

Healthcare professional line

For direct access to a *gtd healthcare* clinician between 6pm and 8am, seven-days-a-week, please telephone:

0161 934 2828

This number should not be given to patients.

For all in-hours queries, please see the contact details below.

For further information, please contact:

- **Jane Drummond**, *gtd healthcare*, general manager, jane.drummond@nhs.net, 0161 337 3465, Monday to Friday, between 9am and 5pm.
- **Sharon Collins**, *gtd healthcare*, clinical lead/advanced practitioner, sharon.collins18@nhs.net, 0161 337 3465, Monday to Friday, between 9am and 5pm.
- **Cate Shelmerdine**, *gtd healthcare*, engagement manager, cate.shelmerdine@nhs.net, 0161 337 2255 Monday to Friday, between 9am and 5pm.
- **Manchester Health and Care Commissioning**, mhcc.medoptimisation@nhs.net, Monday to Friday between 8am and 4pm (*emails should have the subject heading 'FAO care homes MO team'*).



**Proactive Primary Care
and Pharmacy/Medicines
Optimisation Support Service**

The Proactive Primary Care (PPC) pilot aims to provide enhanced services for North Manchester care home residents by implementing active care planning and medicines management.

The PPC pilot will be delivered by *gtd healthcare*, a not-for-profit provider of healthcare services, including the management of GP practices, walk-in centres and out-of-hours services across Greater Manchester. *gtd healthcare*'s clinical team will focus on providing high quality proactive primary care services. They will work closely with care home staff, GPs and healthcare professionals already involved in residents' care, and will work in partnership with Manchester Health and Care Commissioning (MHCC) pharmacists who will deliver the medicines optimisation element.



Key facts:

- The pilot started on 30 July, 2018 and has been commissioned for 12 months.
- Residents who meet the criteria, including being registered with a North Manchester GP practice, will be individually reviewed and a proactive care plan will be completed in due course. The aim of the service is to ensure that the care provided is proactive, urgent care and GP services are utilised appropriately, unplanned admissions are reduced, medicines management is safer and communications between services are improved.

The pilot:

- Residents will remain registered with their own GP who will retain responsibility for primary medical care.
- The PPC team will work in collaboration with a resident's registered GP and primary care team.
- The PPC team will aim to enhance service provision, improve outcomes for care home residents and ensure that residents' wishes are respected in relation to their preferred place of care and end-of-life decisions.
- Proactive care plans will be developed in agreement with each individual resident, their families/carers, registered GP and any other healthcare professionals involved in their care.
- A full medication review will be completed initially with ongoing reviews completed as required; care home staff will have access to education, training and support for all medicines related activities; medicines policies and procedures will be reviewed and accessible to all.
- Following completion of proactive care planning, each care home will be offered a weekly 'ward round' to determine if any of the designated residents have deviated away from the proactive care plan. If, for example, a patient has been in hospital or has an acute illness at the time of the 'ward round', they will be offered a review.

The PPC team is **NOT a replacement for the residents' own GP and they do **NOT** provide emergency care.**

Feedback

gtd healthcare is passionate about providing the best possible healthcare that is of the highest quality for patients. We pride ourselves on the services we deliver to our patients and we welcome patient feedback via the 'Comments, compliments and complaints' leaflet (available from the care home manager).