



We facilitate seamlessly integrated, high quality health services whilst demonstrating a commitment to the best interests of the patient, the community and the company.

LLR PCL Annual Review 2024

The right care at the right time, in the right place

Introduction

2023/24 has been another exciting year for LLR Patient Care Locally, Community Interest Company and we are very proud to share the highlights and how we have made a difference, with you.

PCL's work has very much been in the Planned Care arena but this year we have taken what we have learnt and applied it to cancer pathways – Haematology and Brain. We have also gone over the Leicester, Leicestershire and Rutland borders and supported neighbouring health economies in Birmingham and Northamptonshire, with our Roving Healthcare Units by taking vaccinations to their populations.

We have welcomed more shareholding practices to PCL, and we have worked in partnership with 18 Primary Care Networks to establish a GP provider collaborative, LLR Together.

We are supporting the delivery of cardiorespiratory diagnostics in GP practices, with every PCN providing a basic level. This means that patients are being diagnosed quicker and being treated sooner and reducing the burden on our Secondary Care colleagues.

The team has worked in collaboration with more agencies than ever before. Unfortunately, we weren't able to get some projects off the ground, such as the Health and Wellbeing Hub in Wigston but the relationships we have developed are invaluable. We look forward to working with our Third Sector colleagues in the future.

We are very conscious of the financial constraints of the NHS and work hard to keep our running costs down and ensure our services provide value for money. In 2023/24 we saved the Leicester, Leicestershire and Rutland Integrated Care Board £4million.



Introduction

We have embraced digital technology, using it to streamline processes and generate efficiencies – from centralised reporting to automation of registration to increased integration of systems. PCL and our digital partners are looking at and trialling a range of innovative new products. We are hopeful that these systems will provide efficiencies and improve the patient experience, ensuring more timely communication that is easy to navigate.

This has been achieved whilst continuing with our day job. 87,418 patient contacts, 73 providers and in more locations.

The PCL Board of Directors are immensely proud of the achievements of our team, and we want to share with you how we are making a difference.



Chair
LLR Patient Care Locally



Chief Executive Officer
LLR Patient Care Locally



Who we are and what we do



PCL was created by LLR GPs in 2011. In 2021 we became a Community Interest Company. We currently have 93 shareholding practices in the company.



PCL's aim is to provide the right care at the right time, in the right place. We provide a range of services within General Practice and Community settings. We contract services from local General Practices wherever possible, which keeps NHS funding in local organisations.



PCL works with 73 healthcare providers across LLR. In 2023/24, PCL providers delivered over 87,000 patient contacts through its Primary Care+ contracts.



PCL also works at scale, providing services such as the Patient Contact Hub and Roving Healthcare Units, at a System level.



As a Community Interest Company, PCL reinvests profits into the local healthcare system.



Who we are and what we do

PCL's 4 Pillars of Service Delivery



GENERAL PRACTICE +

Facilitation of non-core GMS contracts
eg:

- Anticoagulation
- Community Cardiorespiratory Diagnostic Spokes

Offered to all General Practice/PCN/Feds
- but delivery of service is optional.



PRIMARY CARE+

Facilitation of specialised GP, Consultant and imaging diagnostic services in primary/community care settings, eg:

- Dermatology
- Ear Nose & Throat
- Musculoskeletal

Offered to all General Practice, Primary Care Networks, Federations. Only those with the specialist skills/qualifications will be considered.



SYSTEM FACILITATION

Providing services on behalf of the System, delivering at system level, eg:

- Patient Contact Hub
- Roving Healthcare Units



DIRECT COMMISSIONED SERVICES

General Practice/PCNs/Feds contract PCL to deliver services, eg:

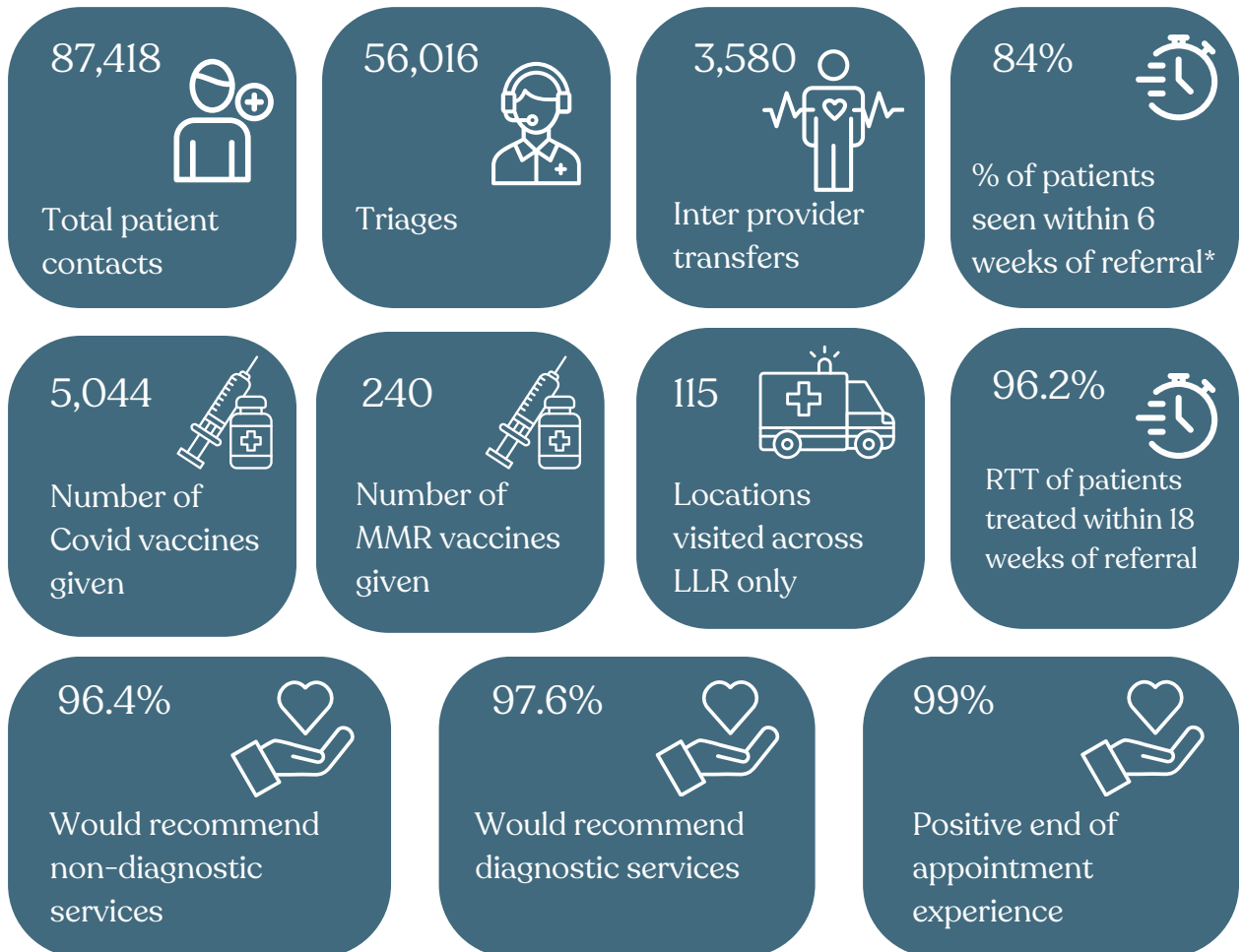
- Providing Enhanced Access (in an alliance with Derbyshire Healthcare United & Phoenix Health Partnership) on behalf of General Practice.
- Providing Back Office functions on behalf of General Practice such as:
 - Payroll
 - Human Resources Administration
 - Business Intelligence
 - Health & Safety compliance



Who we are and what we do

PCL In Numbers

*for diagnostics. Patients seen through Primary Care+ services for core services only.



Our workforce and partners

60 staff members



73 Service Providers



Who we are and what we do

Patient Feedback

Feedback on the services that PCL providers deliver to our patients is an important part of our governance process. PCL providers survey their patients monthly. The results are reviewed monthly and are reported nationally. We are proud that patients consistently feed back that they are happy with the services provided. Our results are higher than the national threshold, with more than 95% of our patients reporting that they would very likely/likely recommend our services to their friends and family.

- Non-diagnostic services (eg. Dermatology and ENT clinics) : 96.4 % recommended
- Diagnostic services (eg. Echocardiography and Non-Obstetric Ultrasound Scans) : 97.6% recommended.

In addition to our providers surveying their patients, we introduced a Patient Voice Survey in 2023/24, which involved telephoning a sample of patients whom had recently been cared for in each service, in order to better understand their experience. You will see some of these patient responses later in this Annual Review.

We were pleased to hear firsthand that our patients are happy with the services we provide. Here are some direct patient quotes:

Very well explained.
Thank you to all the
staff!

Very welcoming, staff put
me at ease.

All staff were very caring
and
understanding.

All staff went above and
beyond.
Thank you!

Booking online was
very easy!

Clinician was very
patient



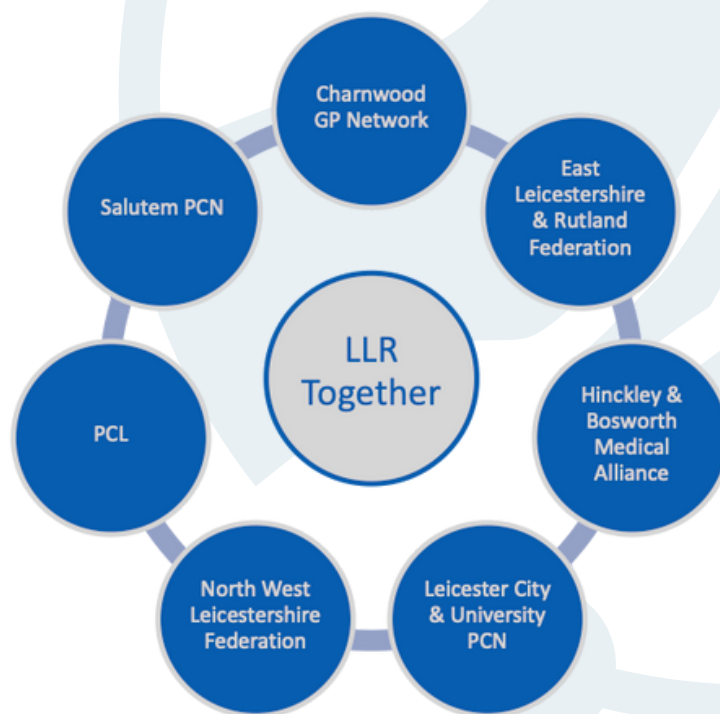
Supporting The System



PCL Supporting The System

LLR Together - General Practice Provider Collaborative

PCL is facilitating and is a partner in LLR Together, alongside:



LLR Together intends to unify the above General Practice providers into an effective system partner to innovate General Practice+ services (non-core GMS activity) and to generate new opportunities for General Practice to deliver services.

The PCL Board has committed £50k into LLR Together in 2024/25, whilst it establishes itself. The funding will support Task and Finish Group activities to deliver the Collaborative's Work Plan. LLR Together is to be self-sustainable from 2025/26.

The Collaborative intends to have a positive impact on the local healthcare system in terms of:

Patients

- Equity of access
- Bringing more services closer to home in General Practice

General Practice

- Improved resilience
- Developing clinical skills mix
- Greater opportunities

ICB

- Enabling direct award of contracts



PCL Supporting The System

Roving Healthcare Units

The Roving Healthcare Units have had a busy year. They remain an important part of LLR's Covid vaccination programme, supporting populations to access the vaccination. In 2023/24 the RHUs supported 5,044 people get their vaccine, across 115 location in Leicester, Leicestershire and Rutland.

The RHU also played a significant role in the promotion and delivery of MMR vaccinations across both LLR and Northamptonshire. Supporting the vaccination of 240 adults and children.



This year has not been all about vaccinations, however. The Aortic Aneurysm Assessment team from UHL has used the RHU each month to provide screening within the community. The RHU's have also been used by Inclusion Health, who have supported the homeless and refugee community with access to care in the community by visiting the Dawn Centre and local hotels which house asylum seekers.



PCL Supporting The System

Local Authorities, in particular the Mental Health and Wellbeing team, have been able to reach out to their communities by holding drop-in sessions using the RHU's - reaching patients who otherwise may not have asked for help. The Adult Learning Disabilities Team also used the RHU to educate and support the community who needed specialist help around various health topics, including oral health and understanding bowel habits. This was achieved by taking the RHU out to MENCAP and being able to provide a comfortable and safe place in which to talk and educate.



31st OCTOBER
COTTESMORE VILLAGE HALL
9.00 am - Midday
THE LODGE TRUST, MARKET OVERTON
3.00 pm - 4.00 pm

This Winter, help the ones you love stay as protected as possible. Get them vaccinated against Covid 19.



The right care at the right time, in the right place



PCL's social media presence has been vital in informing the public about where we are and when, using a variety of different social media tools (such as posts, videos, tweets etc). Most people say they became aware of us via Facebook. Those who have used the service have been highly complimentary.

Whoever thought of this
deserves a medal

Thank you - much
appreciated!

Much easier to come here

This is very convenient

Thanks - you saved me a
journey!



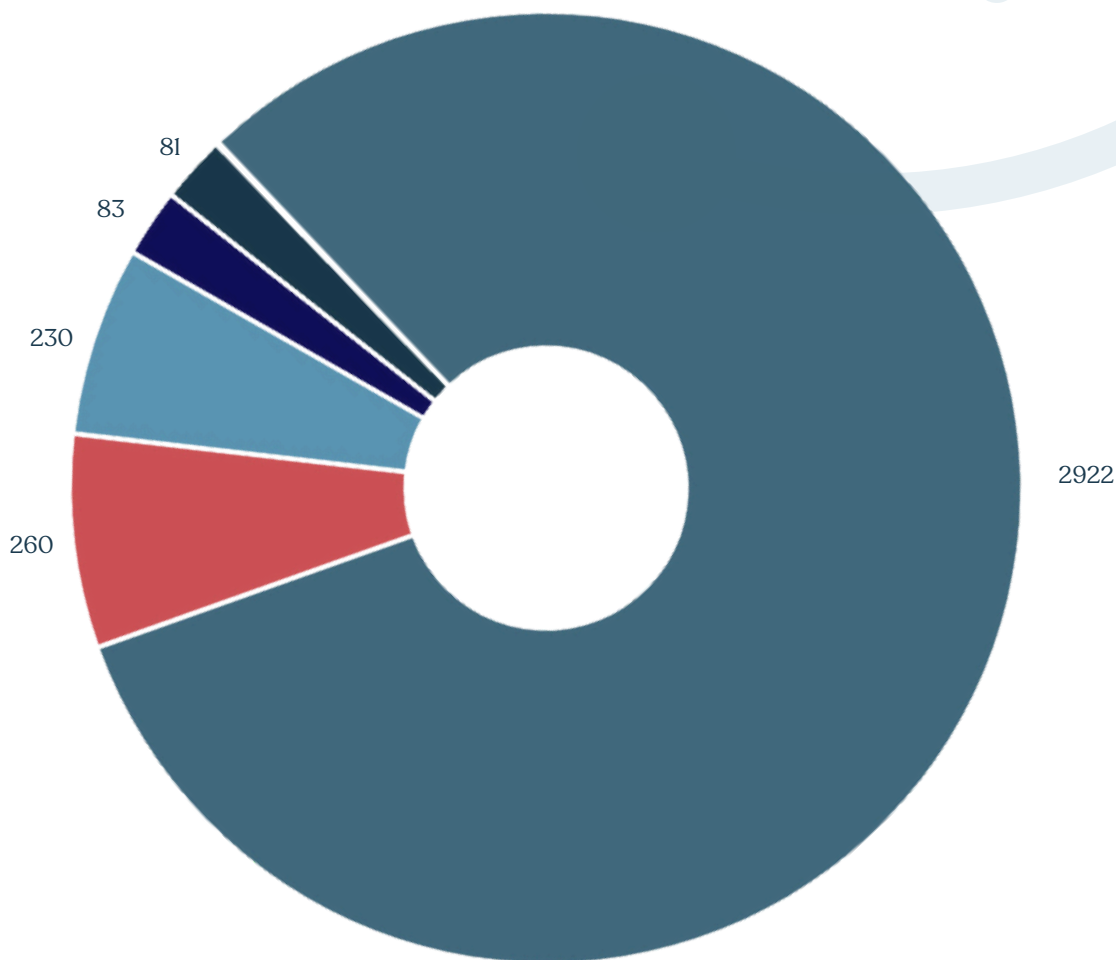
PCL Supporting The System

Supporting Elective Recovery

In 2023/24, 3,580 patients were transferred from secondary care and treated through LLR PCL. Patients benefitted from shorter wait times, with diagnostics taking less than 6 weeks and non-diagnostics under 18 weeks. Patients are also offered a choice of locations closer to their home. The support PCL provided to secondary care has ensured patients receive timely treatment in the most appropriate setting, releasing capacity for the Trust at a reduced cost to the system. Below is a breakdown of supported specialities.

Supporting Elective Recovery

- Echocardiograph (16 years and over)
- Minor Surgery
- Image Guided Injections
- Dermatology
- General Surgery (new and follow-up)
- Minor Hand surgery
- Urology follow up

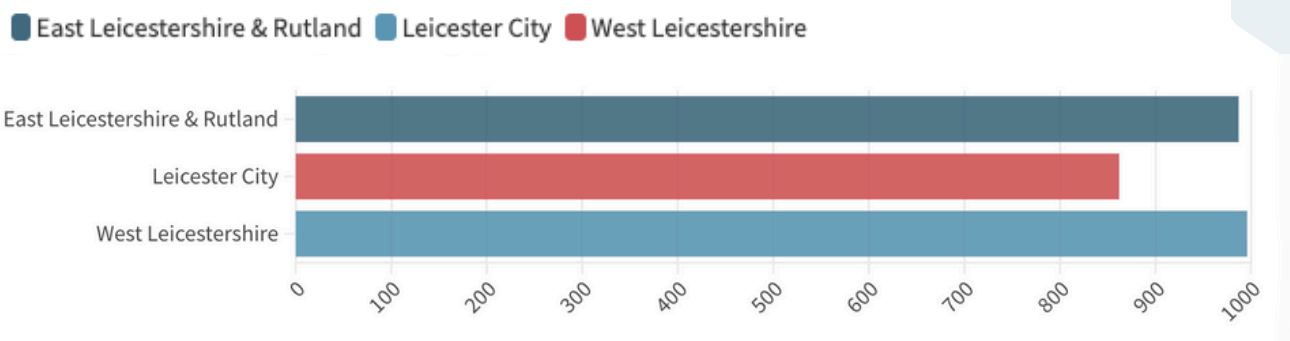


Supporting The System

LLR IHG Hernia Service

In 2020, LLR PCL commissioned a single point of access hernia service delivered by the Independent Health Group; a CQC rated outstanding organisation. The aim was to provide clinical triage to ensure patients met the criteria for an abdominal hernia repair and for those patients who were appropriate, provide the procedure under local anaesthetic in the community.

Number of Referrals from LLR

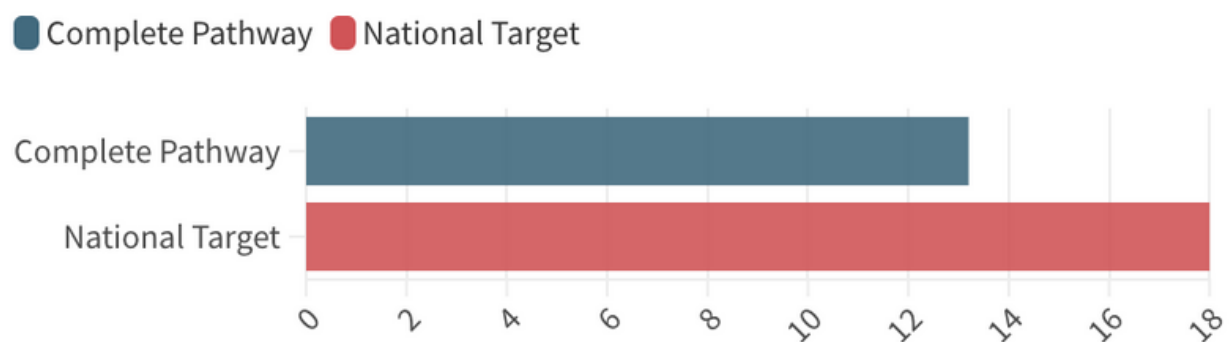


Patient Waiting Times (RTT)

Patients who had their surgery as a result of attending the service received their surgery within 14 weeks from the GP referral date. This is significantly below the National Referral To Treatment requirement of 18 weeks.

From GP Referral to Treatment

Number of Weeks



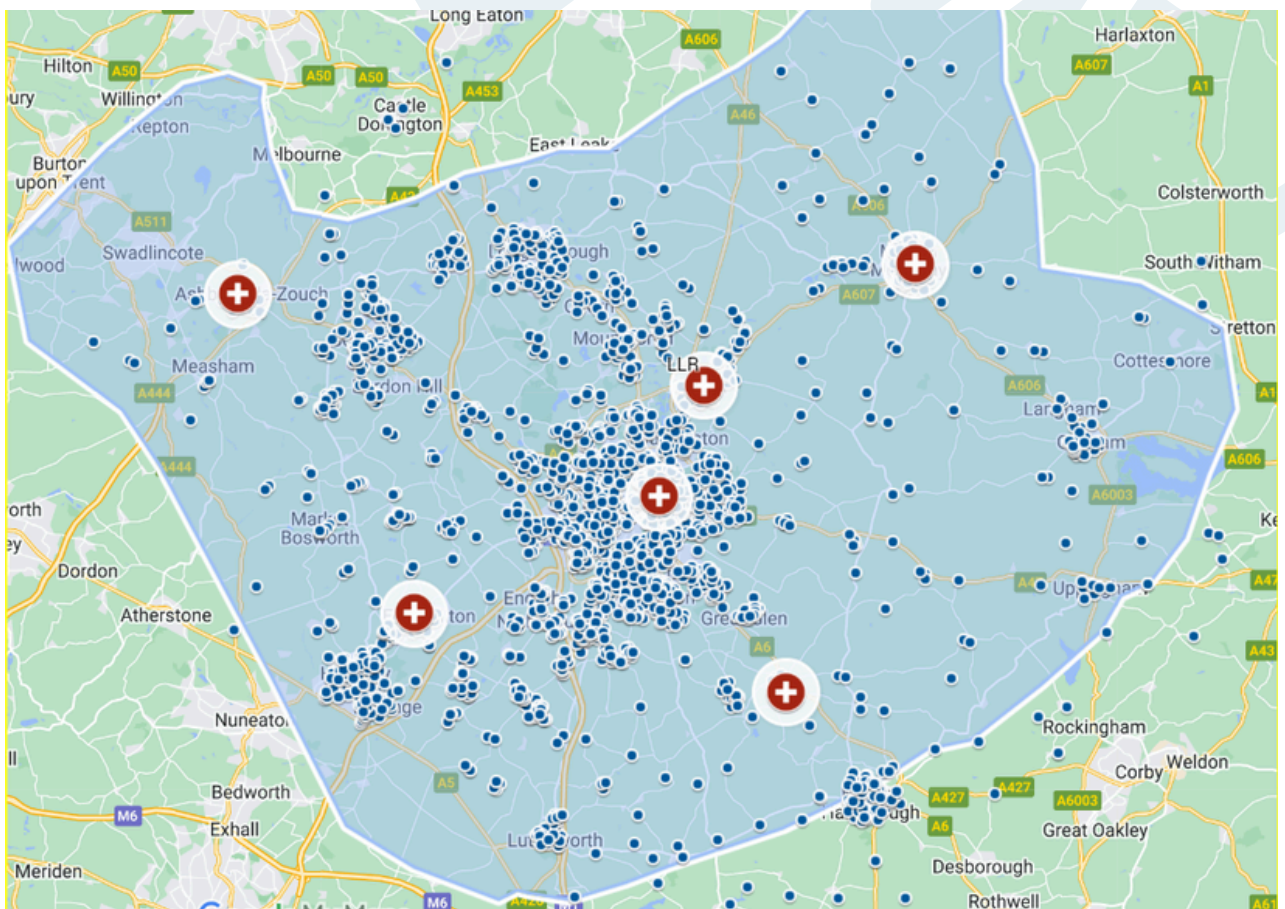
Supporting The System

LLR IHG Hernia Service

Referral Demographics

This represents the hub and spoke model which provides outpatient appointments in the community, closer to patients' homes.

- Blue dots represent Hernia Referrals
- Red crosses represent treatment sites



Supporting The System

LLR IHG Hernia Service

Patients were asked to respond to a questionnaire concerning their experience of the IHG Hernia Service. Here are the results:

	YES	NO
Throughout my treatment, I have seen the same Surgeon	98%	2%
When the Surgeon saw me, he/she knew about my case	100%	0%
When I was with the Surgeon, he/she gave me a chance to talk	100%	0%
When I spoke to the Surgeon, he/she listened and understood me	100%	0%
I was given information about my treatment and progress	100%	0%
Apart from the discomfort during the injection, the local anaesthetic was effective during my operation.	99%	1%
The post operative wound care instructions I was given post operation were...	Satisfactory 100%	Unsatisfactory 0%
It was made clear to me whom to contact if I was worried about my condition or treatment, post operation.	100%	0%

	Very Satisfactory	Satisfactory	Unsatisfactory
Generally, my treatment at the clinic has been	93.2%	6.8%	0%



Supporting The System

MSK Hubs

Purpose of the service

The MSK Hubs support patients who are experiencing pain in their bones, joints or muscles but do not require (or the patient does not want) surgical intervention. The service is run by GPs with a specialist interest in Musculoskeletal Medicine. The Hubs are located in a number of community locations across LLR. The shorter waiting times offered by the Hubs mean an earlier diagnosis and treatment, thus preventing deterioration in condition. The clinics can diagnose and treat with musculoskeletal injections if required. They also offer exercise, weight loss and holistic patient care around orthopaedic problems. For those patients who go on to require surgical intervention, the guidance provided by the clinic ensures they have the opportunity to be in the best possible physical condition to undergo surgery. This reduces complication rates and shortens time in hospital

Benefit to the patient

The service uses Patient Initiated Follow Up (PIFU) as a follow up model. This means that the patient contacts the service if they wish to see one of the specialist GPs. Appointments tend to be by phone. This means the patient is in control of their care and does not have the inconvenience of having to travel when they wish to speak with their clinician.

Following the trial of the MSK Hub Pilot Scheme, as part of elective recovery in 2022/23, the MSK Hubs have continued to enjoy funding throughout 2023/24. A business case for permanent funding has been submitted to the ICB and is currently pending a decision. As minimum we hope for extended funding into 2024/25.

2023/24 saw the addition of a fourth City Centre location ~ One Clinic. In addition, the service underwent a change of location, from Station View Health Centre to Burbage Surgery.



Supporting The System

MSK Hubs

- In 2023/24, the service saw an increase of 3,486 referrals.
- PIFU (Patient Initiated Follow Up) is fully integrated within the MSK Hub service as part of patient discharge. In 2023/24, 1,690 patients were discharged via this process. A further 316 were discharged directly by the service clinicians. This resulted in a 48% discharge rate from the service.
- Remote or Virtual follow-ups have increased, with 40% of all appointments now taking place via telephone or virtually.
- The 2023/24 service received a large volume of positive patient feedback, especially around the next-steps and action plans patients were advised to undertake in order to positively manage their own health.

MSK Hubs : Patient Survey Feedback



Patient responses concerning their welcome to the MSK Hub



Supporting The System

MSK Hubs : Patient Survey Feedback

100% of patients who were asked (via the phone) gave great feedback concerning the service. Here are some of their comments:

An amazing service!!

Clinician was very patient!

Very welcoming staff
~ put me at ease.

All staff went above and beyond. Thank you!

Staff all very friendly

End of appointment experience:



999%



1%



Supporting The System

Covid Medicines Delivery Unit Expansion

As part of the UK response to Coronavirus, Covid Medicine Delivery Units (CMDU) were established across the country to deliver outpatient based therapeutic treatments for Covid-19. These treatments are clinically proven to improve patient outcomes and reduce Covid-19 related hospital admissions. Most importantly, patients can access the medication from a Community Pharmacy rather than Secondary Care.

PCL has been successfully delivering this service in Leicester, Leicestershire and Rutland as part of the Covid Vaccination Programme.

The service involves three components which can be commissioned separately or as one complete pathway.

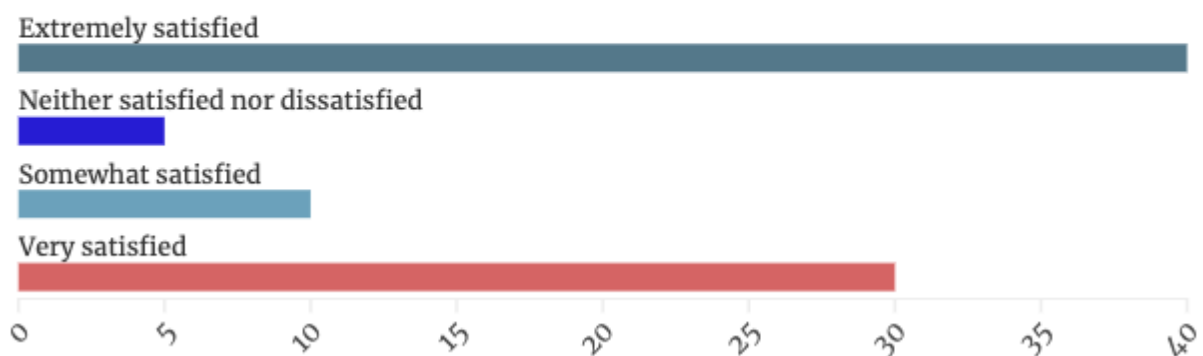
- The Referral Support Service
- GPSI Telephone Clinical Triage Service
- CMDU Pharmacy Network to dispense medication

PCL is currently in the process of launching this service across Northamptonshire ICB. the Go Live date for this service will be June 17th, 2024. We are also in discussions with other East Midlands ICBs regarding the service with a vision of providing an East Midlands CMDU service.

Whilst the service does not release any cost savings to the system, it is estimated that £1.2 million per year of costs are being avoided because patients are being kept out of hospital.

CMDU : Patient Survey Feedback

How satisfied were you with your recent CMDU referral service?



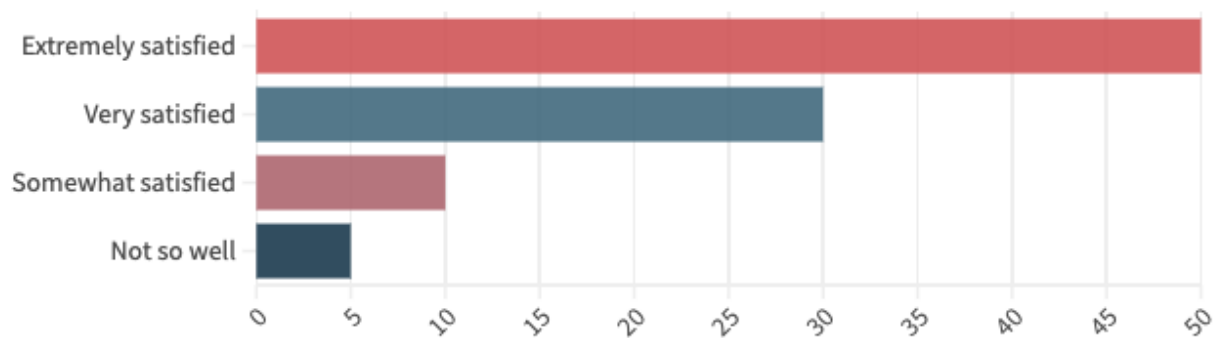
Supporting The System

Covid Medicines Delivery Unit Expansion

CMDU : Patient Survey Feedback

How well did your clinician listen to your needs?

Extremely satisfied Very satisfied Somewhat satisfied Not so well



Here are some of the comments patients have made about our CMDU service:

Fab! Overall, an amazing service!

Very efficient

All staff were very caring and understanding.

No problems at all - a lovely service

Very well explained. Thank you to all the staff

Booking online was very easy

All staff went above and beyond. Very grateful for all staff's patience.

94%

Of patients would recommend the CMDU service



PCL Supporting The System

PCL has been asked to use its expertise in streamlining referral pathways to support cancer services in order to manage the growing number of referrals and to ensure that those people with a cancer diagnosis receive their care in an appropriate timeframe.

Two Week Wait Haematology

The UHL Haematology service approached PCL as they had identified that a number of referrals being received via the pathway did not meet the requirements for 2WW. The service did not have a route to easily downgrade referrals or give advice to the referrer without the referring GP re-referring the patient.

Benefits to the service provided by PCL include only appropriate 2ww referrals are received by UHL Haematology teams, patients are kept informed throughout the whole process, referrals can be downgraded/advice given/rejected without taking up additional GP time.

The table below shows that the majority of patients referred on this pathway do not have a cancer diagnosis. This pathway enables the haematologists to identify those who do not have cancer and put the patient on a more appropriate pathway whilst also allaying their fears. Thus clinical capacity is freed up for those with cancer

Referral Outcome	Percentage %
Advice and Guidance Management Plan	8.3
Rejected back to GP	25.2
Referred to 2WW Haematology	43.1
Routine Haematology (Secondary Care downgrade)	22.8
Referred to 2WW Other	0.6



PCL Supporting The System

Two Week Wait Brain Pathway

To be able to streamline a pathway, it was important to understand the existing processes. The team identified a number of different stakeholders and handover of care involved in the diagnosis of a patient. Due to the low number of referrals, there was a nervousness around the understanding of process amongst General Practice.

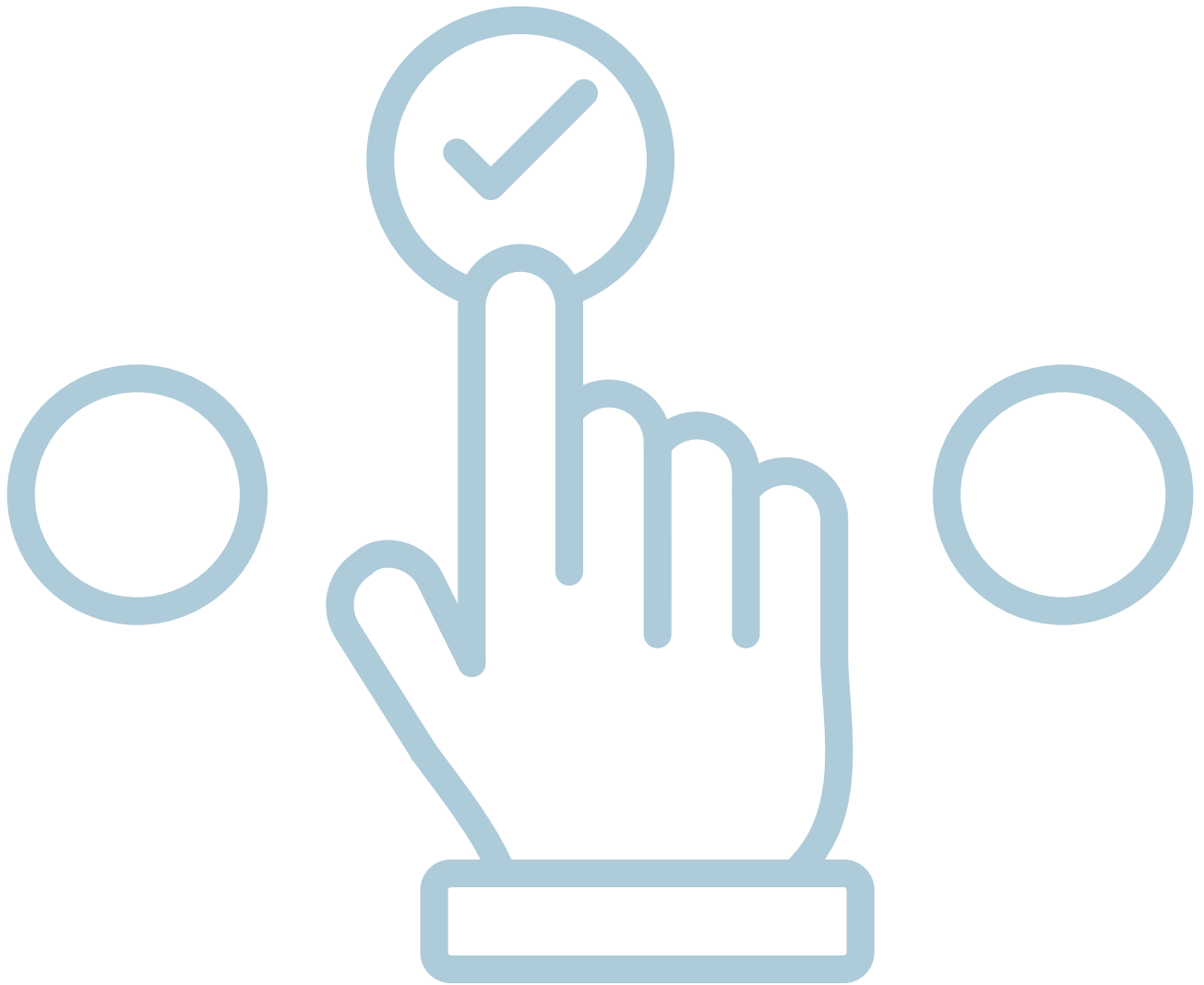
In collaboration with the ICB Cancer Clinical Lead and UHL, a new pathway has been agreed that reduces the number of handover of care points and ensures there is continuity of care, with all referrals coming via the RSS and managed by PCL's clinical and administrative team. The patients are kept informed at every step of the pathway and are seen quicker.

The RSS clinician orders the MRI and receives the results and actions the appropriate pathway. The table below shows that the majority of patients referred on a Brain 2ww pathway do not have cancer. A significant number do, however, have incidental findings on their MRI. The RSS clinicians will action the next stage of this pathway, keeping the patient and their GP informed.

Activity	Percentage %
Cancer Excluded - Discharge to GP	46.3
Referral Rejected Back to GP	11.4
Incidental Findings	27.5
Triaged to QMC - MDT Input Required (Cancer)	14.2
Triaged Emergency Department/Admitted - Escalation Process	0.6



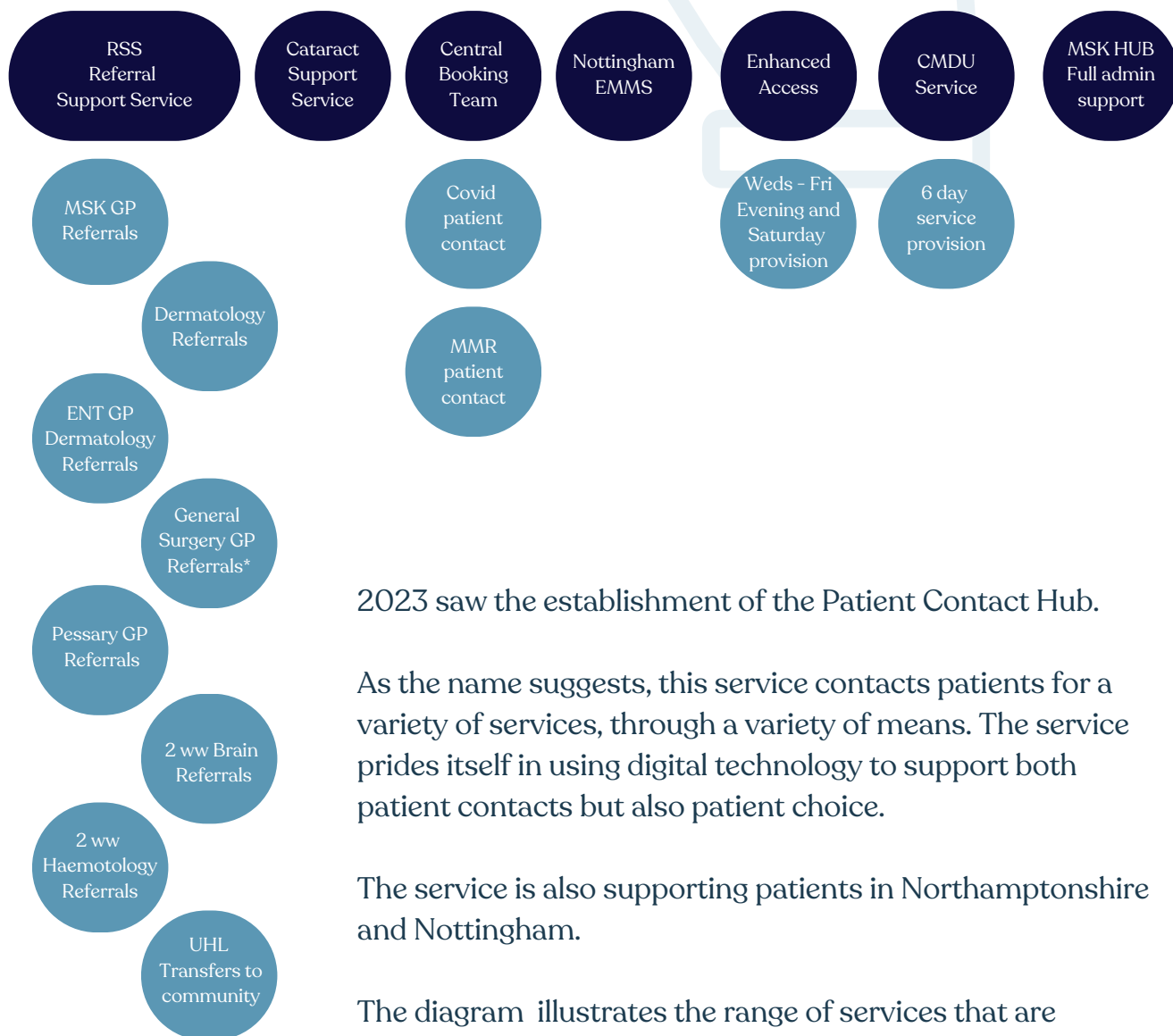
Supporting Patient Choice



PCL Supporting Patient Choice

Develop and Expand the Patient Contact Hub

Patient Contact Hub



2023 saw the establishment of the Patient Contact Hub.

As the name suggests, this service contacts patients for a variety of services, through a variety of means. The service prides itself in using digital technology to support both patient contacts but also patient choice.

The service is also supporting patients in Northamptonshire and Nottingham.

The diagram illustrates the range of services that are supported.

*Incis and non-Incis Hernia, Lumps and Bumps



Supporting Patient Choice

The Referral Support Service

The Referral Support Service (as part of the wider Patient Contact Hub team) continues to focus on equitable and fair choice being offered to all patients across all services. Utilising technology has become a key feature in moving the service forward.

- 60,829 referrals were received by the RSS team across all clinical pathways in 2023/24. Of those triaged to secondary care, each received a minimum of 6 choices. Those triaged to primary care a variety of choices; as did all patients transferred from UHL into the community.
- PCL has been trialling a new, web based platform - the Local Vaccination Finder - which has allowed patients to chose the best locations for them to be vaccinated against Covid 19 and 'Flu.
- We are currently working alongside Patients Plus Limited, integrating the Wait Less Time system. This will allow us the efficiency to offer patient choice digitally rather than via phone call and will extend the selection of healthcare providers on offer.



Supporting General Practice



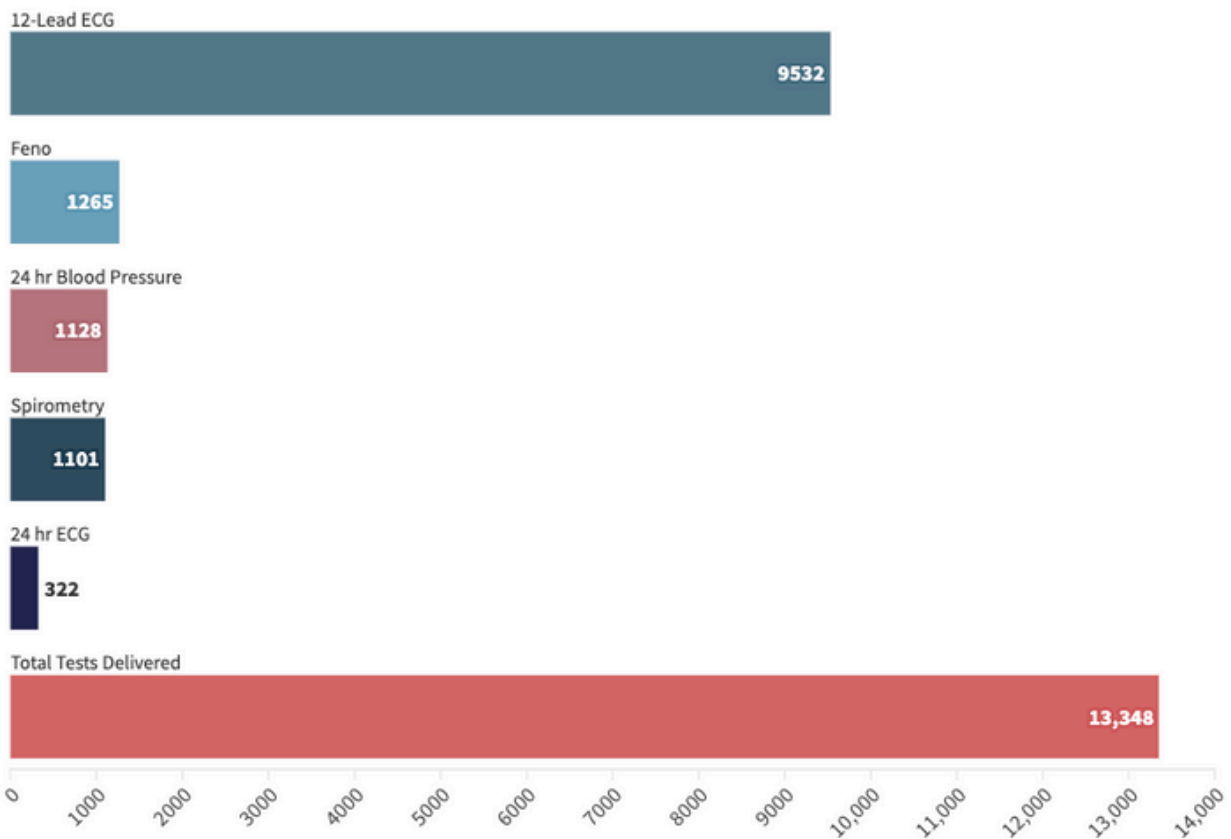
PCL Supporting General Practice

Community Cardiorespiratory Diagnostics Spokes

Since September 2023, LLR PCL has managed the Community Cardiorespiratory Diagnostics Spokes pilot. Services have been gradually introduced across 20 PCNs thus far, offering a range of diagnostic tests including 12-lead ECGs, 24-hour ECGs, 24-hour blood pressure monitoring, Spirometry and Feno tests. This allows patients to receive treatment closer to home, avoiding the need to go to a local hospital.

From GP Referral to Treatment Number of Weeks

12-Lead ECG Feno 24 hr Blood Pressure Spirometry 24 hr ECG Total Tests Delivered



PCL Supporting General Practice

Expansion of Enhanced Access Service

LLR PCL formed an alliance with Derbyshire Healthcare United CIC and Phoenix Healthcare Partnership to deliver Enhanced Access Services for Primary Care Networks. Although the 2024/25 GP contract has made no changes to the current Enhanced Access provision, we continue to explore the feasibility of providing these services to other Primary Care Networks within and also outside of LLR.

The service can cover Monday to Friday, 18.30 - 20.00 and Saturday 09.00 - 17.00. We are also able to provide appointments on Bank Holidays and key holiday dates, such as during Christmas and Easter.

We continue to support Melton, Syston and Vale and Rutland Primary Care Networks to deliver this service to their populations. Our clinics have covered on-the-day Minor Illness, Structured Medication Reviews, Cervical Cytology and Pathology appointments.

In 2023/24, we provided:

- 4,660 blood tests
- 2,442 cervical cancer screenings tests
- 1,375 Covid-19 vaccinations



PCL Supporting General Practice

New Ways Of Working : Covid Vaccination Service

As a result of PCL's successful track record within the Covid Vaccination programme, one of our shareholding practices approached PCL as they wished to become the lead vaccination provider for their PCN, but had no experience of this role nor how to deliver it.

PCL was able to provide project management to support the administrative functions of delivery: from site assurances to generating reports to identify patients, from co-ordination of care homes to managing vaccination supply. This allowed clinical staff to focus on vaccinating.

With PCL's assistance, the practice was able to vaccinate 8,000 patients, which included 5% of their PCN's "at risk" population.

BEACON PCN	Adult At Risk	65 - 69	70-74	75-79	80+	Care Home	TOTAL
Vaccinations	1961	1264	1340	1281	1342	241	8045
Population	5899	1860	1742	1627	1689	291	14689
%	33%	68%	77%	79%	79%	83%	55%



PCL Supporting General Practice

New Ways Of Working : Chronic Obstructive Pulmonary Disease Pilot

Chronic Obstructive Pulmonary Disease (COPD) is a long term progressive lung disease that means the person suffers from long term breathing problems. Covid-19 can be extremely dangerous for this group of patients, risking serious complications, hospital admission and occasionally death. These risks increase significantly when a patient is also living in an area of deprivation.

The COPD pilot, conducted during the Autumn/Winter 2022 Campaign, aimed to ensure complete patient autonomy and increase vaccine uptake by allowing open, trusted conversation about covid vaccination. The approach was to offer a “COPD health check” in the comfort of the patients home, looking at general health as well as offering any extra services the patient had outstanding (eg. bloods). Once a rapport was built, the patient was offered their booster.

In an effort to reach more patients, PCL was commissioned for the project. PCL provided project management and patient contact support. Through collaboration with various stakeholders, including the Population Health Management team, PCL were able to locate the exact practices with the highest numbers of patients with COPD.

The project resulted in 60% of patients visited being vaccinated with 10% of those being their first dose! These figures demonstrate the success of the project by giving additional protection for this “at risk” cohort of patients. It also gave an amazing opportunity to offer other advice and services in line with our MECC (Making Every Contact Count) agenda, which is something we aim to build upon in the future.



PCL Supporting General Practice

New Ways Of Working : Chronic Obstructive Pulmonary Disease Pilot

Activity	Outcome	Activity	Outcome
Total Cohort from practices A, B and C	332	Uncontactable/No answer after 3 attempts	169 (51%)
Appointments Booked	94 (28% of total cohort, 58% of answered calls)	Refused Appointment	69 (21% of total cohort, 42% of answered calls)
Subsequent DNA (not home)	5	Of those visited, Flu vaccs given	27 (30%)
Successful Visits	90	Phlebotomy performed during visit	7
Of Total cohort, Covid 19 vaccs given	54 (16%)	Of those given a Covid vacc how many were 1st doses	5 (10%)
Of those visited, Covid 10 vaccs given	54 (60%)		



PCL Supporting General Practice

Equipment Rental Fund

PCL launched a £400,000 equipment rental fund to assist shareholding practices develop patient services, which would help to enhance primary care resilience. Maximising the services offered generates additional income for the practice whilst also supporting the expansion of general practice within the community.

The fund allows practices to apply for funding twice a year in order to buy capital equipment, for example:

- Phlebotomy chair
- Dermascope
- Examination couch
- Hyfreactor
- Suction machine
- Diathermy machine
- Mobile examination light

The fund can also be used for equipment which requires updating. All shareholding practices are able to apply for this fund.



Equipment Rental Fund : Case Study



In August 2023, a shareholding general practice applied to the PCL Equipment Fund to purchase an ENT endoscope and camera stack and a video otoscope. The application was approved and the equipment was delivered to the practice a few months later. This provided a replacement superior camera and enabled photographs and videos, where necessary, to be added to the clinical record. This new equipment provides the user with an improved view, improved record keeping and enables the practice to continue to provide the PCL ENT Primary Care+ service to those LLR patients who choose to be referred to the practice.



PCL Supporting General Practice

Health & Safety Compliance

PCL's support of General Practice goes beyond contracts for clinical services. Our team members have a range of expertise and can provide individualised support to shareholding practices.

Health & Safety Compliance: Case Study



We were contacted by a shareholding practice who needed to improve their Health and Safety compliance levels. A number of staff had left and the practice had fallen behind on their compliance audits.

The PCL Compliance Team did an initial assessment and found that unfortunately the facility only achieved 20% compliance. The team worked with the practice and developed a detailed action plan which prioritised the areas of greatest need.

Over a few months the team kept in contact with the practice via email and phone call, whilst the practice worked through the plan. The practice has just been re-audited and the team was delighted that their compliance rate had increased to 84%.

The shareholding practice identified the problem and were eager to seek PCL's support to find a resolution via detailed assessment audits, customised action plans and assistance with risk assessments. PCL's approach is to work in collaboration with practices, offering support and setting attainable objectives which result in excellent and sustainable outcomes.



PCL Supporting General Practice

LLR PCL Stakeholder Event

In October 2023, LLR PCL held our first LLR Stakeholder Event at Leicestershire County Cricket Ground. The event was attended by over 90 delegates from LLR General Practices, Primary Care Networks and Integrated Care Boards.

The themes of the event was exploring the “Art of Collaboration” between General Practice organisations. We wanted to consider how General Practice can come together to deliver efficiencies and services at scale in order to deliver better outcomes for patients. Collaboration is a regular occurrence between secondary care organisations. However there is very little collaborations in existence between General Practice organisations.

The delegates were treated to a variety of presentations exploring this concept, which were delivered by Professor James Kingsland MBE, Professor Aruna Garcia, Chair of the NHS Confederation, Dr Nil Sanganee, Medical Director of Leicester, Leicestershire and Rutland Integrated Care Board and Mr Tim Sacks, Head of Primary Care at Coventry & Warwickshire Integrated Care Board.

The event also consisted of a market stall event, which enables the delegates to learn more about the products and services offered by LLR PCL and the stakeholders which the organisations work with closely.



Supporting The Team



PCL Supporting The Team

PCL Staff Survey

In 2023/24, we introduced a staff survey to formally and anonymously hear back from the team about their experience of working for PCL.

We were pleased that 64% of our team responded to the survey. We based our questions on the NHS staff survey, which received a 48% response rate in 2023.

We were delighted with the results, which demonstrate that:

- PCL is a great company to work for
- The team enjoy their roles and working with their colleagues
- The company and team is well led
- The team would recommend PCL services to their friends and family because patient care is PCL's top priority

Work/Life Balance

The majority of people feel they have a good work/life balance and PCL has helped them to achieve this.

The majority of people feel that PCL is committed to their wellbeing and because of this, they are not frustrated or exhausted by work.



Teamwork

The majority of people feel they are valued in their team.



I feel supported, happy and valued in my role and if I ever have an issue, I feel comfortable taking it to my line manager

PCL Supporting The Team

Management Team

The management team take effective action to help with any problems



Harrassment, Bullying and Abuse

EVERYONE thinks that PCL respects individual differences, cultures, working styles, backgrounds.



PCL as a whole

The majority agree that care of the patients is PCL's top priority, that PCL acts on concerns raised by patients and we would ALL recommend PCL services to a friend or relative.

Most people agree that PCL offers challenging work, with opportunities for career progression, knowledge and skills progression and support to develop potential



I'm proud to work
for PCL !

This is the happiest I have ever been at
work. My line manager is fantastically
supportive of their team and I love
working and being part of
PCL

PCL Supporting The Team

Freedom To Speak Up

2023 was the first year that PCL fully embedded the Freedom To Speak Up Guardians within the company. PCL has a National Guardian and two local Guardians. Freedom To Speak Up training has been introduced to staff and the Guardians are part of the induction process for new staff.

PCL embraced the promotion of the Freedom To Speak Up agenda, with all staff participating in the national “On Wednesday We Wear Green” campaign, held in October. The Freedom To Speak Up agenda is included in the staff survey with the team reporting that they are aware of who to speak to if they would like to raise a concern.

In 2023, PCL received one Freedom To Speak Up report - which was listened to and acted upon.

LLR
PATIENT CARE LOCALLY
COMMUNITY INTEREST COMPANY

We support our team's freedom to speak up!

SPEAK UP

National Guardian
Freedom to Speak Up

The right care at the right time, in the right place.



We Said, We Did

In the 2022/23 Annual Review, we set out our plan for 2023/24. The table below shows what we have achieved.

What we said	What we did
Develop RSS to include virtual clinics	Have delivered a proof of concept with 2WW brain pathway which demonstrates that the virtual clinic concept is safe
Introduce Community Cardiorespiratory Diagnostic Spokes	All PCNs have signed up to deliver this service and the roll out has begun
Expand the RHU beyond vaccinations	The RHU have been used by a number of different organisations to support a range of services, including: <ul style="list-style-type: none">• AAA Screening• Inclusion Health• Local Authorities• Adult Learning Disabilities
Establish Health & Wellbeing Hubs in Wigston and Oakham	Have been unable to deliver these due to escalating building costs. Third sector colleagues are continuing to pursue the Wigston project and discussions continue with Rutland County Council
Establish a GP Provider Collaborative	LLR Together has been established, representing 18 of the 26 LLR PCNs
Continue to support shareholding practices	The Equipment Rental Fund continues



Plans for 2024/25

Over the coming year, the focus of PCL will be:

- Developing closer working relationships with secondary care.
- Working to enhance and expand the RSS offer.
- Invest in digital innovation to drive efficiencies and improved patient experience
- Look for opportunities for service development outside of LLR
- Other opportunities for the RHU
- Look for opportunities to develop a virtual primary care and monitoring service
- Continue work with General Practice to find ways of improving efficiencies.





The right care at the right time, in the right place



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