South East London

Mike Lock - 07799 894985

NHS Estates Strategic Advisor - South East London

Terry Ginty - 0207 725 5362

NHS Estates Primary Care Development Manager - South West London

Stefan Morawiec - 01258 840753/07799 894982

NHS Estates Strategic Advisor - South West London

Phil Smith - 0207 725 5332

Clinical Governance Development Programme Programme Manager

East London

Debbie Felts 07810 552769

West London

Karen Orbell 07810 551321

Email: alan.miller@modern.nhs.uk

Email: heather.wicks@dh.gsi.gov.uk

Email: lesley.mccourt@out-of-hours.info

Email: michael.golding@out-of-hours.info

Email: michael.golding@out-of-hours.info

Email: michael.golding@out-of-hours.info

Email: tonia.culpin@out-of-hours.info

Email: debbie.felts@ncgst.nhs.uk

Email: karen.orbell@ncgst.nhs.uk

LONDON

CONTACT DETAILS cont

SOUTH EAST

NatPaCT Associate Director -
Julia Ross
Tel: 07867 978 924
Email: julia.ross@dh.gsi.gov.uk

South East NPDT Centre Lead Managers -
Tania Earl
Tel: 01959 568126
07879 473539
Email: tearlnpdt@btconnect.com
SHAs Covered: Kent & Medway; Surrey & Sussex
Southern NPDT Centre Lead Manager -
Michaela Firth
Tel: 01908 507326
07867 978372
Email: michaela.firth@mkpct.nhs.uk
SHAs Covered: Thames Valley; Hampshire & Isle of Wight

Primary care contracting advisors:

Alan Miller - Tel: 07971 673140
Jen Dibb-Fuller Tel: 07989 954572
Development Lead for Practitioners with Special Interests team (NatPaCT) -
Heather Wicks - 07717 576421
Out of Hours Co-ordinator - Thames Valley SHA
Karen Hall - Tel: 01908 689874 Mobile: 07899 876620
Out of Hours Co-ordinator - Kent & Medway SHA
Annie Tapp Tel: Mobile: 07876 592298
Out of Hours Co-ordinator - Surrey & Sussex SHA
Annie Tapp - Tel: Mobile: 07876 592298
Out of Hours Co-ordinator - Hampshire & Isle of Wight SHA
Phillip Evans Tel: 020 8988 2000 Mobile: 07880 782256
NHS Estates Primary Care Development Manager - Thames Valley
Stefan Morawiec - 01258 840753/07799 894982
NHS Estates Strategic Advisors - Thames Valley
John Herbert - 0207 725 2579
Nick Roberts - 0117 984 1798
NHS Estates Primary Care Development Manager - Hampshire & Isle of Wight
Peter Bowers - 07973 375020
NHS Estates Strategic Advisor - Hampshire & Isle of Wight
Nick Roberts - 0117 984 1798
NHS Estates Primary Care Development Manager - Kent & Medway
Mike Lock - 07799 894985
NHS Estates Strategic Advisor - Kent & Medway
John Herbert - 0207 725 2579
NHS Estates Primary Care Development Manager - Surrey & Sussex
Stefan Morawiec - 01258 840753/07799 894982
NHS Estates Strategic Advisor - Surrey & Sussex
Paul Richards - 020 7725 8925
Clinical Governance Development Programme Programme Manager
Thames Valley, Hampshire & the Isle of Wight, Surrey & Sussex, Kent & Medway
Karen Orbell 07810 551321

Email: alan.miller@modern.nhs.uk
Email: jen.dibb-fuller@modern.nhs.uk

Email: heather.wicks@dh.gsi.gov.uk

Email: karen.hall@out-of-hours.info

Email: annie.tapp@out-of-hours.info

Email: annie.tapp@out-of-hours.info

Email: phil.evans@out-of-hours.info

Email: karen.orbell@ncgst.nhs.uk

SOUTH WEST

NatPaCT Associate Director -
Topsy Murray
Tel: 07788 627 661
Email: topsy.murray@dh.gsi.gov.uk

West Country NPDT Centre Lead Managers -
Lisa Proctor
Tel: 01749 836555
07971 884942
Email: lisa.proctor@mendip-pct.nhs.uk
*SHAs Covered: Avon, Gloucestershire & Wiltshire
Dorset & Somerset*

Peninsula NPDT Centre Lead Managers -
Penny Gates
Tel: 01803 861835
07790 394508
Email: penny.gates@torbay-pct.nhs.uk
SHAs Covered: South West Peninsula

Primary care contracting advisor:

Carla Miller - Tel: 07966 068311
Development Lead for Practitioners with Special Interests team (NatPaCT) -
Triss Clark - 07766 020447
Out of Hours Co-ordinator -
South West Peninsula SHA
Lesley Irvine Tel: 01872 222400 Mobile: 07970 525311
Out of Hours Co-ordinator -
Avon, Gloucestershire & Wiltshire SHA
Margaret Hickman Tel: 0117 9245481 Mobile: 07974 087 563
Out of Hours Co-ordinator -
Dorset & Somerset SHA
Margaret Hickman Tel: 0117 9245481 Mobile: 07974 087 563
NHS Estates Primary Care Development Manager -
Avon, Gloucestershire & Wiltshire
Peter Bowers - 07973 375020
NHS Estates Strategic Advisor -
Avon, Gloucestershire & Wiltshire
Alan Gryner - 0117 984 1783
NHS Estates Primary Care Development Manager -
South West Peninsula
Peter Bowers - 07973 375020
NHS Estates Strategic Advisor -
South West Peninsula
Martin Lovell - 0117 984 1784
NHS Estates Primary Care Development Manager -
Dorset & Somerset
Peter Bowers - 07973 375020
NHS Estates Strategic Advisor -
Dorset & Somerset
Martin Lovell - 0117 984 1784
Clinical Governance Development Programme Programme Manager
Avon, Gloucestershire & Wiltshire, Dorset & Somerset, South West Peninsula
Jill Allen 07887 838749

Email: carla.miller@modern.nhs.uk

Email: triss.clark@dh.gsi.gov.uk

Email: lesley.irvine@out-of-hours.info

Email: margaret.hickman@out-of-hours.info

Email: margaret.hickman@out-of-hours.info

Email: jill.allen@ncgst.nhs.uk

CONTACT DETAILS cont

NatPaCT Associate Director -
Until further notice, the NatPaCT contact for the Eastern area is
Ruth Brown
Tel: 07867 538085
Email: ruth.brown@dh.gsi.gov.uk

Eastern NPDT Centre Lead Manager -
Elaine Heron
Tel: 01733 882279
07818 403535
Email: elaine.heron@southpboro-pct.nhs.uk

Primary care contracting advisors:

Lindsey Leigh - Tel: 07879 816705

Development Lead for Practitioners with Special Interests team (NatPaCT) -

Fiona Grove - 07766 020594

Out of Hours Co-ordinator -

Norfolk, Suffolk & Cambridgeshire SHA

David Cocks Tel: 01473 299600 Mobile: 07770 598738

Out of Hours Co-ordinator -

Essex SHA

Lesley McCourt Tel: 020 8924 6801 Mobile: 07866 557128

Out of Hours Co-ordinator -

Bedfordshire & Hertfordshire SHA

Tonia Culpin - Tel: 0208 9690808 Mobile: 07768 198901

NHS Estates Primary Care Development Manager -

Bedfordshire & Hertfordshire

Stephen Bradley - 07799 476272

NHS Estates Strategic Advisor -

Bedfordshire & Hertfordshire

Stuart Denham - 01223 597587

NHS Estates Primary Care Development Manager -

Essex

Stephen Bradley - 07799 476272

NHS Estates Strategic Advisor -

Essex

James Naughton - 020 77252729

NHS Estates Primary Care Development Manager -

Norfolk, Suffolk & Cambridgeshire

Stephen Bradley - 07799 476272

NHS Estates Strategic Advisor -

Norfolk, Suffolk & Cambridgeshire

Kevin Taylor - 01223 597590

Norfolk, Suffolk & Cambridgeshire, Bedfordshire & Hertfordshire, Essex

Debbie Felts 07810 552769

Email: lindsey.leigh@modern.nhs.uk

Email: fiona.grove@dh.gsi.gov.uk

Email: david.cocks@out-of-hours.info

Email: lesley.mccourt@out-of-hours.info

Email: tonia.culpin@out-of-hours.info

Email: debbie.felts@ncgst.nhs.uk

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Edition 10

NatPaCT
NHS Modernisation Agency,
2nd Floor, Blenheim House,
West One
Duncombe Street,
Leeds
LS1 4PL