



**Practice Support Team  
Digital and analytics**

**Improved access**

**Continuity of care**

**GP Collaborative Board**

**COVID-19 support**

onecare 

**Making an  
impact in  
2020/2021**

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# onecare Here's how we're making an impact

## Practice Support Team

Our nine service areas help and support practices in essential, practical ways. The below data covers June 2020 to January 2021.

Since June 2020, our new Practice Support Team (PST) has:



Supported **70 practices** and **16 primary care networks**



Enabled almost **300 projects**



Delivered more than **320 hours** of direct practice support



### Practice health check

Working with practices to understand what's going well and the practical steps to being even better



### New practice staff support

Supported **13 new practice managers** as they joined their new role in BNSSG general practice



### TeamNet resource library

**3,869 practice staff** used TeamNet in December 2020 - **13% more** than in December 2019

We have built new TeamNet pages, including a page on the learning disabilities annual health check



### Tailored support

Over **100 hours** of tailored support delivered to help with things like closing sites, mergers and 'deep dives' into operational models and finances

We now have a register of practice experts who can support with tailored pieces of work

“One Care’s business, financial and operational expertise has enabled me to begin to make sense of what can sometimes seem quite an overwhelming amount of information”



## Practice optimisation

We work with practices to get the most out of essential systems and processes. We look to understand what practices are doing now and where they want to get to – offering advice about how to get there.



### Business intelligence

**18 optimisation sessions**, over **100 practice dashboard demonstrations** and **69 active dashboard users**



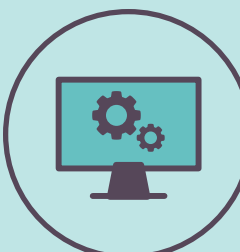
### Finance

**18 finance optimisation reviews** with several thousand pounds saved at each



### TeamNet

**37 practices** supported to optimise their use of TeamNet



### EMIS

**34 EMIS optimisation sessions** carried out and **100s of EMIS queries** responded to



### Telephony

**16 practice telephony systems** optimised

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We support our practices with a range of services, including:

## Improved access



A new improved access (IA) operational model has been put into place, which includes bespoke delivery plans, forecast searches, improved communication and operational control for practices



Our new delivery model has resulted in an 80% decrease in monthly reconciliations needed for practices



A new training schedule has been introduced, empowering practices to better understand aspects of improved access



We held 162 one-to-ones with practices and responded to over 2100 queries between August 2020 and February 2021

## Digital and analytics



We were awarded the contract to provide BNSSG referral forms via Resource Publisher and are currently helping practices to set up and make use of this feature



We released flu eligibility searches and a flu vaccination protocol, with monitoring and reporting of the flu campaign at practice and system level



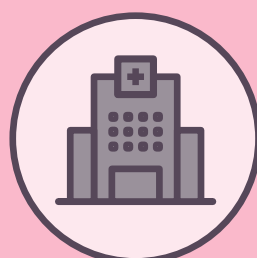
We supported the delivery of a recent community pharmacy pilot with 39 practices and 104 pharmacies



Our EMIS tools facilitated 5,550 patient referrals from GP practices to community pharmacies and this pilot has been nominated for a parliamentary award

## Continuity of care

"Having done work on setting up continuity of care for a number of our patients, we are finding it helps with providing remote patient management"



23 practices have remained engaged with the project and maintained their commitment to continuity despite the pandemic



We successfully developed and launched a continuity of care resource toolkit which has received excellent feedback and will be hosted by the RCGP from July 2021

## GP Collaborative Board



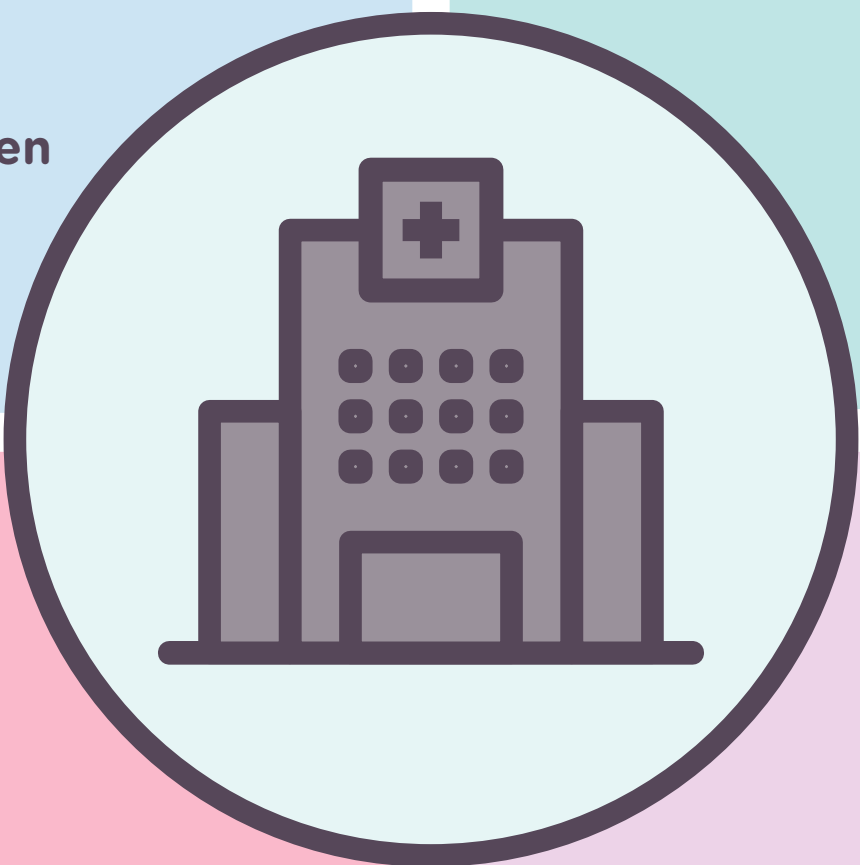
The GPCB was established in shadow form by One Care in September 2020, with over 30 general practice leaders in attendance at the first meeting



One Care has provided executive and administrative support to the shadow GPCB, which has included creation of a Terms of Reference, Memorandum of Understanding and communications strategy for the substantive Board



System partners have been engaging well with the GPCB and are attending meetings to seek feedback on various initiatives



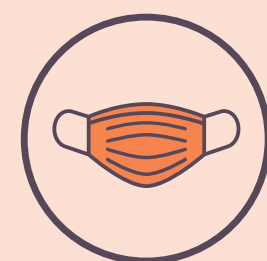


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## COVID-19 support

Throughout 2020 and 2021, we have provided dedicated COVID-19 support and resources to support practices through these unprecedented times. Here is a summary of the COVID-related work we have done.

### Practice support



**350,000**

Type IIR masks



**7,000**

litres of sanitiser



**380,000**

gloves

supplied by our PPE storeroom between April and August 2020

We helped to secure funding for a community phlebotomy work shift into general practice, providing project management and financial modelling

We launched the OPEL escalation model to enable practices to report pressure, access support and take agreed actions

We set up staff sharing agreements with system partners to enable practices to meet staffing demands

**100s of names**  
submitted for COVID-19 testing

### Communications

We launched the joint COVID-19 bulletin and TeamNet page in March 2020, introducing one go-to place for all important information and updates



**21,000+**

views on the COVID-19 bulletin TeamNet page



**120+**

joint COVID-19 bulletins sent

### System engagement

We provided general practice representation at Gold, Silver and Bronze command cells

We represented general practice at the following COVID-19 cells:  
Analytics, Workforce, Comms, Testing, Digital, Infection prevention and control (IPC)

### Digital and analytics

We designed a COVID-19 dashboard and daily situation report to demonstrate practice needs to the system

**95% of practices**  
have access to the COVID-19 dashboard

We supported the rapid development of the Population Health Management data set in response to the pandemic

We have developed and published COVID-19 EMIS resources

We worked with NIHR and University of Bristol on the RAPCI report, providing GP data to demonstrate the effect of remote working due to COVID-19 on general practice

### Mass vaccinations

Provided feedback into national and local plans for delivery of the vaccine programme

Provided programme management for PCN vaccine delivery, as well as digital, analytics and comms support

Created a mass vaccination resources page on TeamNet with over 3,000 views to date

Supported the set up of 19 PCN sites across six waves

Provided data being used to guide vaccine allocation and developed tool to support 2nd dose recall

Creation and release of searches for JCVI cohorts

BNSSG general practice received national acclaim for roll out to cohorts 1-4