

Welcome  
TO  
**WARRINGTON**

**Helping you to  
navigate**



**proposed changes to  
Primary Care Network  
Alignment**



**In Care homes**

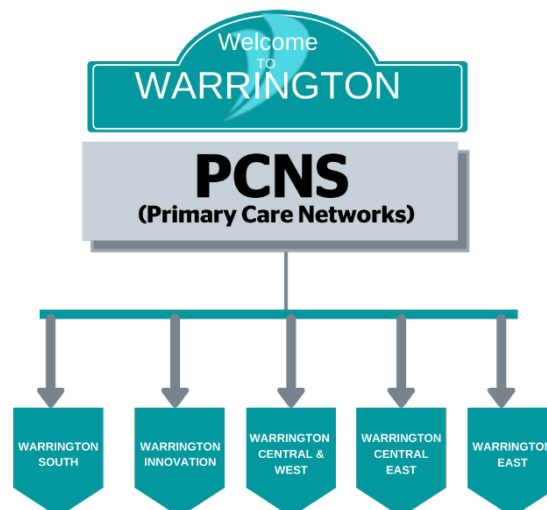


NHS

**Changes to GPs in Care Homes  
Consultation Report  
2020-2021**

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**CARE HOMES & SURGERIES IN PRIMARY NETWORK**

PCN	Care Homes	GP Practices
Warrington South (SWaN)	KEATE HOUSE CHESHIRE GRANGE BROOKFIELD THELWALL GRANGE SUMMERVILLE THE OLD RECTORY GRAPPENHALL BRIGHT FUTURES CARE WESTY HALL THREE BRIDGES HEATHFIELD VICTORIA HOUSE BELONG BRAMPTON LODGE ARLINGTON HOUSE WESTLEIGH RIVERSIDE POINT THE COTTAGE	BROOKFIELD SURGERY LAKESIDE SURGERY LATCHFORD MEDICAL CENTRE STOCKTON HEATH MEDICAL CENTRE STRETTON MEDICAL CENTRE

<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>WARRINGTON INNOVATION</b></p>	<p>WESTVALE BURTON HOUSE CALLANDS WOODLEIGH LUCKLAW WHITTLE HALL ST OSWALDS THE OLD VICARAGE ST MARY'S CONTINUING CARE HIGH PEAK ROSEVILLA HOLCROFT GRANGE WARRINGTON COMMUNITY LIVING U&amp;I CARE LTD LAKENHEATH</p>	<p>4 SEASONS MEDICAL CENTRE CHAPELFORD MEDICAL CENTRE CULCHETH MEDICAL CENTRE GUARDIAN MEDICAL CENTRE PARKVIEW MEDICAL PRACTICE SPRINGFIELDS MEDICAL CENTRE WESTBROOK MEDICAL CENTRE</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>WARRINGTON CENTRAL AND WEST</b></p>	<p>LODGE LANE FIELD VIEW OAK VIEW WOODVILLE PLACE CHARLOTTE HOUSE WINWICK PARK SANDYCROFT HEATHSIDE HEATHSIDE MEWS MEADOWVIEW GREEN PARK THREE ELMS GAINSBOROUGH HOUSE</p>	<p>*CAUSEWAY MEDICAL CENTRE DALLAM LANE MEDICAL CENTRE ERIC MOORE PARTNERSHIP FOLLY LANE MEDICAL CENTRE PENKETH MEDICAL CENTRE</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>WARRINGTON CENTRAL EAST</b></p>	<p>CROMWELL/APPLE COURT BIRCH COURT HEATHERCROFT</p>	<p>COCKHEDGE MEDICAL CENTRE FAIRFIELD SURGERY GREENBANK SURGERY HELSEY STREET SURGERY HOLES LANE SURGERY MANCHESTER ROAD MEDICAL CENTRE</p>

<b>WARRINGTON EAST</b>	HEATH LODGE	BIRCHWOOD MEDICAL CENTRE
	ANDERSON CLOSE	FEARNHEAD CROSS MEDICAL CENTRE
	MALCROFT	PADGATE MEDICAL CENTRE
	LILFORD COURT	
	REDPOLL LANE	

## INTRODUCTION

The NHS Long Term Plan (2019) contained a commitment as part of the Ageing Well Programme to roll out Enhanced Health in Care Homes across England by 2024, commencing in 2020. This reflects an ambition for the NHS to strengthen its support for the people who live and work in and around care homes.

A task and finish group was created to support the delivery of the Enhanced Health in Care Homes framework and to arrive at solutions for implementation of the alignment with PCNs across Warrington Care Homes. This was to agree to ensure a lead GP (or GP's) with responsibility for the Enhanced Health in Care Homes service requirements was agreed for each of the Primary Care Networks' (PCN) aligned care homes.

This would include supporting people entering, or already resident in the PCN's aligned Care Home, to register with a practice in the aligned PCN if this is not already the case.

This would also promote choice, therefore if a resident chooses not to register with a practice in the aligned PCN, provisions that are already in place would remain. The emphasis will be on proactive care, ensuring that individual residents have a personalised care and support plan.

## WHAT WE DID

The Primary Care Network Clinical Director approached Healthwatch Warrington in October 2020 to work in partnership using their engagement skills and knowledge to assist engagement with residents and families in the Care Homes. This also ensured that it was impartial and transparent.

Unfortunately, due to government guidelines during the pandemic we were left with no other option but to do the outreach virtually. It was decided that it would be best to use Zoom meetings. The 5 Zoom meetings were facilitated by Healthwatch Warrington and attended by at least one representative of that PCN area. They had the specific knowledge to answer any questions about the alignment should they arise. We produced a short video which was a simplified version of the DES Operational Delivery Care Home Pack that had been produced by the original task and finish group.



All of the Care Home Managers received the invite to the Zoom consultation meeting via the Care Home Managers Network targeting each Care Home with their aligned PCN.

This invitation was sent out to each of the residents' families via email. We also engaged with the hard to reach residents within the Care Homes via Warrington Speak Up advocates. In these cases, the residents that did not have relatives or the facilities to engage also had the opportunity to feedback or ask questions.

Dear Care Home Manager

You have received this email because you are part of the Warrington Innovation PCN

[Healthwatch Warrington](#) have been commissioned to explain and obtain feedback on the future changes to GP alignment for PCNs in Warrington Care Homes.

We will be holding virtual zoom meetings for residents and their families to explain the changes and listen to any feedback or answer questions around this. Please find attached the flyer with the zoom meeting information.

Warrington Innovation Network meeting will be held on the 23<sup>rd</sup> March 2021 7pm

If you could please cascade out to all the resident and their families via email. Staff are also welcome to attend should they wish to do so.

More information can be found on our [website](#).

Join Zoom Meeting

<https://zoom.us/j/98451772914?pwd=YkhTMVwkeUQ0M3dS13cU1SYZwUT09>

Should anyone have any queries please do not hesitate to contact me.

## SHARING ON SOCIAL MEDIA & ONLINE.

As well as sharing information through the Care Home managers, we posted the meeting information across our Social Media Platforms, Twitter, Instagram & Facebook.

We were able to target the specific geographic areas through local Facebook groups and tag in the care homes that had a social network presence.

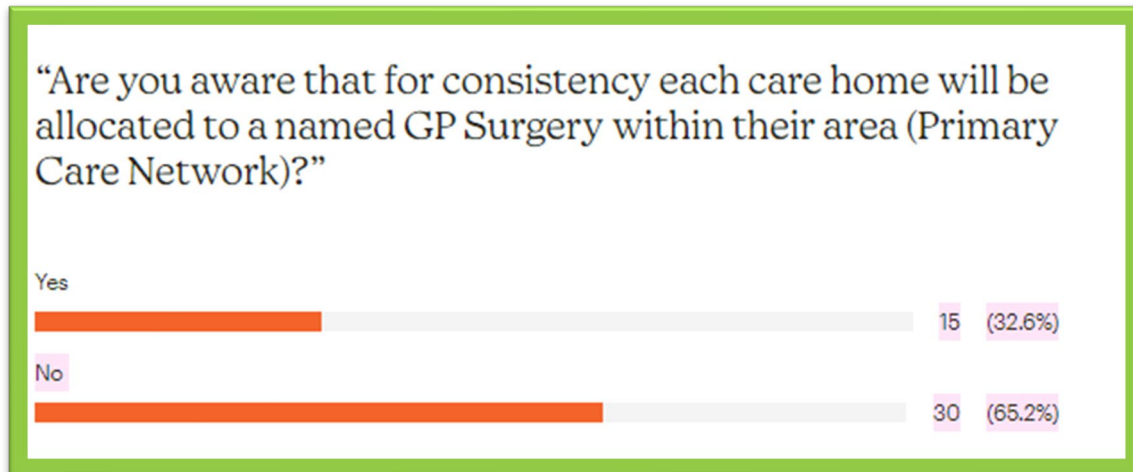
Through these posts we were able to reach **2,011** people and engaged with **80** people through our Facebook posts alone.

We created a page on our website specifically for this work, which allowed viewers to read what the consultation was about and to find out the information for all the meetings.

We have had over **264** views on this page who have watched our informational video which explains the process of why these changes are being made and how it will improve their care.

In total the informational video has been viewed over **700** times on Facebook with over **123** minutes being watched.

We also shared the question below via our Virtual Voices Panel which has over 200 members. We shared the video with them so they are aware that the PCN alignment is happening in Care Homes in Warrington.



**healthwatch**  
Warrington

## Changes to GPs in Care homes

Feedback Consultations

- Meet the team
- What is Healthwatch?
- Peoples Panel Application Form

**your experience**  
Giving feedback takes minutes, but the impact could last a lifetime

**Changes to GPs in Care Homes**

WARRINGTON

- Helping you to navigate →
- proposed changes to Primary Care Network Alignment ↑
- In Care homes ↗

0:00 / 1:42

Healthwatch Warrington are working with Warrington CCG and the Primary Care Networks to explain and obtain feedback on the future changes to GP alignment for Primary Care Networks (PCNs) in Warrington Care Homes.

We will be holding virtual zoom meetings for residents and their families to explain the changes and listen to any feedback or answer questions around this.

There will be 5 separate meetings one for each PCN.





After the video was played, we had an opportunity for the relatives to ask questions or make comments.

## FEEDBACK

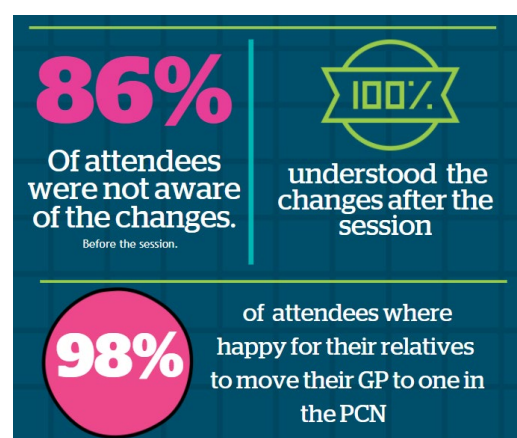
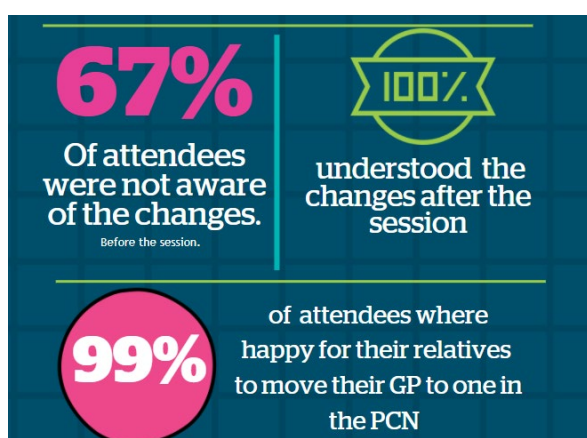
Below is some of the feedback that we received via social media and Zoom calls with relatives:

- "When in a care home, family members are sometimes kept out of the loop and the care home don't communicate it with the family?"
- "We would like the GP's to have a relationship with residents."
- "Think this process is to benefit the GP's and not the patients."
- "Communication is severely lacking in some homes".
- "Sounds great in theory."
- "Being able to contact the surgery directly and not through the care home about their healthcare."
- "Hope this improves clarity".
- "would be nice to know what is happening in care homes- unsure of what is going on with parents' healthcare due to lack of communication with pandemic."
- "Surprised this hasn't been happening already!"
- "Residents should have choice within their PCN".

- “My nan is in Victoria House and I just assumed that she would use the Dr that they used it seems to make more sense to me. I was probably not aware as she has not yet had to see a GP.”
- “I would be more than happy for my mum in Padgate House to agree to the alignment but she still has capacity so it would be good if we could ask her in person, but I realise that this is not realistic at this time. Maybe we could arrange a meeting at all later date to include the digitally excluded.”
- “My father’s care home asked us on the first day that he arrived if we could change to the local Dr, both he and our family was happy with this as it makes sense.”
- “It’s all about choice my Aunt could not be here at this call, but I can ask her and come back to you if she has any issue with it as I know she has a good relationship with her present GP.
- “Moving forward this should be a conversation that they have with the resident and family on the first day that they arrive. If the person has capacity, it should be their choice and not what is most convenient for the Care Home.”
- “I work in a Care Home and I can tell you that this would make things so much easier for staff and GPs which in my eyes would be good for our residents”.

Several families who attended the meetings shared an interest in a family’s group for Care Home families. Our Community outreach lead shared this information with the Quality Monitoring team at Warrington Borough Council, who brought the proposal to the Care Home in question.

At the end of the conversation, we asked participants to fill out a short poll to give us some insight on how they understand and feel about the changes.



## CONCLUSION

Overall families and residents were happy to align as long as the level of care and consultation with families remained at the same level. Almost everyone agreed that this would enhance continuity of care within the Care Homes.

To enable more clarity on resident's healthcare and procedures some people asked if they would be able to contact the GP's to gain information on their relative's healthcare and find out about their personalised health plan. Dr.Palin from Penketh Medical centre (Central West PCN) stated that it would be acceptable for families to do this through the surgery or via the Triage Service by the enhanced care team.

## RECCOMENDATIONS

- We recommend the PCN's consult with Healthwatch Warrington and with our People's Panel & Virtual Voices.
- To use the video produced by Healthwatch when the relatives and resident first enter the Care Home to consult on alignment and why it makes sense.