



Greenwich Development Meeting - 24 May 2024

**The GP Support Team
Who we are and what we do**

Jan Swannell Manager GP Support

The GPS team

- 6 F/T non-medics:
 - Vicky Ferlia, Jan Swannell, Jacqui Perfect, Amy Elliott, Yvonne Frank, Vanessa Douglas
- Our backgrounds – commissioning and/or practice management
- 4 P/T Medical Directors: Dr Elliott Singer, Dr Kirsia Morganti, Dr Sara Riley, Dr Richard Stacey
- Pan-London coverage

The Medical Director Team – Londonwide LMCs

Dr Michelle Drage, CEO



Dr Lisa Harrod Rothwell, Deputy CEO



Dr Elliott Singer
NEL

Dr Hannah
Theodorou
NWL

Dr Vicky Weeks
NCL

Dr Asiya Yunus
SWL

Dr Sara Riley
SEL

GP Support MDs

Dr Shabnam
Quraishi
NEL

Dr Asiya Yunus
NWL

Dr Richard Stacey
Dr Kirsia Morganti
Dr Elliott Singer
Dr Sara Riley

How we operate – different levels

- Confidential, tailor made, expert advice and assistance to individual doctors, practices and PCNs in difficulty
- Contractual support to our primary care teams
- Feedback/responses to PCCC papers & briefings to LMC reps
- Policy influence at London level e.g. NHSE/ICBs, CQC
- Attendance at PAGs and PLDPs
- Leading on creating material for training events and engaging specialist speakers

Individual doctors

- Performance, conduct, health
- NHSE investigations, records reviews
- Advice on GMC referrals, Performers List action
- Liaison with MDOs where necessary
- Appraisal & revalidation
- Educational & clinical supervision, peer support, mentoring, coaching etc through our GP Prof. Support Network - <https://londonwide.onpld.com/>
- Pastoral and emotional support
- *Generic* employment relations advice (sessional Drs)

Individual practices

- Contract, performance, QOF
- Remedial/breach notices & contract termination
- Practice closures, list dispersal, procurement
- Partner retirements, succession planning
- Practice mergers, super-partnerships
- Practice finances, capacity, sustainability
- Practice premises – leasehold and freehold
- Facilitation of partnership disputes
- CQC – RI & Inadequate ratings, action plans, enforcement action

PCNs (1)

- Facilitation of PCN disputes
- Practices leaving/moving PCNs, practice expulsions & allocations, PCN splits, reconfiguration and creation of new PCNs
- Advice on Network Agreements, governance, financial processes and accountability, practice engagement, ARRS roles, voting/decision making

PCNs (2)

- Premises for ARRS staff
- Personal & confidential support and advice to CDs and PCN management teams
- Advice on structures and incorporation, collaboration, maximising skill mix, impact on IIF targets
- Support in managing different personality styles, aiming for shared vision and ethos

Our own team support and development

- Close knit-team
- Continuous learning and implementation of new contracts and regulations
- Weekly, confidential case-based discussions
- Facilitation training
- Coaching skills training

Internal relationships

- Close working with our primary care (sector) teams, WTI and BRT
- Regular input into practice training
- Collaboration with our LEL associates, e.g. legal teams and premises experts
- Continuous engagement with our GPPSN associates, peer supporters, mentors, supervisors etc

External relationships

- MDOs
- Practices' legal representatives & premises experts
- NHSE's Medical Directorate/Performance Standards Team, ROs, PAGs/PLDPs
- Local borough ("place") PC commissioning teams and ICBs
- CQC London inspection and registration leads, as well as inspectors of individual practices
- Established relationships with NHSPS and CHP
- Regular liaison with PCSE



What is the general practice alert system (GPAS)?

- A system, developed by Devon LMC, that will enable the LMC to advise the ICS/ICB if within an area general practice, as a whole rather than at an individual practice level, is either starting to struggle to provide appropriate levels of care or is no longer able to maintain full GP services
- It can be compared to the OPEL (Operational Pressures Escalation Levels) system used by Ambulance and Hospital Trusts and is completely **anonymous**.
- GPAS will be hard to ignore as other LMCs across the country are also engaging.
- Pilots are now operating across all five sectors in London.



We need you

- Practices will receive a weekly email asking them to complete the GPAS form of six simple to answer questions, that typically take less than 5 minutes to answer.
- For more information, look out for information at your local PM Forum, the Newsletters and e-alerts.
- Please provide LLMCs with a named person and a deputy at your practice to send the emails to by providing this information to either:
 - [GPAS practice contact details](#) ; or
 - ann.ayamah@lmc.org.uk (please also use this email to request further information)

Questions?

Our team can be contacted at:

gpsupport@lmc.org.uk