

**onecare** 

**Our services for practices,  
primary care networks and  
localities**

# ABOUT

One Care exists to enable general practice to survive and thrive.

Our stated aims are:

- To enable resilient, sustainable General Practice
- To develop innovative ways of working and out of hospital services at scale
- To be the strong provider voice for general practice

We have a number of projects that are underway, and our priorities are driven by our shareholder practices. This document includes information about all the services our member practices, PCNs and localities can access as part of One Care.

The work in our 2019/2020 business plan comes under six main headings: General practice at scale, innovation and change management, business management, operational resilience, general practice focus and ownership and new income generation (see the diagram below). Some of these are already well developed and others less so. Some take the form of products or services that members can access at any time. Some are more nebulous - they describe what it means to be a member of a federation. The services included in this appendix are the tangible products that you can access or tap into.



# SERVICES OFFERED

One Care is committed to offering all of the below services to our members as part of the £1 per head payment. Where there would be an additional charge to practices for the provision of an enhanced level of service, it will be stated within this document. As new services go live, we will add them into this document. It will be updated regularly and the latest version will be stored on the One Care portal. As we launch a new offer, members will be informed via our usual channels of communication - the eBulletin, updates at GP and practice manager forums etc.

In addition to these direct service offers to members, we also work on our members' behalf every day to ensure general practice is both present and heard within the wider healthcare system. We are committed to maintaining relationships with system leaders, enabling us to act as advocates and interpreters for conversations in general practice. We do this by ensuring that we have the right people at the right meetings, and are able to influence conversations from a general practice perspective. This work is included within the £1 payment, and could not happen without it.

The services/products currently available to members and included in this document are:

## **IMPROVED ACCESS**

## **GENERAL PRACTICE INTELLIGENCE REPORTS**

## **EMIS OPTIMISATION**

## **CLARITY TEAMNET**

## **TELEPHONY OPTIMISATION**

## **PATIENT REFERENCE GROUP**

## **CQC SUPPORT (COMING SOON)**

## **PRACTICE FINANCE SUPPORT (COMING SOON)**

## **PRACTICE RECRUITMENT (COMING SOON)**

## **ESTATES AND FACILITIES SUPPORT (COMING SOON)**

# DIRECT PCN SUPPORT

Primary Care Networks (PCNs) can access all of the services described in this document just as individual practices can. This page pulls together those services which we think are most relevant at PCN level, and describes the support services which we offer specifically to PCNs.

## Contracts

- Hold sub-contract for the delivery of new services
- Act as a managing agent for contracts on your behalf, including management of third-party providers
- Provide dashboard information to support reporting against KPIs
- Bid development and writing to support you in acquiring new contracts

## Workforce

- Draw up bespoke job descriptions for new roles
- Advertise and support recruitment of new staff
- Set up and facilitate peer support for new roles across PCNs
- Organise and/or help with induction and training
- Use of the BNSSG recruitment microsite

## Structure and governance

- Facilitate discussions on network governance
- Hold a register of interestsCan be a non-core practice signatory to your network agreement
- Manage the process to elect or appoint your Clinical Director(s)

## Managing change

- Project management to support PCN initiatives, including cross-practice ways of working. An initial provision of up to 5-8 days (PCN dependent) available to each PCN within the core offer in the first year.
- Provide intelligence reports and service redesign expertise for new pathways
- Signpost to evaluated tools e.g. AccuRx for workflow management

## Data and analytics

- Set up and manage data sharing and Information Governance requirements between practices
- Set up consistent coding guidance and templates to ensure that the correct data is gathered for reporting purposes and that your PCN is able to claim all appropriate entitlements
- Provide analytics expertise to support future work for the shared savings scheme
- Provide intelligence reports and service redesign expertise for new pathways

## Administration

- Evolving from our established management of locality accounts, we can manage your PCN bank account and financial flows (including invoicing), holding the cash-flow risk (likely to increase year on year), or help you set-up an efficient cloud-based process within your PCN - see test & learn opportunity below
- Help you develop and set-up your processes to manage the new PCN claims and reporting requirements

## Working together

- Facilitate and coordinate cross-PCN and/or cross-locality working and discussion, to maximise learning and minimise duplication
- Meetings management and facilitation across PCNs and localities as required – supporting an appropriate number of the right people being at the right meetings and sharing feedback for the benefit of all
- Coordinate discussions across networks with other providers (e.g. AWP, community services, acutes)
- Provide TeamNet licences for all practices and PCNs until 2021
- Sharing good practices across PCNs via TeamNet
- Maintain the BNSSG-wide EMIS platform, including cross-organisational booking

For any other support, please discuss any specific requirements with us so that we can provide you with accurate costing eg. managing the employment of staff working across PCNs, managing & reporting on the new PCN claims, act as a financial controller

# DIRECT LOCALITY SUPPORT

Localities can access all of the services described in this document just as individual practices can. This page pulls together those services which we think are most relevant at locality level, and describes the support services which we offer specifically to localities.

## Contracts

- Act as a managing agent for contracts on your behalf, including management of third-party providers
- Provide dashboard information to support reporting against KPIs as required
- Bid development and writing to support you in acquiring new work

## Structure and governance

- Facilitate locality discussion on locality governance, recognising the emergence of PCNs
- Hold a register of interests
- Can be a non-core practice member of your locality board
- Manage the process to elect or appoint your locality board members
- Offer the option of operating as a legal subsidiary with One Care

## Managing change

- Provide project management resource to support locality planning and development

## Data and analytics

- Support service development with the locality through provision of bespoke analytics
- Set up and manage data sharing and information governance requirements between practices across the locality
- Set up consistent coding guidance and templates to ensure that the correct data is gathered for any reporting purposes

## Administration

- Continued management of locality accounts, holding your funds and managing financial flows (including invoicing), holding any cash-flow risk
- Facilitation and support of the administration of the locality board and locality meetings

## Working together

- Facilitate and coordinate cross-PCN and/or cross-locality working and discussion, to maximise learning and minimise duplication
- Provide TeamNet licenses for all localities until 2021
- Sharing of good practice across localities via TeamNet
- Meetings management and facilitation across PCNs and localities as required - supporting an appropriate number of the right people being at the right meetings and sharing feedback for the benefit of all
- Coordinate discussions across networks with other providers (eg. AWP, community services, acute trusts)
- Maintain the BNSSG-wide EMIS platform, including cross-organisational booking

For any other support over and above this core offer, please discuss any specific requirements with us so that we can provide you with your accurate quotation.

# IMPROVED ACCESS

## WHAT ARE THE BENEFITS?



One central team managing the contract with the CCG on behalf of all practices



Complex finance flows managed centrally to ensure there is no need for duplication



EMIS licenses and expert support enables a remote consult facility



Centralised data management and reporting on behalf of all practices



Expert support with writing and managing Improved Access locality plans

Provision of centralised data, finance, planning and contract expertise to manage the Improved Access contract on behalf of all BNSSG practices. This aims to help practices in improving patient access in return for profitable income to support practice resilience, whilst reducing the sizeable administrative burden such a contract demands.

## WHAT'S THE CORE OFFER?

- Full contract management service including monthly meetings with the CCG
- Provision of EMIS licences
- Practices confirm the hours worked, we then manage all finance flows
- Via One Care searches, we source the data and fulfil reporting requirements
- Management of third party providers
- Negotiation of contract specification with the CCG to ensure fair & reasonable
- Provision of data sharing agreements across practices
- Support for writing & monitoring of locality plans
- Monthly pan-BNSSG meeting with practice reps to review performance

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

We endeavour to provide the full amount of support sought by practices and localities within our core offer and do not anticipate a demand for extra support over and above this for managing this contract.

## HOW CAN I FIND OUT MORE?

Improved access team  
[improvedaccess@onecare.org.uk](mailto:improvedaccess@onecare.org.uk)

Search on TeamNet:  
['Improved access'](#)

“ It is really helpful to have the support of One Care for the management of our locality finances and contract performance monitoring. ”

# GENERAL PRACTICE INTELLIGENCE REPORTS

## WHAT ARE THE BENEFITS?



Making it easier to understand what's happening in your practice



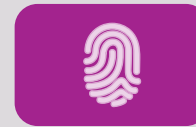
Making general practice data more accessible



Data can be used as a tool for problem solving and business planning



Enabling practices to compare their own activity with others in their PCN or locality



Opportunity to request bespoke analytics support

Our General Practice Intelligence workstream provides our practices\* with a report each fortnight, detailing practice activity in terms of patient contact volumes, associated costs, clinician utilisation, clinical profile and waiting times.

## WHAT'S THE CORE OFFER?

- Practices will receive one report every two weeks as standard
- The expert One Care analytics team will continue to develop and improve these reports
- We will support you to understand what they mean and contextualise the information within them

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, we can provide bespoke analytics to practices, PCNs and localities. This could take the form of support with looking at data for a specific project or provision of more regular information to facilitate analysis.



The lack of urgent GP appointments every Monday makes life so difficult. But One Care Intelligence Reports enabled me to change the GP and Nursing sessions so they run more efficiently.



## HOW CAN I FIND OUT MORE?

One Care analytics team  
[onecare.analytics@onecare.org.uk](mailto:onecare.analytics@onecare.org.uk)

Search on TeamNet:  
'General practice intelligence reports'

\* This service is subject to practices providing One Care with the appropriate Data Sharing Agreements (DSA)

# EMIS OPTIMISATION

## WHAT ARE THE BENEFITS?



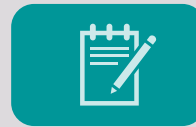
Increases practice confidence with using EMIS Web



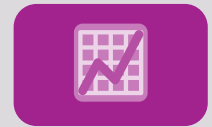
Access to trusted expertise to resolve issues with EMIS



Reduces duplication as resources are created once centrally



Ensures accurate recording and reporting which maximises income



Access to trusted expertise to increase efficient use of the system

Provision of responsive expertise and practical support for BNSSG practices to enable effective use of EMIS Web and to make more efficient use of EMIS in day to day general practice. This helps practices maximise income from Enhanced Services, QOF, etc.

## WHAT'S THE CORE OFFER?

- Resources created by One Care - searches, protocols and templates
- One EMIS optimisation visit per practice per year
- EMIS optimisation support helpdesk via email/telephone
- Locality specific EMIS optimisation support

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, this could take the form of 1) additional optimisation visits or additional support with implementing findings and/or 2) a specific package of support to adapt or introduce a new process in EMIS Web

“

A very valuable session which reaffirmed the things we did well and also gave us some real nuggets to enhance some of the protocols we had created.

”

## HOW CAN I FIND OUT MORE?

One Care EMIS optimisation team  
[emis.optimisation@onecare.org.uk](mailto:emis.optimisation@onecare.org.uk)

Search on TeamNet:  
'EMIS optimisation'



# CLARITY TEAMNET

## WHAT ARE THE BENEFITS?



Greater collaboration across geographies and organisations



Everything can be found in one central location



Reduces duplication of work



Supports effective management of internal practice functions



Increases productivity

TeamNet is an interactive BNSSG-wide system that supports collaboration. Each practice has a portal which they can use as their intranet. Through this portal, they can also access news, updates and resources shared by practices, One Care and other key BNSSG organisations.

## WHAT'S THE CORE OFFER?

- A portal for every practice funded until 2021 (equivalent to £430 per practice per year)
- Ad hoc system support
- Access to reliable and up to date info from other providers
- Contract management
- Up to 1 day of optimisation
- Implementation pack

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, we can offer extra days of TeamNet optimisation per practice. We can also help with population of specific modules or creation of bespoke changes. We could offer training to practice staff.

“

We're reducing stress by ensuring the content is managed appropriately by the right people, allowing others to be more confident of accessing the right thing for the right person.

”

## HOW CAN I FIND OUT MORE?

One Care TeamNet team  
[portal@onecare.org.uk](mailto:portal@onecare.org.uk)

Search on TeamNet:  
**'TeamNet'**

# TELEPHONY OPTIMISATION

## WHAT ARE THE BENEFITS?



Supports working at scale



Enables practices to make the most of all functions and features the system offers



Supports effective mobilisation of the workforce



Improves business continuity and operational resilience



Access to real-time and historical data assists with management of day-to-day operations

The majority of practices in BNSSG are now using the Bistech telephony platform. The telephony optimisation work will ensure that practices are seeing the maximum return on their investment by utilising all the features and functions of the telephony platform.

## WHAT'S THE CORE OFFER?

- On-site optimisation support, approximately one day per practice per annum
- Telephony needs assessment to focus support
- Help and guidance with implementation of any improvement opportunities
- Expert advice on telephony options across multiple practices including within PCNs

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, we can offer support to change and implement other systems, products, policies and processes to work alongside the telephony system. These could include EMIS, remote access, mobile devices, analytics etc.



It has made life much less stressful, both for the Management and the Reception teams. Morale was quite low for some staff before we made this change and they are much more motivated now. Happy patients equal happy staff!



## HOW CAN I FIND OUT MORE?

One Care telephony team  
[telephony@onecare.org.uk](mailto:telephony@onecare.org.uk)

Search on TeamNet:  
'Telephony optimisation'

# PATIENT REFERENCE GROUP (PRG)

## WHAT ARE THE BENEFITS?



A place to have discussions with a wider group of patients



One Care services have been tested with patients



PPG members can feedback One Care updates to their own practices



Sharing of good practice and ideas between PPG members



Empowers and up skills patients from practice PPGs

A patient group made up of representatives from practice Patient Participation Groups (PPGs). The group provides us with practical and constructive input to planning and improvement of general practice projects. It also enables patients to discuss issues facing their own practices with other PPG members.

## WHAT'S THE CORE OFFER?

- Any practice PPG member is able to join the PRG
- Quarterly PRG meetings
- One Care staff are able to attend practice PPG meetings to present about our work
- Practice staff are able to attend PRG meetings if they are interested

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, we could run patient focus groups for new projects or facilitate locality patient groups.

“

This service gives me assurance that any initiative coming from One Care has already been discussed with patients and that their views have been considered.

”

## HOW CAN I FIND OUT MORE?

Ciara Machon  
[ciara.machon@onecare.org.uk](mailto:ciara.machon@onecare.org.uk)

Search on TeamNet:  
'One Care communications'

# PRACTICE RECRUITMENT

COMING SOON

## WHAT ARE THE BENEFITS?



Easy access to recruitment advice and documentation in one central location



Experienced practice recruitment expertise for all roles



Saves practice time so they have more time to focus on patient care



Option of full or partial recruitment exercise support



Dedicated website where One Care can host all practice vacancies

Provision of practice recruitment advice and documentation for BNSSG practices to support them and reduce associated workload. This aims to support practice resilience

## WHAT'S THE CORE OFFER?

- Recruitment advice and guidance via documentation on TeamNet
- Telephone and email support service
- Job descriptions for all practice roles
- Compliance guidance and reminders
- Up to date recruitment legislation and guidance
- Initial support with recruiting new PCN roles

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, we can provide expert local resource to provide a fully managed recruitment service, or part assistance e.g. facilitation of an assessment day, to support practices directly across all practice and PCN roles

“

The recruitment process is so time consuming and can be a HR minefield! The guidance and support provided by One Care reassured me that I hadn't forgotten anything.

”

## HOW CAN I FIND OUT MORE?

One Care recruitment team  
[recruitment@onecare.org.uk](mailto:recruitment@onecare.org.uk)

Search on TeamNet:  
['Practice recruitment'](#)

# CQC SUPPORT

COMING SOON

## WHAT ARE THE BENEFITS?



Useful resources can be found in one central location



Helps reduce stress for practices around preparation for CQC inspections & overall compliance



Saves practice time so they have more time to focus on patient care



Access to expert local resource when needed



Share good practice and learning across BNSSG practices

CQC compliance and inspection can place significant demands upon practice teams. Centralised resources and guidance will be easily accessible via Teamnet plus optional hands on pre-visit support and post-visit resources will be available. Overall, this support package aims to save practices time and take away some of the stress of the CQC regime, whether for an inspection or ongoing compliance.

## WHAT'S THE CORE OFFER?

- Hosting useful documents, templates, policies, advice and guidance
- Communications packs for staff and patients, including PRGs
- Local case studies and information from other practices about their recent inspection
- Hosting annual events to catch up on the latest developments
- Ask an expert email and telephone services

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, we can provide expert local resource to help you prepare for inspection, including the option of a mock inspection or a review of your documentation and evidence

“ This will enable me to feel prepared and not worried about a CQC inspector calling. I will be able to prime the rest of the practice team with regard to what types of information and evidence will be needed by the CQC prior to and during inspection day. ”

## HOW CAN I FIND OUT MORE?

Zahra Dahnoun  
[zahra.dahnoun@onecare.org.uk](mailto:zahra.dahnoun@onecare.org.uk)

Search on TeamNet:  
['CQC support'](#)

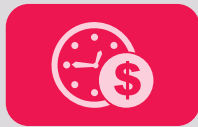
# PRACTICE FINANCE SUPPORT

COMING SOON

## WHAT ARE THE BENEFITS?



Increased and more accurate claiming of income, plus reduction in expenditure



Saves practice team time in managing finances



More accurate and consistent financial forecasting



Access to local practice finance expert



Share good practice, useful resourcing and learning across BNSSG practices

Provision of expert support and guidance for BNSSG practices to help them better understand, manage and optimise practice finances. The aims to support practices resilience and reduce financial management workload, whilst upskilling the practice finance workforce

## WHAT'S THE CORE OFFER?

- Guidance and tools via TeamNet on how to maximise practice income and reduce expenditure
- Advice on practice finance software
- Guidance on producing budgets and cash-flow forecasts
- Simple cost benefit analysis tool to support decision making
- Glossary of financial terms and deciphering of financial documents

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, we can provide expert local resource to help review your practice finances and/or your annual accounts, and/or a troubleshooting service for practices of financial documents

“ General Practice finance is almost like alchemy and I welcome the advice of a financial ‘wizard’ to help produce more ‘gold’ from the base materials. ”

## HOW CAN I FIND OUT MORE?

Keith Minty:

[keith.minty@onecare.org.uk](mailto:keith.minty@onecare.org.uk)

Search on TeamNet:

'Practice finance support'

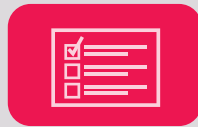
# ESTATES & FACILITIES SUPPORT

COMING SOON

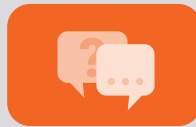
## WHAT ARE THE BENEFITS?



Saves practice time and money, supporting practice resilience



Support with accessing and selecting suppliers



Advice on premises contract negotiations, including notional rent reviews



Access to local estates and facilities expert



Access to advice on premises legislation and compliance

Provision of expert support & guidance for BNSSG practices to help them better manage facilities and estates, both for day to day running and one-off events such as minor improvement grant bids. This aims to support practice resilience and reduce facilities management workload.

## WHAT'S THE CORE OFFER?

- In-house expert to initial support and guide on estates and facilities management
- Good practice, documents and guidance via TeamNet
- Compliance guidance and reminders
- Directory of suppliers
- In-hours emergency telephone service

## CAN I ACCESS ADDITIONAL PAID SUPPORT?

Yes, we can provide expert local resource to advise on projects, directly support premises contract negotiations or provide health & safety checks. This could include help with sourcing project management support for premises closure or development etc. Some paid for support services may be provided through preferred third party experts.

“ One Care’s global access allows them to source best practice ideas, survey recommended suppliers and utilise TeamNet to give quick, easy access to the information required. Saves me time and energy! ”

## HOW CAN I FIND OUT MORE?

Steve Smith

[steve.smith@onecare.org.uk](mailto:steve.smith@onecare.org.uk)

Search on TeamNet:

'Estates and facilities support'