

NHS GP Health service

Briefing for Professional Advisors

Supporting the health of health professionals

Introduction

- ▶ This briefing is for professional GP Leads and advisors of Health Education England, General Medical Council, Medical Defence Organisations, and other key partners in supporting GPs and GP Trainees.
- ▶ It describes the newly introduced NHS GP Health service and covers:
 - **Why** this service has been introduced
 - **What** the service is
 - **Where** those services are available
 - **Who** is providing the service
 - **How** GPs requiring support can access the service
- ▶ It is important in your role with GPs that you are well informed about the service and can signpost to the support available where appropriate.
- ▶ These slides are not intended for disseminating outside of the intended recipients. All GPs/patients/stakeholders should be signposted to the NHS GP Health service website for more information.



Why has the GP Health service been introduced?

- ▶ The NHS England General Practice Forward View made a commitment to support general practice.
- ▶ Improving recruitment, retaining GPs and supporting those who wish to return to general practice is a key focus.
- ▶ We recognise GPs are under pressure and are unlikely to access mainstream NHS services when they need support, primarily due to issues of stigma and confidentiality.
- ▶ **Supporting GP mental ill-health, including stress and burnout, is the focus of the new GP Health service.**
- ▶ This will be achieved by:
 - providing an equitable service across England
 - easy and timely access to the service and ensured confidentiality



Why is the GP Health service needed?

- ▶ **British Medical Association (BMA)**
 - 68% of GPs described their workload as unmanageable
 - GPs were much more likely than other groups to report their workload as being unmanageable or unsustainable.

- ▶ **Medical Protection Society (MPS)**
 - 85% of doctors have experienced mental health issues
 - stress (75%), anxiety (49%), low self-esteem (36%), Depression (32%), suicidal feelings (13), heavy workload (76%) and long working hours (70%)

- ▶ **Royal Medical Benevolent Fund (RMBF)**
 - 82% of doctors know of other doctors experiencing mental health issues such as depression and anxiety
 - 84% doctors unlikely to reach out for fear of discrimination or stigma from colleagues

- ▶ **Cardiff University (CU)**
 - 82% of GPs experienced mental illness
 - 84% of GPs say they would disclose mental illness but only 39% actually do so.



Why GPs?

- NHS England is accountable for the delivery of core GP services.
- NHS England holds the National Performers List and is responsible for GP appraisals, revalidation, and responding to concerns.
- NHS Trusts/Foundation Trusts as employers or Clinical Commissioning Groups as their commissioner may commission additional support for mental health and wellbeing for their staff, for example through Occupational Health Services; current occupational health services in primary care doesn't usually extend beyond the baseline needs of services available to primary care staff in comparison.
- GPs are independent contractors supporting staff on a much smaller scale compared to NHS Trusts, and therefore independently commissioning additional health and wellbeing services for just their practice isn't likely to be sustainable.
- There are national workforce challenges in general practice, with retention of GPs a high priority.

What is the NHS GP Health service?

- ▶ A free and confidential service for GPs and GP trainees working or looking to return to clinical practice in England who are suffering with mental health or addictions issues.

- ▶ **The NHS GP Health service will help GPs with:**
 - Common and more complex mental health conditions
 - Mental health conditions relating to a physical health issue
 - Substance misuse including support for community detoxification
 - Rehabilitation and support to return to work after a period of mental ill-health.

- ▶ **The service may be accessed by:**
 - Any general practitioner or GP Trainee who is registered on the National Performers List in England.
 - Any GP or GP trainee who is looking to return to clinical practice after a period of absence.



The NHS GP Health service:

- ▶ **is not an Occupational Health service**, it is a treatment service. GPH clinicians may link with local OH services to support a GP patient's return to clinical practice. If OH support is what you need, please contact the NHS England regional team to identify your local OH provider.
- ▶ **is not a replacement for mainstream NHS services**, nor is it designed to offer a second opinion. GPs who are currently supported by NHS mental health services would be encouraged to remain with their local treatment team, but could seek guidance on particular aspects of care, or support for return to work.
- ▶ **can offer independent support to GPs who are undergoing performance proceedings**, but it can not be used to provide health reports to inform PAGs or PLDPs. Formal assessment of health issues should be commissioned from a separate organisation.

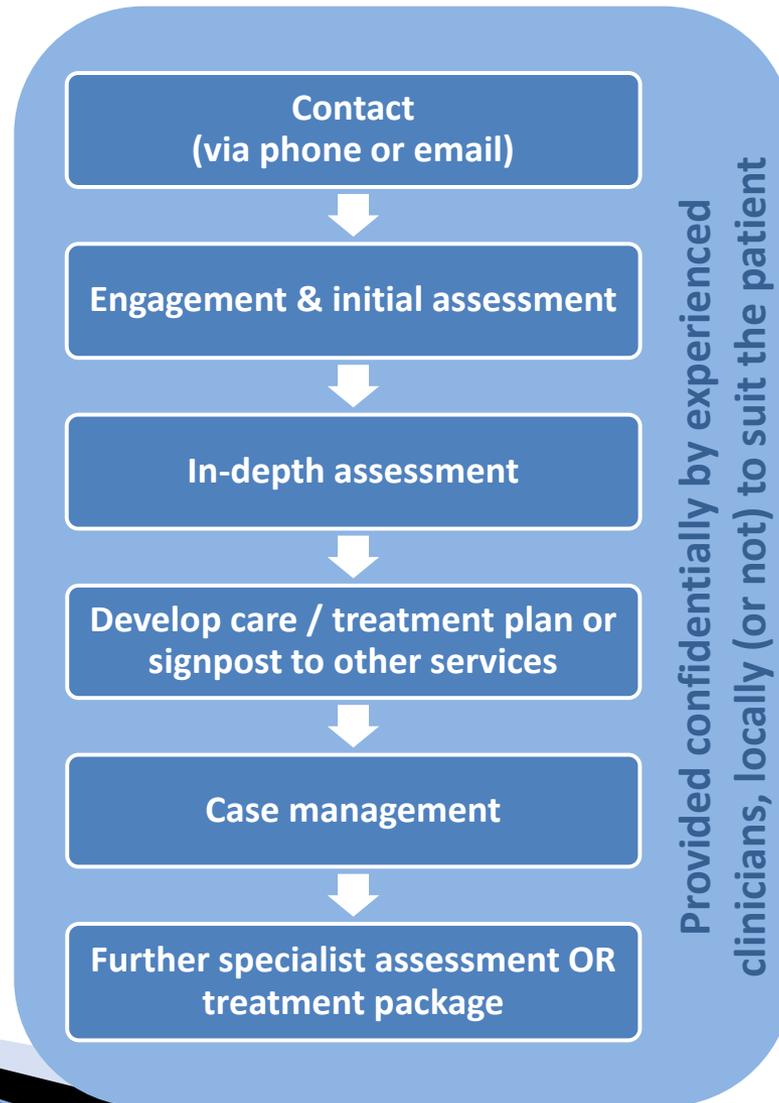


What is the service structure?





What can GPs expect when they access the service?





Examples of treatment available

- ▶ Assessment and case management provided by GPs, psychiatrists, and specialist mental health and addiction nurses
- ▶ General psychiatry
- ▶ Addiction psychiatry
- ▶ Psychological therapies, e.g. Cognitive behaviour therapy (CBT)
- ▶ Short term psychotherapeutic interventions
- ▶ Local interventions /groups (therapeutic groups to address specific issues affecting mental health in a particular area)

In very exceptional circumstances, on an anonymous pre-approval basis inpatient addiction rehabilitation may be available.

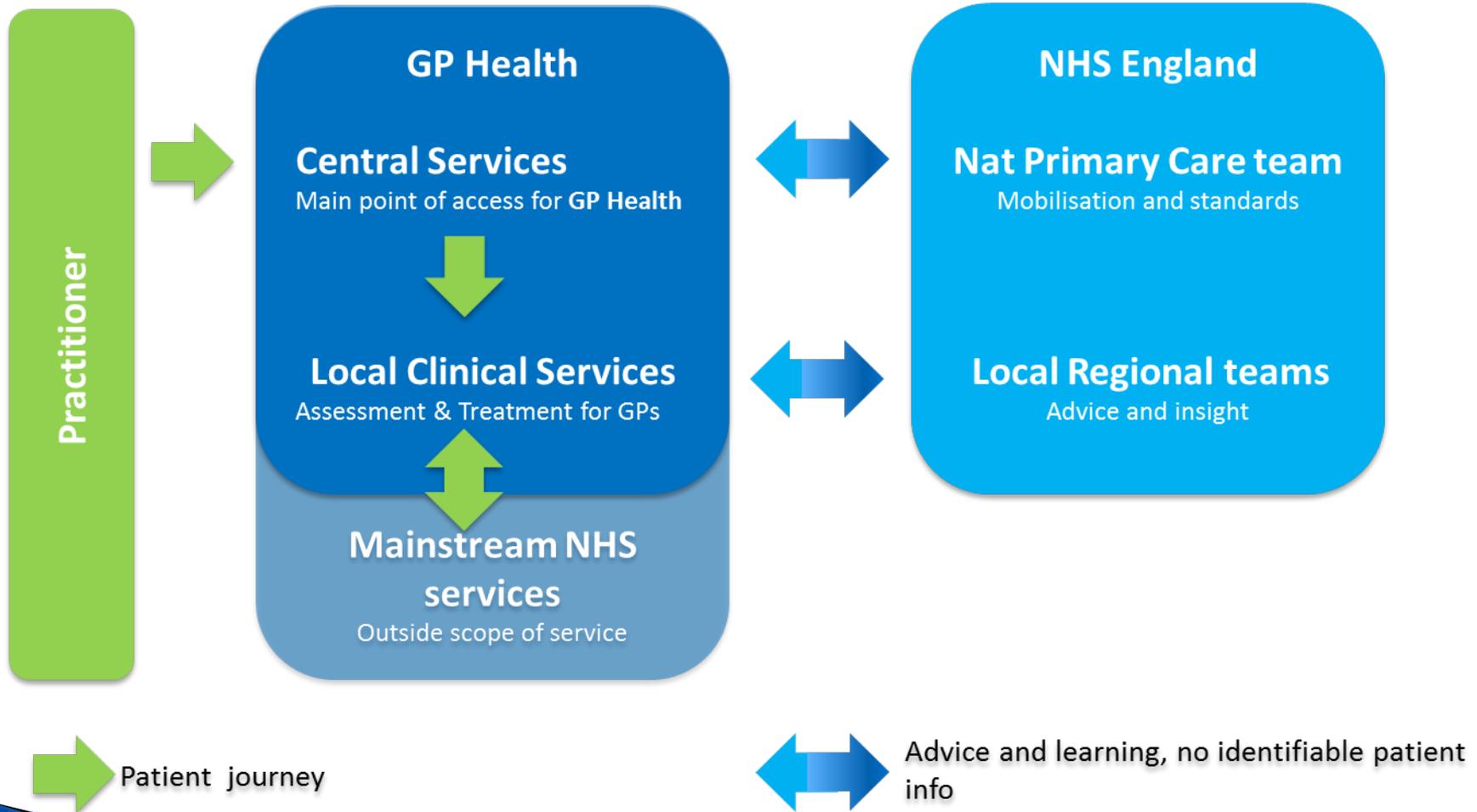


Confidentiality & professional standards

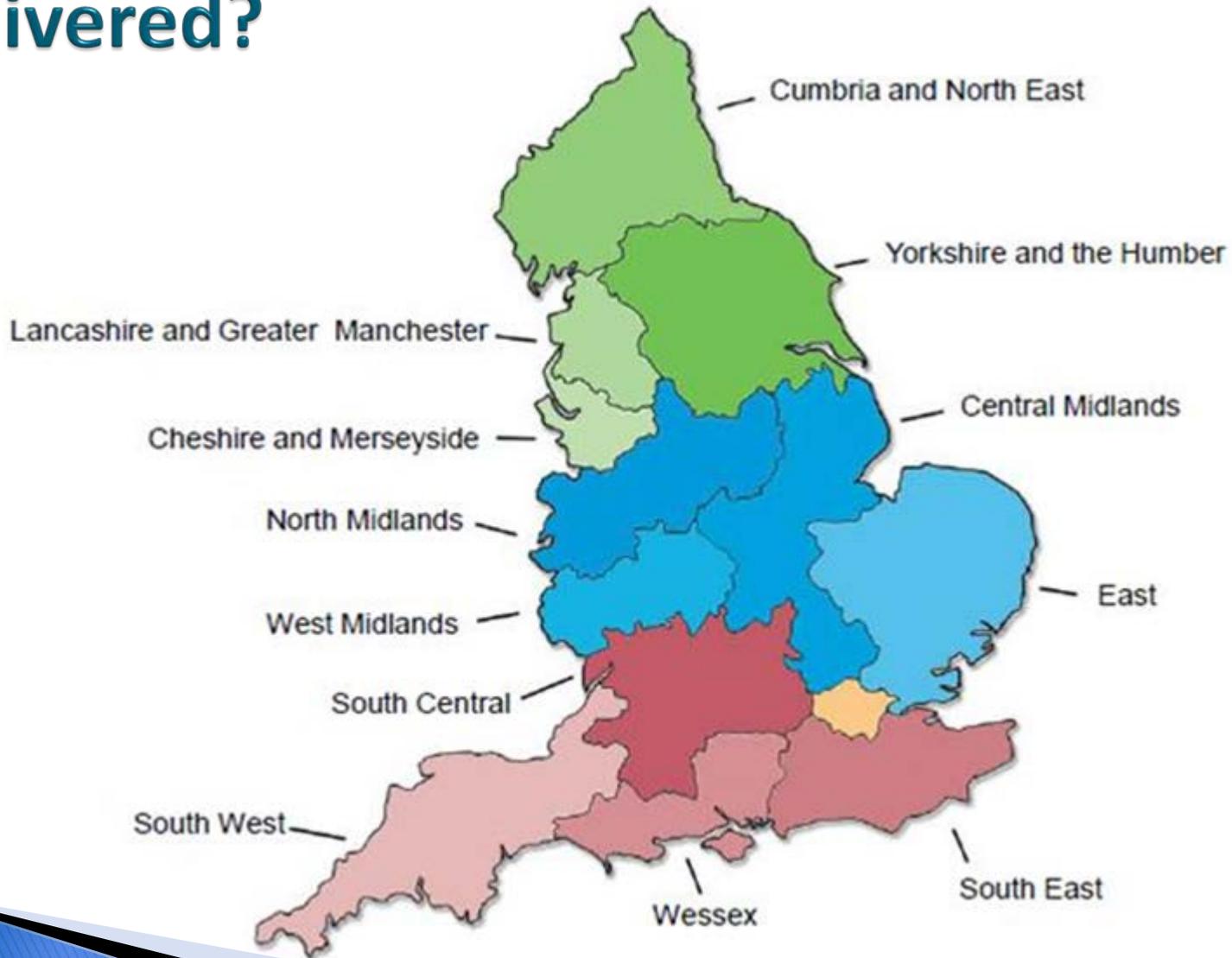
- ▶ **The NHS GP Health Service is a confidential service** and patients can expect the same level of confidentiality as all other patients.
- ▶ The GPH will not disclose information to any third party, unless there is a legal, regulatory or public interest reason to do so.
- ▶ The GP/GP trainee's consent will be sought prior to disclosure.
- ▶ Disclosed information will be kept to a minimum.



NHS England's relationship with the service



Where will the services be delivered?





North Region key sites



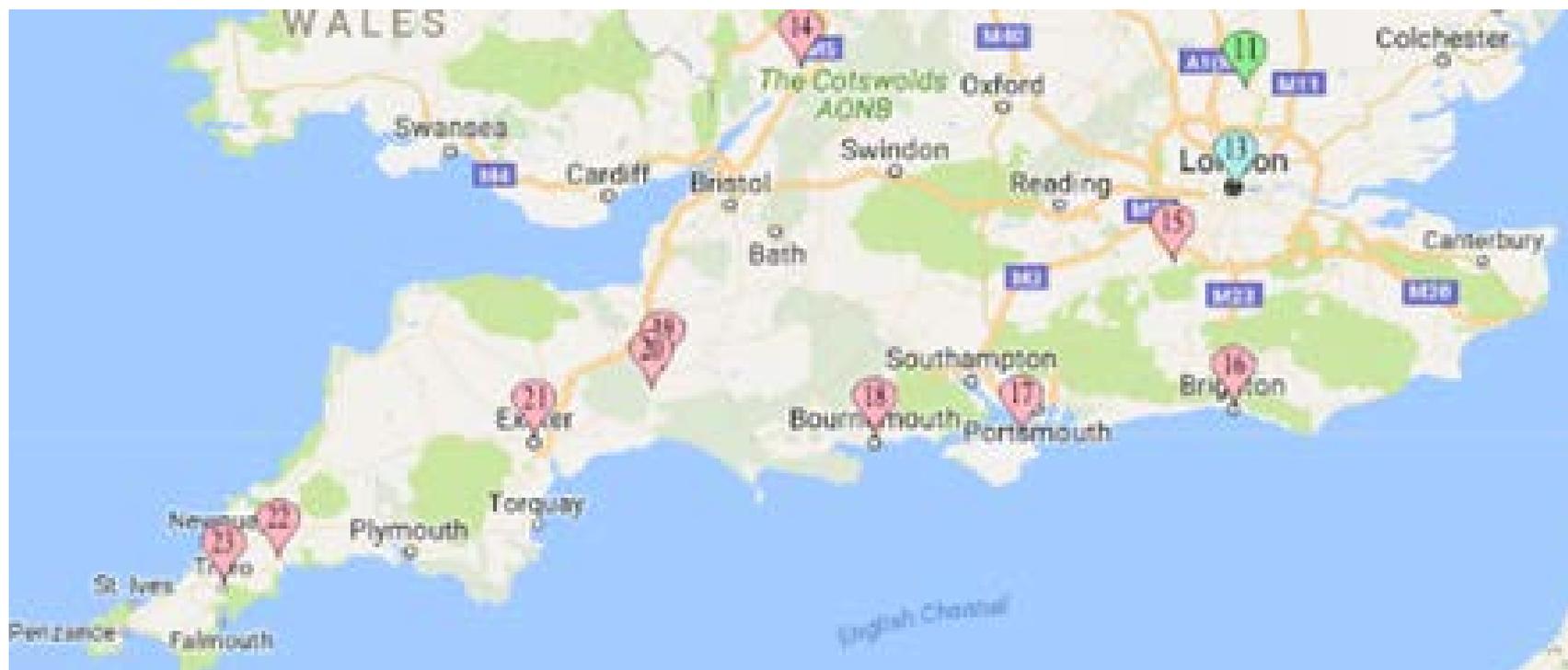


Midlands & East Region key sites





London & South Region key sites



Local clinical services key sites across England



Who provides the service?

The Hurley Group will provide the service until 2019 with an option to extend until 2021. The Hurley Group is an GP partnership that runs a number of practices and Urgent Care centres in London.

- ▶ They have been providing the London based NHS Practitioner Health Programme (a confidential service for doctors & dentists with mental health or addiction issues) since 2008.
- ▶ They have an extensive network of clinicians and therapists across England to support the NHS GP Health service
- ▶ They has existing effective relationships with key partners such as GMC / HEE / RCGP and other support services for GPs such as Royal Medical Benevolent Fund (RMBF) / Cameron Fund / Doctors Support Network (DSN)

Meet the team: Central Services



Dr Clare Gerada MBE FRCP FRCGP MRCPsych

Medical Director

Dr Gerada is the NHS GP Health service Medical Director. Dr Gerada is also the Medical Director of the NHS Practitioner Health Programme (PHP) established in London in 2008.

Dr Gerada is a registered Medical Practitioner with an understanding of and experience in the provision of general practice, mental health and addiction services. She undertook her psychiatric training at the Maudsley and Bethlam Hospitals, 1986 – 1990.

Since 1991 Dr Gerada has worked as a Principal in General Practice though has maintained her interest and expertise in the addiction field. Dr Gerada writes, teaches and lectures widely on the subject of the role of general practitioners in the care of substance misusers. Since 1993 Dr Gerada has been the lead clinician for the Consultancy Liaison Addiction Service which provides support to general practitioners such that they are able to deliver effective care to drug users.

Dr Gerada has held a number of national roles, including, Senior Policy Advisor Department of Health, Drugs and Alcohol. Director of RCGP Substance Misuse Use Unit & was Chair of RCGP National Expert Group on Substance Misuse. In both of these roles, Dr Gerada provided national leadership in substance misuse, developing the RCGP Certificate in Substance Misuse and supporting the creation of shared care working across England.

Director Primary Care, National Clinical Governance Support Team, 2003-2006: responsible in part for developing Governments' response to the Shipman Inquiry. Vice Chair RCGP 2007 – 2010. Chair RCGP 2011 – 2013.

Meet the team: Central Services



Richard Jones RMN MSc BSc MAREBT

Clinical Director

Richard is the NHS GP Health service Clinical Director; Richard has also been the Clinical Director of the London based NHS Practitioner Health Programme (PHP) since 2010.

Richard is a Cognitive Behaviour Therapist, Specialist Nurse and an Independent Prescriber. As well as seeing practitioner patients for Rational Emotive/ Cognitive Behaviour Therapy, Richard also undertakes initial assessments alongside his case management role.

For the last 10 years Richard has been working as an RMN and has worked with people in the most acute stages of mental illness in a variety of different settings. He has also worked as a Lecturer/ Practitioner, and college tutor at King's College London during this time.

Prior to joining PHP, Richard worked as a Specialist Nurse Researcher at the South London and Maudsley NHS Foundation Trust. He has a clinical background in early onset psychosis, psychiatric intensive care, forensic medium secure, as well as acute and general psychiatric in-patient care.

Richard's areas of interest include clinical perfectionism, anxiety disorders, depression, shame, bi polar disorder, and psychosis.

Meet the team: Central Services



Lucy Warner

CEO / Operations Director

Lucy is Chief Executive of the NHS GP Health service.

She has over 25 years NHS experience ranging across many aspects of health care, working with practices, local and national teams and including a stint in Gibraltar. She led the establishment of the PHP with Dr Clare Gerada in 2008 and has been Chief Executive since its inception.

Lucy has previously worked with NHS England as the Responding to Concerns Lead, focusing on concerns in the medical workforce and with the NHS Revalidation Support Team supporting the implementation of appraisal and revalidation for doctors in England. She also previously headed up Primary Care for the Clinical Governance Support Team.



Lynne Simpson

Director of Strategy and Services

Lynne Simpson is the NHS GP Health service Director of Strategy and Services.

Lynne has also been the Director of Strategy and Services of the NHS Practitioner Health Programme since 2012 and works closely with service commissioners, external providers and the internal team.

Lynne has worked in the NHS and at the Department of Health for over 20 years, and at PHP for 5 years. She is an experienced senior manager and has undertaken many roles including; strategic service delivery, business development, programme and project delivery, policy development, and performance management.

She has the overview of the PHP service and focuses on external service development including liaison with commissioners and provision of external care.

Meet the team: North Region



Dr Richard Duggins

Clinical Lead – Cumbria & North East

Richard is a Consultant Medical Psychotherapist, and Clinical Lead of Psychoanalytic Psychotherapy Services in Northumberland, Tyne and Wear NHS Foundation Trust. He is dual trained, holding a CCST in General Psychiatry and a CCT in Psychotherapy, and he is an accredited psychoanalytic psychotherapist, interpersonal psychotherapist (IPT) and dynamic interpersonal psychotherapist (DIT). He has over ten years' experience within specialised services for doctors, leading both House Concern and Practitioner Health North East. He contributed to the Health for Health Professionals competency trainings for the RCGP and RCPsych, and has assisted the GMC and NHS England in developments related to doctors' health. He is an appraiser, mentor, accredited Balint Leader, and Schwartz Round Clinical Lead.



Dr Zoe Neill

Clinical Lead – Yorkshire & the Humber

Zoe took her degrees in Medicine and Surgery at the University of Cambridge and then went on to complete GP training in King's Lynn and York with placements at York Hospital and a general practice in the local area. She gained the Royal College of General Practice membership exams in 2003, and then joined a practice in inner-city Leeds until 2006 when she became a full-time partner at practice in East Leeds. Zoe remained a full-time partner here until 2014. After developing further interests in Occupational Health Medicine and then coaching, Zoe began a portfolio career in general practice, including working as a locum GP in practices across Yorkshire.

Her interests and roles now include mental health commissioning for Leeds North Clinical Commissioning Group, coach for trainee doctors for Health Education Yorkshire and Humber, coach and mentor for a group of early career GPs in Leeds, Clinical Lead for Yorkshire and Humber for the new GP Mental Health Programme, Telephone Consultations skills trainer for Effective Professional Interactions, GP appraiser, delivery consultant for the Productive General Practice Programme for Shaping Health International (Francis Group), and Visiting Fellow at Leeds University Institute of Health Sciences.

Meet the team: North Region



Dr Leon Francis

Clinical Lead – Lancashire & Greater Manchester

Leon has been a Consultant Psychiatrist for the working adult population in Pennine Care NHS Foundation Trust since 2009.

He provides initial assessments and follow up appointments. Leon qualified from the University of Manchester School of Medicine in 2001. After completing his postgraduate training, he gained an MSc in Health and Social Care Management, and a Diploma in Occupational Medicine (University of Manchester). Leon has worked with psychodynamic cases and worked at Regional Addiction Services. He has extensive experience of assessment of mental health conditions and associated functioning within the workplace, and has worked with employers, solicitors and within the insurance industry.



Dr Jenny Holmes MBBS MRCPsych FFLM RCGP Certificate in Substance Misuse

Clinical Lead – Cheshire & Merseyside

Jenny works part time as a Specialty Doctor in Psychiatry at Cheshire and Wirral Partnership NHS Trust and is also Clinical Director of the Merseyside Sexual Assault Referral Centre. She has had a portfolio career across general medicine and forensic medicine, entering psychiatry training in 2010. She is a Medical Appraiser and has experience of working with doctors in difficulty.

She also has experience working in substance misuse services and of looking after doctors who find themselves in the criminal justice system. She is also a trustee of the Doctors Support Network which provides peer support to doctors with mental health and substance misuse problems.

Meet the team: Midlands & East Region



Dr Chandra Kanneganti MBBS, FRCGP, DFFP, PGc(Med Ed), MSc (Medical leadership)

Clinical Lead – North Midlands

Chandra has been a GP since 2006. After GP training, Chandra has been working as Principal GP in Stoke-on-Trent. He was trained in Psychiatry in Crichton Royal Hospital, Dumfries as part of his GP training. He has special interest in supporting colleagues with mental health problems. He is trained in CBT. He will be part of providing initial assessments, follow up appointments, and referral for further support services at GPH.



Dr Maurice Conlon

Clinical Lead – West Midlands

Maurice has worked as a General Practitioner since 1993 at Ridgacre House Surgery in Birmingham. The practice was one of 4% rated 'Outstanding' by CQC in 2016.

The practice has a long-standing focus on mental health in general and a particular expertise in alcohol and substance misuse in particular with several partners involved both inside the surgery and for third sector organisations. Maurice completed the RCGP Certificate in Alcohol and Substance Misuse in 2015.

Maurice is a medical appraiser for NHS England for the West Midlands local team and Midlands and East region. Maurice became interested in medical appraisal in 2001, publishing his seminal paper Appraisal: the catalyst of personal development in the BMJ in 2003. He helped establish the NHS Revalidation Support Team (RST) in 2008. His subsequent work as National Appraisal Lead and now as Clinical Advisor to NHS England has included developing the All England Appraisal Network and other pieces of work to improve quality and consistency in appraisal.

Meet the team: Midlands & East Region



Dr Vanessa Manley MbChB FRCGP DFSRH DCH GPwSI Substance Misuse

Clinical Lead – Central Midlands

Vanessa has worked as a General Practitioner since 1996 at Ridgacre House Surgery in Birmingham. The practice was one of 4% rated 'Outstanding' by CQC in 2016.

The practice has a long-standing focus on mental health in general and a particular expertise in alcohol and substance misuse in particular with several partners involved both inside the surgery and for third sector organisations. Vanessa completed the RCGP Part 2 Certificate in Substance Misuse in 2012, is a GPwSI in substance misuse and was an approved doctor under Section 12(2) of the Mental Health Act for many years.

Vanessa is a medical appraiser for NHS England, a GP Trainer and a GP Peer Support Tutor for Birmingham Cross City CCG. This role involves meeting with GPs and practices which are, for whatever reason, struggling and looking at solutions and support for the teams.



Dr Lucy Henshall MB ChB DRCOG FRCGP

Clinical Lead – East

Lucy is newly appointed to GPH but is an experienced GP with a lifelong long interest and much expertise in managing common mental health problems. Qualifying from Sheffield in 1987, the clinical exposure in her 4 month HO post in Acute Adult Psychiatry in Sheffield, followed by a further 6 months in Lincolnshire, proved invaluable to her career as a GP. After completing the Boston GP Vocational Training Scheme she moved to Suffolk where she has worked as a GP since 1993, including twenty years as a Partner, latterly as Senior Partner. She retired from her Practice in August 2015, though remains on the Performers List as a freelance GP.

Through her committed efforts over many years liaising with clinical colleagues in Secondary Mental Health Services and the local commissioning bodies; she has earned a reputation for her dedication to providing excellent patient care, and equally for her enthusiasm in helping improve local services, to benefit all patients.

Since 2001 Lucy has been a very active LMC member and is currently Joint Vice Chair of Suffolk LMC. Ensuring referral pathways between sectors remain grounded in realism, and that individual patients can move smoothly between agencies as required, has been the hallmark of her Liaison work over many years.

Meet the team: London



Dr Jane Marshall

Clinical Lead - London

Jane is a Consultant Psychiatrist in the Addictions at the South London and Maudsley NHS Foundation Trust (SLaM). She trained at Trinity College Dublin, and did a medical rotation in Dublin before training in psychiatry at St Patrick's Hospital in Dublin, and at Barts and the Maudsley in London. She has long experience of working with healthcare professionals with mental health and addiction problems and has also been a GMC Medical Supervisor and Examiner for many years. She has been the Royal College of Psychiatrists Health for Health Professionals lead and is a founding member of the College's Psychiatrists' Support Service.

Meet the team: South Region



Dr Andrea Gibson MRCGP MBChB

Clinical Lead – South Central

Andrea graduated from the University of Glasgow in 1995. She completed vocational training on the Yorkshire-Lancashire border and has been a GP since 2000. She is currently a sessional GP in Gloucestershire with portfolio roles including a role as a GP Appraiser and an interest in GP education. Andrea's career has been unconventional and at various times she has been a GP Locum, a Salaried GP and a GP Partner and understands from experience the challenges of each. Over the past 5 years, she has been developing specialist knowledge and skills in the health and wellbeing of healthcare professionals and believes in providing a supportive, compassionate and confidential healthcare service for Doctors.

Dr Kate Little MBChB, MRCP, MRCGP, PG Cert Primary Care, DRCOG DFFP

Clinical Lead – South East

Kate is a Clinical Lead for the new NHS GP Health service. She covers southeast England, which includes Kent, Surrey and Sussex. She graduated from Edinburgh University in 1995 and initially started training in hospital medicine. She soon realised that her passions and skill set were more aligned with general practice so made the switch in 2000, completing her GP training in Poole in 2002. She joined a partnership in Brixton in 2005 where she worked for over 8 years as a GP trainer and clinical lead in women's health and cardiovascular disease.

Since relocating in 2014, Kate has worked in a variety of GP roles: partner, salaried, OOH and freelance, and as a GP appraiser. She recently set up Physician Burnout UK, a resource for doctors that are feeling fed-up, stressed, anxious, depressed or burnt-out. Her passion is supporting physical & emotional health in doctors and the wider community. She is currently involved in a number of projects around these areas, one of which includes working for Public Health England as a Clinical Champion for physical activity.



Meet the team: South Region



Dr Nigel Cowley MB ChB MRCGP DRCOG DCH Dip Ad Med Education PGCE NLP practitioner

Clinical Lead – Wessex

Nigel has been a GP at Denmark Road Medical Centre, Bournemouth for the last 25 years. He qualified from Birmingham University in 1983 and trained in the midlands, Australia and Gloucestershire before entering into practice in Salisbury.

He is also a GP trainer, appraiser and mentor. He has an interest in training GPs to manage mental health problems. He uses his NLP practitioner skills to help both treat patients and train colleagues.



Dr Andreas Gerhard Lehmann MRCGP

Clinical Lead – Wessex

Andreas is a GP on the Isle of Wight with a special interest in Addiction Medicine, Chronic Pain Management and Psychiatry.

After qualifying at the Albert Ludwig University in Freiburg, Germany, in 1991 he moved to the UK in 1994. Initially working and training in A/E and Anaesthetics in London and the Northeast, Andreas joined a GP Training scheme in Stockport and qualified as a GP in 2002.

In 2003 he returned to the Isle of Wight and became a GP Partner in 2005; in 2009 Andreas qualified in Substance Misuse Management and joined the local Drug and Alcohol Treatment Service as a GPwSI and Lead GP for the Island.

Andreas has an interest in Complementary Medicine and is a member of the British Medical Acupuncture Society. He has experience in Section 12 assessments and has worked with marginalised patient groups within the local prison population and violent patient clinics.

Meet the team: South Region



Dr Andrew Tresidder MBBS Cert Med Ed

Clinical Lead – South West

Andrew is a Somerset GP and MRCGP since 1989, Andrew has been passionate about the Health of Health Practitioners since his time on Somerset LMC. A founder member of the Somerset Clinician Support Service, he is also an Appraiser, a Section 12 Approved Doctor, and works part-time for Somerset CCG on Patient Safety. Andrew qualified from Guy's Hospital in 1983, and trained as a GP mainly in the South West. Past work includes Prison Medicine and Police work for Avon and Somerset Police, and as GP Academy Lead at Yeovil for Bristol Medical School. He teaches Health Professionals on Health and Self-Care.

Contacting Local Clinical Leads

- ▶ **IMPORTANT:** the previous slides have shown the key individuals leading this service across England. However we should encourage in all cases for GPs as patients, or professional advisors looking for advice to contact the central services in the first instance for any initial queries.
- ▶ This is important in the first instance so that the service can manage demand and workload for the newly formed services across England, and while this service is developing and responding to patient requirements, will ensure that local services do not become overwhelmed.
- ▶ Please do not encourage GPs to contact the Clinical Leads direct for support as we cannot guarantee their immediate availability to support queries. All contacts should be made by the central services presented on the next slide who can arrange an appointment as required.



How can GPs access the service?

From 30th January 2017, GPs will be able to access the service by:

- ▶ visiting the website: www.england.nhs.uk/gphealthservice
- ▶ calling: **0300 0303 300**
- ▶ emailing: gp.health@nhs.net

The opening hours are: 8.00 – 20.00 weekdays and 8.00 – 14.00 Saturdays (except bank holidays)

The service is **self-referral only**. This service will not accept referrals from third parties.

The service may be able to provide advice to third parties to effectively signpost GPs to self-refer, but the service will not approach GPs direct to help them access the service.