WALSALL LOCAL MEDICAL COMMITTEE
Walsall LMC last met on Monday 2nd September 2013. Main agenda items were:

Specsavers, AQP and Working Together with the Local Community—Frank Moore

NHS Health Check Programme—Nina Chauhan-Lall

If you would like more detail on anything mentioned in this edition then please contact the LMC Office:
01922 721172 Ext.6637 or LMCR@walsallhealthcare.nhs.uk

Sessional GPs Conference:
“The Journey Forward”- Friday 11th October 2013

Working as a sessional GP has its particular challenges and this one-day conference aims to offer expert advice, practical information and guidance to support all sessional GPs in making the most of their careers. Addressing the issues that matter to sessionals - as well as making successful career choices - attendees will be able to personalise the programme by selecting from a wide range of breakout groups. The conference will also give attendees the opportunity to network with their peers and discuss shared issues.

Why you should attend
Book your place on this full day of career boosting talks and practical workshops. Break out groups will focus on the following themes:

- making successful career choices
- employment rights
- pensions
- appraisal and revalidation
- sessional GPs and commissioning

You will also have the chance to meet colleagues from around the country, discuss shared issues and challenges and develop networks and cascade information.

For the full programme and to book see the BMA website:

Collaborative Arrangements
The LMC has received contact from GPs with regard to the local authority requesting information about patients and in the same letter stating that they have no funding to pay for this.

This used to come under collaborative arrangements and the LMC is aware there have been discussions about where the responsibility to pay for this would lie post 1st April 2013. LMC contacted the Area Team about this and their response was as follows:

“Yes there is on-going discussion about the issue of collaborative payments and no final decision has been made, however it has been agreed that until such time that a decision has been made the Area team will be responsible and claims should be processed as previously”

LMC is currently awaiting information from the Finance Team about the mechanism for claiming and will disseminate this to members as soon as we have it.
Frank Moore: Specsavers NHS Regional Contracts Manager (North)

Frank Moore introduced himself as NHS Regional Contracts Manager (North), adding that he is the first point of contact in the West Midlands area for the Specsavers Audiology service.

Frank began his presentation with some questions:

♦ **How many people in the UK have a hearing loss?**
  - Approx. 10 million people (or 1 in every 6)
    - over 70s = 70%
    - over 50s = 40%

♦ **How many people in the UK would benefit from a hearing aid but do not currently have one?**
  - Approx. 4 million people do not have hearing aids at present
    - Stigma
    - Accessibility
    - Awareness

♦ **How many people who have a hearing aid do not regularly wear it?**
  - Approx. 30%
    - Inadequate first fitting
    - Access to aftercare

Frank went on to say that if hearing loss is left untreated it can lead to such things as social isolation, depression and loss of independence as well as escalation of more serious health issues. In the next 20 years the World Health Organisation has predicted that it will become one of the top 10 UK health burdens, involving around 14.5 million people.

**Specsavers and the NHS**

Frank informed LMC members that Specsavers were not new to Audiology services as they have been providing them since 2000, in private stores initially but working with the NHS since 2006. They have provided over 125,000 patient journeys and enjoy high levels of GP and patient satisfaction, always listening to what their users think and looking to improve the service. Specsavers have stores in many locations and patients can use a store in another area if they are away on holiday for instance, rather than having to wait until they get home if they have a problem.

**Local Quality Service**

Walsall Hearcare Services Ltd is a joint venture partnership and the audiologists are highly qualified and have ongoing training.

**Services in Walsall:**

- Patients seen within 9 days on average
- 80% of patients fitted the same day as assessment
- 98% customer satisfaction score (sample of around 86% of patients)
  - 7 days a week service in store locations
  - Batteries by post
  - Accessible locations – normalising hearing loss
  - Same day fit

Frank added that Specsavers were firm believers in giving something back to the community and they accomplished this in various ways:

**Graduate Programme**

- Graduate intake programme
  - 2nd year placement scheme
  - Development of university courses
  - Secondary school – career days

continued on Page 3
Specsavers, AQP and Working Together with the Local Community continued...........

- Audiology Pathway Experience
  - Protected learning time events
  - Store experience
- CCG Service Development
- Local Community Events

Specsavers Commitment to you

Specsavers will....

✓ Never sell a private hearing aid to an NHS patient
✓ Ensure that all patients are aware of their choices – NHS or private
✓ Advise patients that they must go to their GP to discuss the clinical need, and the appropriate provider
✓ Never knowingly send inappropriate patients to their GP
✓ Never force or coerce patients into a hearing aid pathway
✓ Offer the best possible care to all patients
✓ Listen to patients, GPs and commissioners - and always strive to improve

Frank concluded his presentation saying that an important part of his visit to LMC was to listen to GPs and find out what they wanted as their feedback was vital. He agreed to take questions.

Questions:

How long do you take to provide a hearing aid?
If straightforward on average 1 hour – exam, audiometry, measurements and fitting and making sure the patient knows how it works. As AQP on the NHS the service is free of charge for patients aged 55+ in the Black Country. There is a standardised referral form and the service is available on Choose and Book. Under 55s can access the non-AQP adult hearing pathway.

For the hospital service GPs do not have to fill in a form – the patient rings a number to book an appointment. Why is this not the case for the Specsavers service?
The National Specification states that patients should come through the GP, therefore Specsavers would need a referral letter, Choose and Book request or EMIS fax. We hope to be moving to direct access in the near future.

Do you offer a service in the home for housebound patients?
Yes, we do offer domiciliary visits for housebound patients but if patients can attend in store it is preferable as we can guarantee the sound level there.

continued on Page 4 ⇒

FEEDBACK ABOUT MANOR HOSPITAL

Walsall Manor Hospital is keen to hear from GPs about their own and their patients' experience of the Manor. If you have something you would like to feedback to the Manor - whether it's something positive that you or your patients would like to tell them, or if you feel that something could be improved - please let the Communications Team know by emailing: communications@walsallhealthcare.nhs.uk
Specsavers, AQP and Working Together with the Local Community continued...........

For housebound patients is referral still through Choose and Book?

Yes, the referral will come to the appointment team and they will contact the patient.

If a patient has a hearing test at the hospital and it turns out to be a complicated case and need to be seen by the ENT specialist then they can be referred internally. What happens in a similar case if the patient has been seen by Specsavers Audiology service?

We would like to be able to refer direct into ENT but the standard spec is to refer back to the GP.

Frank assured GPs that he had taken the comments about direct access and onward referral on board and he would take these back to the CCG for consideration.

If anyone would like to discuss the Specsavers services in more detail then they can contact Frank directly on 07788 303079, or email him at frank.moore@specsavers.com

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NHS Health Checks – Nina Chauhan-Lall

Nina Chauhan-Lall: Programme Development & Commissioning Manager, NHS Health Checks and Adult Healthy Weight (Interim)/Public Health

Nina expressed her thanks for the opportunity to attend LMC and talk to GPs about the NHS Health Checks and added that colleagues were all aware that she ran the NHS Health Check Programme with Paulette Myers.

She reminded colleagues that the NHS Health Check Programme is a free programme initiated by the Department of Health. It is aimed at people aged between 40 and 74 years of age in England to identify their risk of diseases such as stroke, coronary heart disease, diabetes and kidney disease and there is a 5 year call/recall. The programme does not apply to people already on a disease register (i.e. CHD, Diabetes, Hypertension, Stroke).

The NHS Health Check Programme will consist of:

- Questions on family medical history, general lifestyle, diet, exercise & alcohol consumption
- Height, weight & girth measurements
- A blood test for cholesterol and glucose levels
- A CVD risk assessment and recommendations of what can be done to reduce CVD risk including: lifestyle changes, diet and weight management programmes, smoking cessation and physical activity programmes
- Dementia awareness ages 65-74 commencing in October 2013 – this will be added to the updated LES
- Awaiting a response about using HbA1c for blood glucose monitoring from the national team – this will be added to the updated LES once verified.

NHS Health Check and Dementia Awareness

An addition to the Programme is Dementia Awareness advice for people aged 65-74 years. There are some important factors that affect the risk of developing different types of dementia – some of these can be modified and controlled, such as:

- Not having enough physical activity
- Regularly drinking above recommended levels
- Poor diet
- Smoking
- Obesity in midlife

An NHS Health Check Dementia leaflet has been developed to support the dementia information given to those aged 65-74 years of age during their appointment. This can be used as a guidance tool.
There is also a web based NHS Health Check dementia training tool, this is a free resource aimed at those individuals providing the NHS Health Check. This includes a self-assessment section which will then provide a certificate of completion. The Dementia Awareness element will be initiated from October 2013.

### NHS Health Checks and GP Practices
The LES is being reviewed and will be updated, including negotiating a small increase in the payment.

All 63 practices in Walsall have signed up to the LES. The current LES Reporting Tool, developed in conjunction with Health Intelligence will help practices to monitor what they are doing as they will only get paid if they have fulfilled all of the 14 criteria.

Following a pilot, 3 practices are using the Informatica system. There will be procurement of a new Intelligence Tool for 2014/15. The checks will be carried out both by invitation and via opportunistic appointments and can take place at specialised clinics with a CVD focus. There was a pharmacy pilot run last year which was intended to offer more availability at times when GP practices and community based services were closed but this had not been very successful.

### NHS Health Checks Figures
Nina said that as far as the figures were concerned Walsall had been doing really well and in the last two years had exceeded the targets set by the Department of Health. Public Health England is in the process of modelling targets that will be published nationally.

Nina reminded colleagues that the LES is voluntary and they did not have to sign up to it, adding that Public Health had encountered some issues with sign-up but no activity. There was always the option to refer patients to another practice or a community based service to get the checks done. Nina urged anyone requiring further information and/or support to contact her:

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Programme Development & Commissioning Manager  
NHS Health Check Programme  
Adult Healthy Weight (Interim)  
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Nina agreed to take questions from members and was asked what GPs should do about patients who have already had the NHS Health Check but without the Dementia element – should they be invited back? Nina suggested that patients who had already received a health check should be left until their recall date to do the Dementia check as recalling them just for the Dementia check would cause difficulties as it would not attract a payment.

She also mentioned that if GPs were particularly concerned about a patient then they should use their clinical judgement to approach that patient about the link between CVD and dementia, but again this would not attract a payment.