

WELCOME TO OUR TEAM

WORKING IN PRIMARY CARE

IN CORNWALL



Handbook



## Kernow a'gas dynergh.....Welcome to Cornwall!

We are delighted that you have chosen to make Cornwall your home. We are very proud of our Cornish roots, and so you will find the name Kernow (Cornwall) referenced in lots of organisations.

Beginning work in a new area can be challenging, and we are aware that the local primary care landscape may look very different. We hope to give you an insight into the local provision of medical services, as well as information and organisations which may be helpful as you start your new role (or job search)

This pack has been written to help guide you through the process, providing information and contacts to help you with the practical tasks that need to be undertaken.

We are aware that health professionals may be at different stages of their primary care careers, and some of you may know the county better than others. This guide gives a generic overview of information that we hope will be useful to all, no matter what stage of career or experience of Cornish life you are at.

The information provided is correct at the time of writing, and we will update the handbook on an annual basis. However it is recommended to confirm information with your employing practice in case of any local variation. Please let us know if you are aware of any updates/changes needed to the handbook.

This is an exciting time to work in General Practice in Cornwall and we would like to take this opportunity to wish you the best of luck for the move and your future career.

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## Section 1: Cornwall Context and Setting – Who we are

### Introduction to Cornwall

Cornwall comprises of a population of approximately 500,000 people, rising to 1 million during peak summer. Cornwall operates under one ICS (Integrated Care System) to deliver services to a mixed demographic, ranging from frail and elderly complex care patients, to a growing student population. More information on demographics, as well as regional health inequalities can found via the Council website and links to CCG on this page:

<https://www.cornwall.gov.uk/health-and-social-care/public-health/joint-strategic-needs-assessment/community-and-health-based-profiles/>

### Practices and Primary Care Networks

There are currently around 58 GP practices in Cornwall, making up 15 PCN's, which are diverse in terms of patient population, demographics, and patient needs. A list of practices with details of the PCN areas and Clinical Directors can be found [here](#):



### Secondary and Acute Care Services

The main hospital sites covering Cornwall are Royal Cornwall Hospital Trust in Truro (known as Treliske or RCHT), and for East facing practices and some tertiary services, University Hospitals Plymouth (known as Derriford).

RCHT also has additional sites at West Cornwall Hospital (Penzance) and St Michael's (Hayle). West Cornwall has an Urgent Care Centre and Acute GP admission process. At St Michael's there are elective surgical services including orthopaedics and breast surgery, as well as many of the outpatient fracture clinics.

RCHT is the largest health employer in Cornwall, employing approximately 5000 people and serving a population of 430,000. It is a teaching hospital for the University of Exeter Medical School. Provision for medical training locally is provided on the main site at the Knowledge Spa. It is home to the only Emergency Department for the majority of the county, as well as the base for maternity services, paediatrics, renal services and acute medicine, plus surgical specialties including urology, orthopaedics, vascular, ENT, ophthalmology and maxillofacial.

Derriford holds many tertiary services including plastic surgery, neurosurgery, cardiothoracics and is the regional trauma centre. The East facing area of the county may also refer to Derriford for many of their other secondary care services; geographically this may be from anywhere East of Bodmin and Lostwithiel. In the North East of the county, some secondary care services may be provided by North Devon District Hospital in Barnstaple.

The Duchy Hospital in Truro is the only private hospital in the county, although there is a private Nuffield hospital in Plymouth.

## Acute GP Service

This is the referral process in for medical admissions in the community and guidelines for the management of acute issues in community where admissions not necessary. They can either assist with direct admission to the medical teams or see people in the same day clinics for investigations and management of ambulatory conditions. Open weekdays 08.00-20.00 or weekends 09.00-18.00. Admissions are either via RCHT or West Cornwall. The phone number for initial referrals is 01872 226263.

Their [website](#) has lots of useful clinical guidance, including around COVID 19.

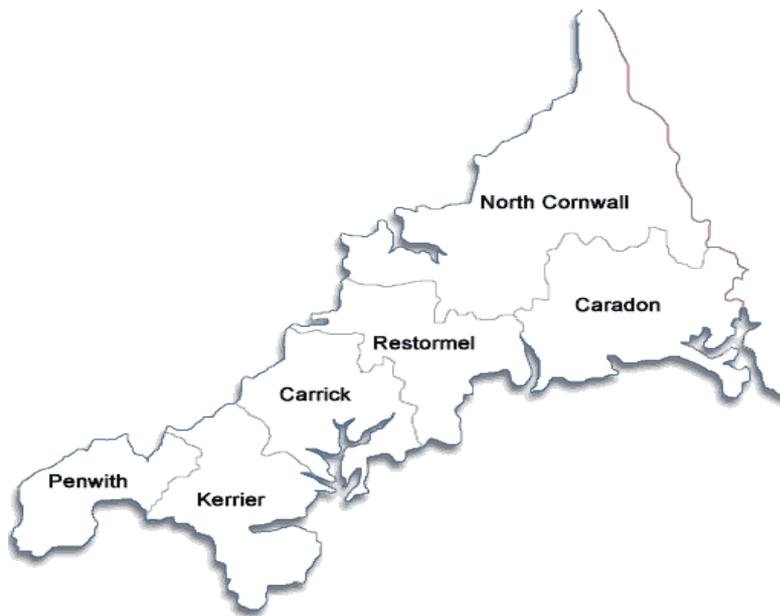
## Community Services

The Cornwall Partnership Foundation Trust (CFT) provides a range of community services. These include the inpatient and outpatient mental health services for adults and CAMHS service, as well as the IAPT service (Outlook South West). CFT are also responsible for the community nursing teams including palliative care, as well as acute care at home (nursing support at home e.g. IV therapy). They run the community hospitals around Cornwall, which host Minor Injury Units and elderly care/rehabilitation units. These are located at:

- Bodmin
- Camborne and Redruth
- Falmouth
- Helston
- Launceston
- Newquay
- St Austell
- St Marys (Scilly Isles): community hospital for the islands with MIU /GP services
- Stratton

MIUs often have differing opening hours and facilities. Live waiting times and up to date information on services available at each can be accessed [here](#):

Many community teams are still referred to the old Cornwall district council areas as per geography below:



## Kernow Health CIC

Kernow Health CIC is a community interest company was set up to support GP practices, and is a wholly owned GP provider organisation delivering NHS contracts across Cornwall including Out of Hours/111 Urgent Care service, together with specialist School immunisations and Eating Disorder services. They also run the Cornwall Training Hub, funded by Health Education England to provide workforce support and development for Primary Care on recruitment, retention, education and training.

## Out of Hours

The contract is held by a partnership between RCHT, Kernow Health CIC and Vocare; and runs 111 and GP OOH service. Most Shifts are available 18.30-08.00 (usually 4-6 hours) and over weekends with varying rates depending on times and days; sessions are NHS pensionable. They employ GPs and other AHPs and have a variety of different employment and contract options. Shadowing and induction sessions are available for those interested in working with them.

There are variety of different shift types; telephone triage, treatment centre (seeing patients booked into clinics) and mobile visiting. They are based out of different treatment centres including Truro (head office), Penzance, Bodmin, St Austell, Helston plus Bodmin, Launceston, Liskeard, Stratton, Falmouth and Newquay.

Contacts for further information: 01872 222400 or by email [rotateam.kernowcic@nhs.net](mailto:rotateam.kernowcic@nhs.net).

## Kernow Clinical Commissioning Group

There is one CCG responsible for commissioning services across Cornwall, which is the Kernow CCG. They operate across 3 integrated care areas, and are based in St Austell.

## Cornwall Local Medical Committee (Kernow LMC)

They are the local committee of elected GPs who support and represent primary care medical professionals in Cornwall and Isles of Scilly, by being an independent representative voice of Cornish GPs. Their remit includes helping address workload and workforce, and they run a number of services including a current job vacancy page, regular newsletter and 1-1 pastoral support service.

They can be contacted here [admin@kernowlmc.co.uk](mailto:admin@kernowlmc.co.uk) or via their [website](#).

## Section 2: Referrals and other service provision

The majority of referrals to RCHT go via the Referral Management Service (RMS); it provides a clinician led service to sift most routine appointment requests to ensure they are appropriate/provide correct information. They also have extensive guidelines for management of many conditions, as well as individual funding requests for restricted procedures. Many of the specialties also provide an [advice and guidance service](#).

Medical secretaries can advise on any exceptions including 2WW referrals and those to other hospital sites.

## Community Nursing Teams

Referral to district nursing teams is via the SERF form; they are based in teams within the different localities. Check with your practice as some may have additional arrangements for patients who already known to them. Community matrons support those with multiple long-term health conditions and those with polypharmacy and recurrent hospital admissions. They can help provide intensive support, recognise and manage early signs of deterioration and prevent unplanned admissions.

## Single Electronic Referral Form (SERF)

Single point of care form used to refer to many community services. This form is directed to the community coordination centre centrally, who then triage how it is followed up. They can be sent from GPs/OOH/hospitals/ambulance service but cannot be self-referred. This can be used to refer patients for home first (acute admission avoidance), acute care at home, district nurses, community matrons, home care, social work and rehab teams. This may include referrals for beds for community hospitals, nursing or residential homes. These require patient details and detail on the [request](#) required.

## Mental Health Services

Community mental health services includes ADHD service, Complex Emotional Difficulties Team (for personality disorders), Early Intervention in Psychosis, Eating Disorder Team, Home Treatment Team (mental health crisis or relapse in community, including for MHA assessments), perinatal mental health teams and integrated CMHTS (community mental health teams). They also provide the IAPT service for Cornwall called [Outlook South West](#); this can be self referral, or referral by a professional.

Local CAMHS service can be directly referred into or via the Early Help Hub. This is a front door access point for early help services that can be used by either health care professionals or parents/young people, and is run jointly by Cornwall Council and the mental health services. There are many advantages to parents being able to make these referrals themselves, including the guidance and access to services this may give. They triage the referrals (usual response within 48-72 hours) to decide if a child is eligible for support and which service is most appropriate. As well as CAMHS, other services that can be referred into include family and parental support, school nurses, health visitors (>2 yrs), SALT and school nurses. Referral forms are available [online](#).

## Addiction Services

These are run by a service called '[We Are With You](#)'. This is usually self-referral, either by phone or online chats. Workers are based in the community, often in GP settings.

## Palliative Care

There are 2 hospices serving Cornwall, based in St Austell (Mount Edgcumbe) and Hayle (St Julias), with inpatient beds and community services. Consultants are based between the hospice sites and hospital, and community palliative care nurses work closely with them (but are employed by CFT). The hospices offer a 24 hour telephone advice line (01736757707) for support and referral requests, along with day case, domiciliary visiting and outpatient reviews. Further information is available [here](#).

## Pre-Notification Forms for OOH

If patients are felt to be at EOL, this can be communicated to the OOH service to give information on their diagnosis, palliative management in place and details on TEP. If you feel they are likely to be in the last 2 weeks of life then this is via the 'pre-notification form'. These expire after the 2 weeks and either reviewing as to if appropriate to re-instate. They are used by OOH to manage expected deaths.

There is another form called the 'special patient note' which can be used to give OOH background information on unwell/complex patients. Unlike the pre-notification forms, these are long standing until removed from the notes.

Both are forms provided to practices which the administration teams then submit to OOH.

## Referral to Coroners

As with other areas, the systems in place for reporting MCCD and coroners referral have changed. Please see the [CCG website](#) on EOL care in COVID times.

If a referral is needed then this can be done via E-95 coroner referral form.

Please click [here](#) for more information on the Cornwall Coroners office.

## Section 3: Your continued Development in Cornwall

### GP Appraisals

When you are moving from a different area, you will need to update your details on the Performers List (via [PCSE website](#). This includes your address, practice details and local NHS England Local Office). Once this is updated, you will then be added to the local appraisal and revalidation database.

Your details on the GMC database will also need to be updated for this. Details for the local SW team can be found [here](#):

## IT Systems

Most practices across Cornwall now use EMIS or SystmOne. Many have recently changed across from Microtest Evolution. Secondary care uses the Maxims programme for accessing results.

## GP Retainer Scheme

The GP retention scheme is supported by the local Cornwall CCG, and welcomes new applications (usually 1 retained GP per practice). More information on local details and contacts for the scheme are available [here](#) or contact Cornwall Training Hub for support at [kernowhealthcic.workforce@nhs.net](mailto:kernowhealthcic.workforce@nhs.net).

## Cornwall GP VTS Scheme

There is 1 VTS (GP training) scheme for most of Cornwall. This is administered by the post graduate centre based at RCHT, as part of the Peninsula Deanery region. There are 4 TPDs locally in charge of the scheme, with an Associate Dean. Most of the secondary care rotations are based at RCHT or West Cornwall Hospitals, as well as some placements in psychiatry inpatient/outpatient settings and community hospitals. There are training practices all over the county from Boscastle in the East, to St Just in West. A full list can be found [here](#). Further information on the VTS scheme is available on their [website](#).

In the East of the county, there may be trainees from Devon based VTS schemes such as Barnstaple and Plymouth.

## CPD

GPs across the county may access their CPD from different sources. Some of these include:

- [Cornwall Training Hub](#) offers a range of courses both clinical and non-clinical. This includes subsidised CPD events run by Red Whale or NB Medical, together with a range of courses and education events aimed at different health professionals within primary care.
- [RCGP Tamar Faculty](#); usually based out of Plymouth:
- [Duchy Hospital](#) runs sponsored evening education events for GPs

- [Nuffield Hospital](#) runs sponsored lunchtime and evening education events on a monthly basis
- [Cornwall Health Library](#) (main medical library at RCHT): offers a range of resources from books, to journals to private study rooms.
- [Kernow LMC](#) run a range of events on a variety of clinical topics.

## Fellowship Opportunities

There are local opportunities to take part in fellowships which are hosted via the Cornwall Training Hub. These are funded by Health Education England, and can be aimed at GPs to allow for educational/portfolio career development alongside their clinical sessions in practice.

### New to Practice Programme for GPs and Practice Nurses

The [New to Practice Programme](#) for GPs and Practice Nurses recruits regularly (currently twice yearly entry points) and is open for those in their first year of working, who are taking up a salaried or partner GP post, or a Nursing Post. The offer differs slightly for GPs and Nurses, but provides a package of support and education.

For GPs this includes those working LTFT (payment and hours reduced pro-rata), and gives GPs the opportunity to undertake dedicated CPD time. This runs over a two year period, with the first year focused on their learning and development as new practitioners, and the second year as the opportunity for portfolio career development. As well as the funded time, the fellowship offers a number of opportunities including mentoring, facilitated peer support sessions, local and regional education sessions and professional coaching.

For Nurses working in Practices, it offers access to Fundamentals Education modules, clinical supervision, and funded CPD.

For further information on either offer, please contact [kernowhealthcic.workforce@nhs.net](mailto:kernowhealthcic.workforce@nhs.net).

## Section 5: Locum Working in Cornwall

If you are looking for Locum work in Cornwall you can join the General Practice Locum Staff Bank, hosted by Kernow Health. This bank provides a pool of staff including Locum GPs to GP Practices across Cornwall. It offers a digital platform for Practices to post shifts, and for Locums to view and book shifts. It is free to join, and there are no additional costs for Locums. It is intended as a shared resource to help Practices fill their short-term vacancies.

To join the bank, you will need to complete an affiliate agreement which can be requested from [kernowhealthcic.workforce@nhs.net](mailto:kernowhealthcic.workforce@nhs.net).

Alternatively, you can contact the Practices directly.

Cornwall Training Hub also provides GP Locums with a range of support, ranging from access to courses, subsidised CPD, and mentoring opportunities. For further information on the support available, please contact [kernowhealthcic.workforce@nhs.net](mailto:kernowhealthcic.workforce@nhs.net).

## Section 6: Flexible Staff Bank

Kernow Health CIC operates a flexible staff bank for all roles working in primary care, from receptionists to pharmacists, Healthcare Support Workers to Practice Nurses. Working on the bank offers you the opportunity to pick and choose when and where you work. Using our online digital platform, you can view and book shifts, and should you choose to, post your availability for Practices to view and book you.

Being part of the bank means you can access benefits including clinical supervision, training and education, mandatory training and uniform. If you are looking to build your skills and competence in primary care, we can help develop you through the staff bank through our Clinical Competency Development Programme.

For further information or to request an application form, please visit [kernowhealthcic.workforce@nhs.net](mailto:kernowhealthcic.workforce@nhs.net).

## Section 6: Useful websites and resources:

- [Cornwall Training Hub](#): provides you with a range of courses, support and resources, as well as a jobs vacancy page.
- [GP Home Cornwall](#): Database website with easy links to local and national guidance, regularly updated
- [Cornwall RMS](#): Referral and clinical guidance for primary care. Written with input from GPs and local consultants. Plus information on advice and guidance services.
- [Cornwall Council Interactive Mapping](#): Full mapping of all house names and numbers across Cornwall. Very helpful for finding hard to reach rural addresses for home visits.
- [Local Formulary](#): local guidance on prescribing.