



**Channel Health Alliance is an independent GP Federation
of 26 GP Practices in the South Kent Coast Locality
providing NHS services in the community.**

Service Impact Report 2023 – 2024

The NHS belongs to the people... It touches our lives at times of
basic human need, when care and compassion are what matter most.

The NHS Constitution

CHANNEL HEALTH ALLIANCE

Channel Health Alliance was established in April of 2017. We attained accreditation with the Care Quality Commission, and a CQC rating of good in 2019, which only a few federations have achieved.

As an organisation, we have embraced the continuing challenges faced by health and social care which has encouraged us to provide high quality, innovative services for our diverse population.

Addressing the health challenges in East Kent

In 2016 a document entitled Better Health Care in East Kent, and published by the East Kent Strategy Board, identified the strain on GP services brought about by:

- decreasing numbers of GPs.
- increasing population numbers.
- rapidly increasing numbers of elderly patients in our area.
- an urgent need to increase capacity in primary care in innovative ways.
- to provide care at home wherever possible.
- decrease the burden on our acute services, by preventing people from going into hospital.
- enabling people to get the help and support they need when they need it.

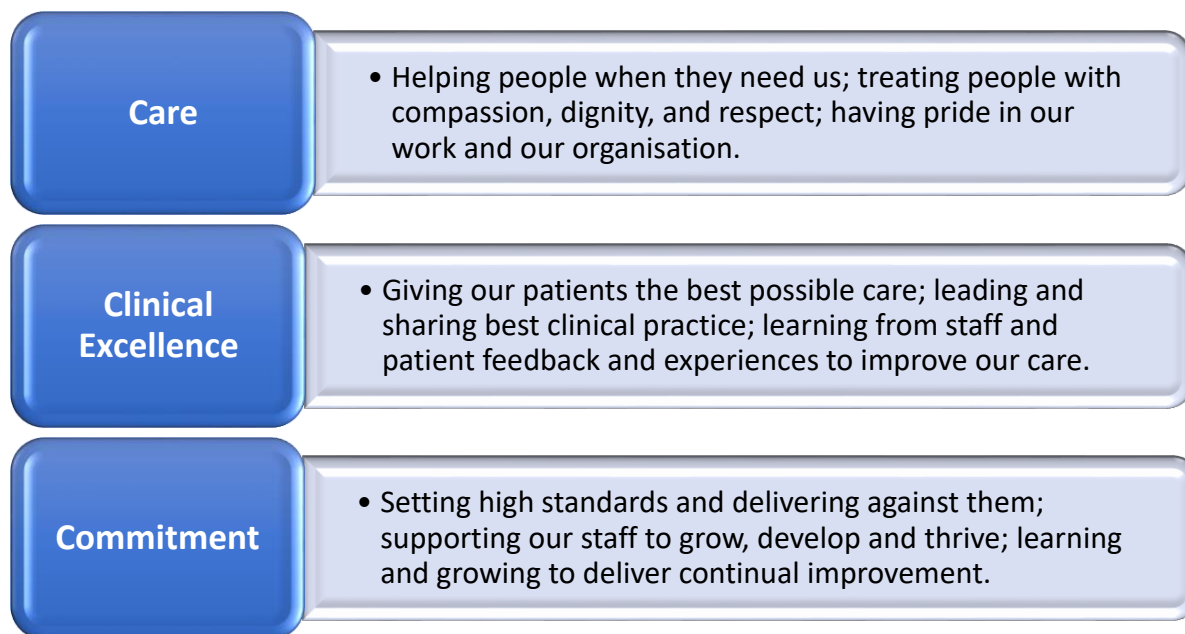
In 2020 a further document published by the Kent Public Health Observatory, recorded countless public engagement events, that highlighted local peoples' key requests:

- for attention to be paid to better ill health prevention.
- for care to be provided as close as possible to home by well-trained and highly motivated people, including proactive primary and local care staff who could ably provide high-quality services.
- for care and treatment to be given at the right time, in the right place.

These reflect the aspirations of the NHS's Strategic Transformation Program in Kent and Medway and are built into the Long-Term Plans aimed at helping to protect the population from re-occurring outbreaks of COVID-19.

Channel Health Alliance passionately supports all these aspirations, and we believe that we have already gone a long way towards achieving them within our capabilities as they currently stand.

Our Mission Statement supports the aims which will meet the challenges.



We believe that providing good quality safe services which are tailored to the holistic needs of individual patients is the paramount goal. The organisation encourages families and carers to be as involved and fully informed as appropriate. Our patients and the communities we serve are:

- at the heart of everything we do.
- fully supported to engage and contribute to decisions that impact on their care.
- engaged in a way which reflects the diverse needs of individuals in our communities.
- enjoying care at home or as close to home as possible outside of a hospital setting.

Engaging with our Communities

Through genuine and consistent engagement with our staff, our patients, and our partner organisations we have developed a culture which builds collaborative relationships which: -

- provide effective compassionate care to our patients.
- develop effective and meaningful patient engagement and involvement.
- share good practice: learning from patients, listening and valuing their contributions and demonstrate the impact of involvement.
- devise involvement pathways which are inclusive.



- build collaborative relationships with external partners and Patient Participation groups.

We supported our community through COVID

- We are extremely proud of our **Home Visiting Service** which works across all our GP surgeries, providing necessary visits to patients in their own home. This team continued working and providing face to face assessment services and added an adapted "hot" home visiting element of the service for the entire duration of the pandemic.
- Our **Urgent Treatment Centre** clinicians in Folkestone and Deal also continued to offer face to face treatments for patients throughout the pandemic.
- CHA offered **remote home monitoring** of Covid positive patients using a range of staff as appropriate from our own workforce.
- Our well documented achievements with the establishment and managing of the **Covid Vaccination Sites** was something we were very proud of. We took over the FOLCA vaccination site from KCHFT towards the end of the first roll out of vaccinations and established other sites in various convenient locations to provide a successful roll out of second and third vaccinations. We also provided a drive-through service for those who really needed it.

What do our Patients and their families think?

Patient and family feedback

Patients are invited to provide feedback in a variety of different formats which include paper, QR code, website and via telephone sampling. Some feedback is provided quite unsolicited.

For example, in January 2024 we received feedback from 198 people regarding our Home Visiting Service. 98% of responders rated the service 8 or above out of 10 and would recommend it to their family and friends. This is not at all unusual, our feedback responses have been quite consistent throughout 2023/24.

Our Home Visiting Service

This team includes nurses, paramedics, and healthcare assistants. They holistically assess the patients' condition and health needs on behalf of the patients GP. They advise the GP of the treatment options and liaise with a range of other health and social care colleagues, as appropriate. They ensure that their patient, and if necessary other members of the family, get the appropriate care and support they need.

We can clearly demonstrate through our patient and family feedback process that we have consistently considered the holistic needs of our patients, ensured the right treatment is provided and given a positive patient experience. This requires fully committed well informed staff who demonstrate the right values and behaviours with the appropriate knowledge, skills, and competence to deliver high quality care.

A small sample of Feedback

- *“I would just like to say that I found both of the above (Nursing staff) efficient, kind caring and helpful”.*
- *“Nurse ***** arrived just as I was about to attempt to clean up my husband and she didn't hesitate for a moment - sleeves up, gloves on and supplied the physical and mental support that was needed - I cannot speak highly enough of her ministrations without any complaint or excuse as to why she couldn't/shouldn't assist “*
- *“when ***** arrived this morning, I found the same warm attitude and useful information was there, no messing about or dithering - just really helpful girls”.*
- *“I like to be fair in my criticisms and my compliments and I am happy to say there were none of the former and plenty of the latter from both of the professionals who visited our home”.*
- *“Fantastic service – thank you for all you did for me!”*
- *Very Happy with care provided, a truly amazing team”*

Urgent Treatment Centres (UTCs)

We work in collaboration with KCHFT by providing GPs and nursing staff who are based at the Royal Victoria Hospital, Folkestone and Victoria Hospital, in Deal. The service is GP-led, open at least 12 hours a day, every day and offer face-to-face appointments that can be booked through 111 or alternatively walk-in services are available. They are equipped to diagnose and deal with many of the most common ailments and injuries that people present at A&E departments.

Urgent Treatment Centres are designed to ease the pressure considerably on our local hospitals, leaving them and other parts of the system free to treat the most serious cases. The teams work alongside other parts of the local care network including primary care, community pharmacists, ambulance, and other community-based services to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend an acute hospital setting.

Staff working in the UTCs have also received excellent feedback – although it is often difficult to differentiate between the feedback regarding our staff and those working for other parts of the network as they work so collaboratively.

A small sample of Feedback

- *“We didn't know this service existed – very impressed thank you”.*
- *“a great service – efficient and knowledgeable”.*
- *“Very happy with the care provided – truly amazing team”.*
- *“The nurse identified other issues with my father that we were unaware of and accessed other support for him and support for us! an excellent service- thank you!”*

Enhanced Access

GP Practices are required to provide access to some services for patients outside of normal working hours – into the evening and over the weekends. Channel Health Alliance provides these services for the primary Care Networks within the federation. We offer wound dressing, removal of surgical clips and sutures, Physiotherapy assessments, and GP and Advanced Nurse Practitioner appointments between the hours of 18.30 and 20.00 Monday to Friday and 9.00 am to 17.00 on Saturdays. This service is well received locally, and we receive excellent feedback.

A small sample of Feedback

- *“Lady was as good as her own GP”.*
- *“Length of time between each appointment is a bit too long”.*
- *“Useful and quick service”.*
- *“Brilliant seen very quickly”.*
- *“Very happy with service helped calm my child”.*
- *“More than impressed”.*

There are many, other expressions of satisfaction and gratitude from our patients held on record, which clearly demonstrates that without our services our local community would be in poorer physical and mental health and using local acute services much more regularly.

Hosted Services

Channel Health Alliance hosts some services on behalf of our local Primary Care Networks, ensuring staff are supported with good management, governance, appropriate training, good engagement and other HR and employment support. The feedback from these services is just as positive as our own services - as we can also demonstrate very clearly.

Care Homes Team

This team works very closely with staff in our local Care Homes and other health and social care service colleagues achieving a multidisciplinary care approach, enhancing the health of care home residents. This ensures holistic provision of care for the health and wellbeing of people living in a care home. Without this support some patients may need to be transferred to an acute hospital for the specialist care they might need. The service was established by Total Health Excellence Primary Care Networks in Folkestone and Dover, following NHS England’s Primary Care Network contract to enhance care in Care Homes. The Team supports the GP Practices in our PCNs areas and serves to achieve the aims of preventing admission to an acute hospital setting, whilst enhancing the lives of people living in a care home.

Workflow to practices

The workflow team support all the practices in our local PCNs areas. They help GPs and other practice staff to manage and prioritise all their incoming correspondence appropriately, a totally invaluable and time saving support to already overloaded Practices. This ensures patients get the right treatment at the right time and in the right place by the most appropriate service.

First Contact Physiotherapists

We provide a dedicated first contact Physiotherapists who supports our PCN practices' patients with assessments and appropriate referral for further treatment. This enables local people with these needs to be seen more quickly and benefit from appropriate and swift referral for ongoing treatment.

Clinical Pharmacists

The Clinical Pharmacists are appropriately qualified to support GPs with medicines management, helping to support our local GPs to manage their workload resulting from increasingly large patient lists and resulting demands.

Ensuring our aspirations are put into action.

By providing these services we strive to ensure that the elderly population in our areas are living a healthier, happier, more independent life, and not using acute services anywhere near as often as they used to because of our services.

Everyone working at Channel Health Alliance has a common goal: to ensure the care provided is as good as it can be; where patients have access to high quality care when they need it. We can demonstrate through our staff feedback and annual surveys that our own staff feel valued and always supported. Our staff are encouraged to speak up and challenge, and where negative comments are received, we act on them swiftly.

Through Involvement in individual care and treatment plans our Patients feel supported by the services we provide. Our patients, their families and carers are consulted in decisions made about their care at all stages of the patient journey. The organisation and staff individually, diligently encourage feedback from our patients regarding their treatment.

Our Board of Directors actively seek demonstrable evidence that services are listening to, learning from, and acting upon the views of patients, and carers regarding the design, quality, safety and efficiency of the care and services provided.

We are proud of our services – whether the staff are directly employed by us or hosted on behalf of the Primary Care Networks. We can clearly demonstrate that without these services the local community would not receive the quality of service that they are currently receiving in their own homes as an extension of their GP services. Our patients would be attending hospital settings much more regularly and putting a further strain on the acute services. We have ensured our services have secured their place in our health and social care economy locally. We have also built a good track record of engaging with our Patients their families, carers, and our partners through consistent networking.

Thank you, Channel Health Alliance!

“Thanks to one of your Home Visiting Services’ Paramedics, seeing my husband at home. and swiftly spotting a developing emergency health episode, he was taken to QEQM. Shortly after arriving in hospital my husband went into cardiac arrest. Had it not been for Dave’s expert, calm assessment and his quick reaction, he would have had his cardiac arrest at home and the outcome would have been so much worse. My husband had a laryngectomy and is now recovering at home – we will be forever grateful to Dave and would love to meet him again to personally thank him!”

