

The BOB Video Group Clinic Pioneer Programme: supporting your recovery and facilitating catch up with chronic disease management

Please read this briefing before you register. It will provide answers to all your questions and help you make the most of the programme

Introduction

Primary care is facing unprecedented demand and access challenges. Whilst we are returning to face to face, we have learnt over the last 18 months that video group clinics can work better for some people, and if we see people in a video group clinic, it saves clinician time and restores joy to remote consulting.

In response, BOB Training Hub is providing 37 primary care networks (PCNs) with support to introduce video group clinics. Places are limited. You can secure yours today by registering your PCN. The registration process will take 10 minutes.

Additional roles staff

Given that additional roles staff have more head space than clinicians at the current time and it is critical to their success that they integrate with mainstream primary care, this PCN development programme is designed to be led by the social prescribing team, working initially with one pioneer GP practice, and then within other practices too.

PCN development plans

It is important to the success of the programme that your PCN embeds group clinics into your development plans and they become a mainstream way of delivering care. You are likely to put a big focus on delivering chronic disease management review and here are a few ideas to get you thinking:

- Many people with chronic conditions are feeling isolated after long periods of shielding and self-isolation. You and your social prescribing team can harness group clinics to connect them and reduce loneliness
- Many people with LTC have let their healthy lifestyle slip during Lockdown. Running group clinics helps you catch up with QOF reviews and build on the positive group dynamic to facilitate motivation and commitment to lifestyle change and improvement
- NHSEI has recently launched a LONG COVID DES. This can be delivered as a group clinic model and we have access to best practice to help you make this happen
- Many children and young people as well as adults are suffering from low mood and anxiety, which is generating a lot of work for primary care. You can support people in a group setting and help them to regain a sense of control
- Video group clinics in particular work especially well with: working people, men, carers, those with mobility issues (including housebound people) and children and

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young people. This means that you can improve connection and access to groups who often don't engage easily with face to face care and support

- You can make your precious additional role workforce go further by adopting group clinic models led by clinical pharmacists, first contact physiotherapists, social prescribers and health coaches. Care co-ordinators can lead this way of working and support group clinics to embed.

VGCs benefits

VGCs are a transformative way of delivering planned care and supporting people to take control and manage their health issues. They work especially well for people who live with long term conditions like diabetes, COPD, asthma and Long COVID; conditions that account for the bulk of primary care's chronic disease management workload and where QOF reviews and a DES are in place. VGCs offer:

- **Significant clinician time-savings.** Clinicians report that clinical reviews in VGCs take around 5 minutes per patient compared to 15-25 minutes when delivered one to one. Well practiced clinicians can review 6-8 patients in 30 minutes, representing a 60-80% time efficiency gain¹ compared to one to one
- **Quality and QOF improvement.** A GP practice that adopted group clinics as their first point of contact for people living with diabetes saw a 18% uplift in QOF in its first year, with a further 10% uplift in year two²
- **Improved experience of care:** clinicians report that group clinics restore joy to both remote and face to face consultations. They energise them because they are less transactional and more relationship based. Patients report extremely high levels of satisfaction with their group clinic experience
- **Sustainable delivery of personalised care:** the group clinic process mirrors care and support planning because patients see their results and decide their questions before the clinician joins. Then after their consultation with the clinician, they are supported to set goals. VGCs will help you deliver the Year of Care in a more time-efficient way
- **Better outcomes in diabetes:** there is Level One (randomised controlled trial) evidence that group clinics improve HbA1c and blood pressure in diabetes compared to one to one appointments³

For more information about video group clinics and illustrative case studies of best practice, go to: www.redmoorelc.co.uk/resources

Group clinics are embedded in BOB's primary care strategy and are seen as an essential element of PCN development and the integration of additional roles within the workforce. For this reason, this programme is now available to help your practice to explore the benefits of video group clinics (VGCs).

¹ Gandhi D, Craig G. An evaluation of the suitability, feasibility and acceptability of diabetes group consultations in Brigstock Medical Practice. Journal of Medicines Optimisation (JoMO). September 2019;5(2):39-44

² ibid 1

³ <https://www.bmj.com/content/358/bmj.j4034>

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How VGCs work

To understand how VGCs work, please watch this short video. It explains how VGCs flow; how to manage risk and sets out the three key roles within VGCs. It will answer your questions about the VGC process and how it works:

<https://www.youtube.com/watch?v=5Av9gBX2KwI&feature=youtu.be>

Who needs to be trained?

This short video walks you through choosing your VGC delivery team:

<https://vimeo.com/551952942/7fef35617f>

Best practice in VGC spread shows that a minimum of 6 people must be trained to build a successful VGC team. The people who need to be trained include:

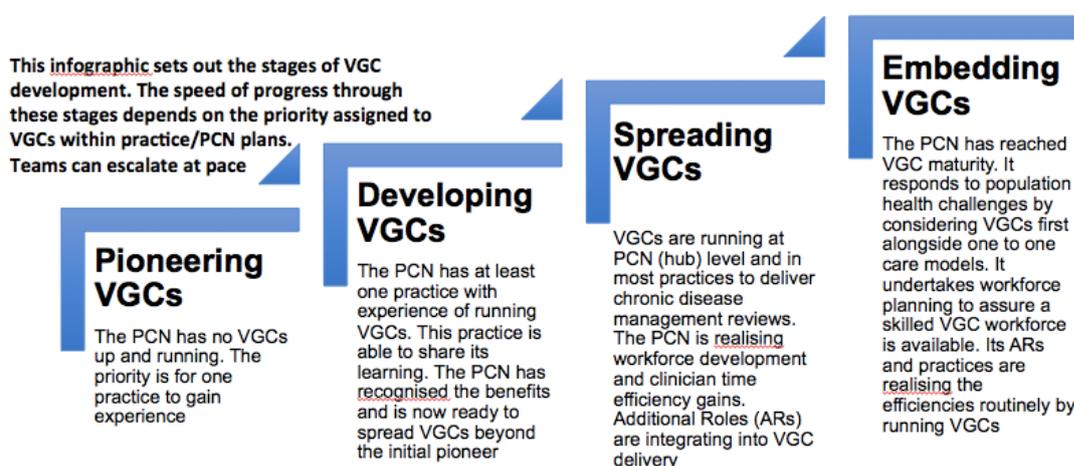
- **Your leadership team:** GP champion, practice manager and your VGC lead (likely to be a personalised care practitioner may also be a GPN or GP)
- **Administrators** who will be supporting VGC scheduling, patient recruitment
- **Clinicians** who will be consulting in VGC e.g. practice nurses, GOPs, clinical pharmacists
- **People who will act as VGC facilitators** e.g. health care assistants, general practice assistants, care co-ordinators, social prescribing link workers, health and wellbeing coaches, experienced receptionists or administrator keen to take on this new role as part of their personal and professional development

How much time will it take?

Like any change, in the early days it takes more time. Introducing new processes is a one off task. Preparation time for each group clinic speeds up as you gain experience. If you make this change a regular part of your care delivery from the start, you will realise the benefits described above within 3 months.

Once you realise the clinician time-savings and see the positive impact on QOF, making this change will be saving time and improving quality and QOF payments.

Self-assessment: where we are in the VGC adoption curve



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The infographic above sets out the different stages in VGC escalation and adoption. Every PCN in BOB is at a different stage of adoption. Some already have teams up and running with VGCs. Others do not have a pioneer practice. This programme seeks to support every PCN across BOB to build on its existing strengths and experiences and progress up the VGC escalator by March 2022.

Please decide where you are in the VGC adoption process (you will need to tell us when you register)

Your programme support package

The support offer to PCNs includes:

Support	Description
PCN planning session	<p>A 90-minute interactive planning webinar for PCN clinical/practice manager leads (usually a senior GP within the PCN), your VGC implementation lead (likely to be an additional role person) and representative pioneer practice (may be a GP partner or practice manager)</p> <p>Your PCN leadership team and your VGC delivery lead need to attend this session to develop your PCN development plan for VGCs.</p> <p>DIARY NOTE: The first PCN planning session is scheduled for WED 13 OCTOBER 13.00 – 14.30</p>

<p>VGC basic training sessions</p>	<p>A highly interactive 2.5 hour action learning session for those who will be delivering VGCs (clinicians, facilitators and clinic co-ordinators)</p> <p>Delivered as an interactive webinar, every PCN has a maximum of 6 training places.</p> <p>There is a national schedule, with training sessions running at three times a month.</p> <p>Your team will be able to access training over at least 12 months through a voucher system. In this way, you can train up your VGC team over several weeks, which will make it easier to release staff</p> <p>At least 4 people in the pioneer practice need to be trained prior to your first VGC being scheduled to assure success.</p> <p>The remaining places can be used within this practice or to support PCN workforce development e.g. PCN clinical pharmacist, social prescribers, care co-ordinators, health and wellbeing coaches, physicians' associate, first contact physiotherapists. New to practice GP fellows can also be trained via this quota.</p> <p>Booking training</p> <p>To book training, follow this link below. You will be prompted to enter your code at check out: https://www.redmoorelc.co.uk/eventlist/</p> <p>The training dates to December 2021 are listed below: Wed 11 August, 09.00 -11.30 Tues 07 September, 14.00 - 16.30 Thurs 16 September, 09.00 -11.30 Tues 21 September, 14.00 - 16.30 Tues 05 October, 09.00 -11.30 Thurs 14 October, 14.00 - 16.30 Wed 27 October, 09.00 -11.30 Thurs 11 November, 14.00 - 16.30 Wed 17 November, 09.00 -11.30 Thurs 25 November, 14.00 - 16.30 Tues 07 December, 09.00 -11.30</p>
<p>Additional roles VGC co design sessions</p>	<p>We believe that VGCs could help those working in additional roles to have greater impact in less time. As part of this programme, you additional roles team will get support to design VGC models that they can run to manage their case load. It is best if your team attend VGC basic training (see below) before attending this session</p> <p>There will be two dates to choose from. Your additional roles team can attend either session once they are trained. We will advise dates after 01 September</p>
<p>Monthly follow up sessions</p>	<p>For you VGC delivery lead only, we will run monthly highly interactive 60 minute virtual action learning sessions. These will double as a progress check in session for your PCN. These sessions will ensure that you stay on track and that you get support with any obstacles you face</p> <p>We will notify your nominated VGC delivery leads of the dates of these sessions well in advance</p>
<p>Webinars to share best practice</p>	<p>Every month there will be a webinar showcasing best practice in VGC, which are open to everyone in the PCN</p> <p>Book webinars at: www.redmoorelc.co.uk</p>

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Registering your PCN on the programme

Your next step is to register your PCN so that you can be sure of getting this support.

To register your team on the programme, please complete the attached registration form and return it to: lucy@elcworks.co.uk by: 01 September 2021.

If you have any further questions about the programme support, please contact:
info@elcworks.co.uk