

## Deep End Wales Newsletter 2 September 2023

### The Deep End Wales project has now been running for a year!

We are now developing the Business Case to continue on from this phase in March 2024. We have been delighted with the engagement from many GP Practices, and the rich sharing of experience. We are beginning to collate the many ideas for solutions and ways forward. Even if these are initially small, such as changing a way of working as a result of engaging with the Deep End project, it helps us to show Welsh Government that the Deep End project is sustainable, achievable and needed:



This newsletter contains several action points for all of us to complete. Please do take a few minutes to help out where you can.

### Please do our short survey!

We understand from our steering group members, who all work in Deep End practices, the barriers to engagement - lack of time, lack of funding for back fill, increasing demand from patients, etc. But we really need to demonstrate this to be able to advocate for you.

#### Action Points:

- Please complete the e-survey:  
<https://forms.office.com/e/Bk643E5ct0>  
If you have any difficulties accessing the survey please contact me
- Your experience is vital to the growth and development of the Deep End Wales movement.

## What's happening

### September Round Table Event

This will be held at the Chairman's Suite (same venue as March 2023), Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ. Thursday September 14th 1 - 5pm.

### Action Points:

- Please let me know if you'd like to book a place by emailing [DeepEndWales@rcgp.org.uk](mailto:DeepEndWales@rcgp.org.uk)
- Spread the word.
- Forward any agenda items to me.
- One person from each Practice will be reimbursed for their time (£300 per GP and £150 for other staff). Of course, you can send more than one person if you like

### Lunch and Learn on Teams

A series of these informal lunchtime online sessions will commence this month. The format will be approximately 30 minutes on the chosen topic followed by 15 minutes for questions. If you can attend this would be an excellent opportunity to network with colleagues and explore opportunities. However, don't worry if you can't make it as we will be recording them for the Deep End Wales Teams channel.

Date	Speaker	Title
Wednesday September 20 <sup>th</sup> 1 - 2pm	Gillian Orow GP	'Growing Health Together: working with communities to improve population health and health equity'
Thursday October 26 <sup>th</sup> 1 - 2pm	Gareth Thomas PM West Quay Surgery	'Practice Finances'
Tuesday November 28 <sup>th</sup> 1 - 2pm	Rowena Christmas GP Monmouth	'Safeguarding in the Deep End'
Thursday December 14 <sup>th</sup> 1 - 2pm	Laura Nielson GP Shared Health Foundation (SHF) Lead Manchester	'Deep End Manchester – challenges and opportunities'
Wednesday January 17 <sup>th</sup> 1 - 2pm	Debra Morgan Nicola Baxter	'Cwmtawe Pathway Service: Developing Person Centred Care for Patients with Complex Needs'
Thursday February 22 <sup>nd</sup> 1 - 2pm	Kathrin Thomas	'Understanding your population'
Wednesday March 20 <sup>th</sup> 1 - 2pm	Looking for speakers/topics	

### Action Points:

- Do you have a specialist interest you would like to present on - we have one session left to fill in March 2024?
- Is there any topic or any motivational speaker you would like to hear from?
- Please let me know if you'd like to book a place. [DeepEndWales@rcgp.org.uk](mailto:DeepEndWales@rcgp.org.uk)

What have we identified so far? We have collected lots of information from the Round Tables and steering group discussions, which we have gathered into a number of themes:

1. Patient literacy and advocacy
2. Recruitment and retention
3. Workload
4. Mental health
5. Complaints and low morale
6. Elderly and co-morbidity
7. Education and training
8. Funding and finance
9. Engagement and communication strategies
10. Reducing waiting lists

We are aware that we cannot do everything at once, so the steering group have chosen 4 of these as priorities, and have a named lead for each one of them. Working subgroups:

- Workload Roger Morris
- Recruitment and retention Nicola Mogford
- Education and training Modupe Obilanade
- Finance and funding Natalie Tebb

They are working hard on behalf of Deep End practices to champion Deep End issues. For example, the funding and finance group have drawn attention to the inequities in resource allocation resulting from the GMS contract and the workload group are looking into safe limits for GPs to see patients.

#### **Action Points:**

- **Do you have a particular interest in any of these topics? If so, please let me know which topic. [DeepEndWales@rcgp.org.uk](mailto:DeepEndWales@rcgp.org.uk)**

#### **Communications**

**Teams: we have our own Deep End channel. This gives the Steering Group protected space for meetings and documents.**

#### **Community Health and Wellbeing Workers (CHWWs)**

The Strategic Program for Primary Care is looking at developing a new role embedded in Primary Care aimed at more deprived areas. They are keen to get feedback and comments from anyone in a Deep End Practice at this very early stage.

These would be lay members of the community who are trained and integrated into local primary care and local authorities. They would work with up to 150 households within a defined geographical location, and would proactively visit households once a month, offering support to all members of the household, regardless of age, condition or disability. This is very different to other link worker or social prescribing roles as they do not focus only on people identifying a need and being willing to seek support. The aim is to increase engagement with preventive health care, including uptake of screening

and immunization. The concept is based on the very successful Family Health Strategy in Brazil and several pilots in England.

If you want to know more, we can share more details: please contact [DeepEndWales@rcgp.org.uk](mailto:DeepEndWales@rcgp.org.uk)

## March 2024

We need to be thinking now what will the Deep End Wales project look like in March 2024?

### Action Points:

- What do you think it should look like?
- What are the barriers and how do we overcome them?
- Have you taken any actions on board or can you share an example of good practice?
- Please forward your thoughts to me.

## What have we been up to since the last newsletter?

### July Round Table Event

This was held at the National Waterfront Museum in Swansea, SA1 3RD. Fifteen practices were represented and we were delighted to see some new faces. Participants split into groups to discuss three key themes:

- Patient and population advocacy
- Mental health
- Elderly and co-morbidity

These brought about detailed discussion and raised some excellent points including a Deep End Enhanced Service. Whilst the project may not currently have capacity to organise such services, we can explore the process ready for when we secure further funding.

Debra Morgan and Nicola Baxter from Swansea Bay Health Board introduced us to the "Complex Needs Support Worker Role" and will detail the role in our January lunch and learn session.

### Twitter

We now have our own Deep End Wales Twitter account: [@DeepEndWales](https://twitter.com/DeepEndWales).

### ITV Cymru

Nicola Mogford, one of our steering group members was interviewed on the Wales at Six programme. Nicola talked about the issues for those living in Deep End communities. Nicola will be applying for Health Care Research Wales funding to set up a Healthy Start course for young parents in deprived communities.

### Research

We have started our first research study after successfully gaining ethical approval last month. This will be led by Dr Louise Thompson, Academic Clinical Fellow, supervised by Professor Fiona Wood. This is a qualitative study of the perceptions of professionals working in Deep End Practices in Wales,

We are fortunate to have Dr Harry Ahmed, Cardiff University as our academic lead and we look forward to a fruitful research partnership in the long term.

### **Engagement**

We are delighted to have made contact with 75% of Deep End practices and welcome those who have yet to engage. Nearly a quarter of practices have completed the e-survey.

If you have any queries or questions contact me, Melanie Peters, Project Manager:  
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