

# GP Primary Choice Newsletter

## New Season, New Excitement



### New COPD Diagnostic Service – N-Tidal

We are excited to introduce N-Tidal within our organisation, a breakthrough CE-marked point-of-care diagnostic solution for COPD, which combines the precise measurement of respiratory physiology using the N-Tidal medical device, and automated interpretation of the data using the diagnostic AI algorithms.

- Appointments take only 10 minutes, compared to the usual hour-long spirometry sessions.
- This means we can see more patients and reduce waiting times for those referred with suspected COPD.
- The device automatically interprets the data and generates a diagnostic report, downloadable as a PDF—no specialist interpretation required.

N-Tidal will allow us to deliver faster, accurate COPD assessments and improve patient care.

Our first clinic was on 1st September and it was a resounding success!

Representing TidalSense, we were joined by Mark Gleeson, MBA, Chief Commercial Officer, and Dr Julian Carter, PhD, Chief Engineering Officer and Founder. From the GPPC team, Donna Harris led the clinic, with Laura on site managing operations to keep everything running smoothly.

It was a fantastic opportunity for collaboration, knowledge sharing, and seeing the impact of our work in action. Here's to many more successful clinics ahead!

This service is currently live across three practices. Soon we will be extending this to all practices that refer patients for spirometry. Under the new pathway, any patients with suspected COPD will first be referred for N-Tidal testing. Only if further assessment is required after this stage will patients then be offered a spirometry test.



# Our Growing Team – Meet Our New Faces

We have so many new faces that they've earned a whole page of introductions!

Over the past few months, we've welcomed lots of new faces to the team, and we're excited to introduce them below. Some you may already recognise from our clinical sites, while others are based in the office or out on the road.

Please take a moment to read about our new colleagues and the skills and experience they bring with them. As we continue to grow, we'd like to give them all a warm welcome and hope they are settling in well.



Melissa

Melissa joined us in June as an administrator and is based in the office. She plays a key role in supporting the smooth running of the urgent suspected cancer referrals to ensure these are managed promptly and with care. Alongside this, she also assists the ADHD team, providing valuable support to both colleagues and patients.



Kelsey

My name is Kelsey, and I work as a Specialist Social Prescriber here at GPPC. I bring 13 years of experience in health and social care, including five years with the Neuro Rehab Team at Colchester Hospital—a role I thoroughly enjoyed. Outside of work, I study Art History part-time, enjoy running, and love travelling with my fiancé.



Vicki

My names Vicki and I am a Healthcare Assistant. I have worked within the NHS for the past 18 years and my last role was in based in the Community Nursing team in Clacton. I've been with GPPC for 3 months now and everyone I have met has been super friendly and welcoming. I am mainly based in Colchester and I help carry out the Derm clinics, Spirometry clinics and bloods clinics.



Rachel

Hi I'm Rachel, I recently joined GPPC as HR Generalist and I am really enjoying my new role. I have around 18 years' of HR experience and I am passionate about positive wellbeing in the workplace.

In my spare time I enjoy being with my two children and my dog, and I can often be found starting a new DIY project.



Sally

Hi everyone, my name is Sally and I have just started working for the phlebotomy unit at Clacton hospital. I have a few interests but my main one is cold water swimming. I have been doing this now for 3 years and still love the feeling it gives me when I get out of the water. For those of you who just go brrrrr you should give it a try! I also enjoy meeting with friends and family for a couple of GNT's and a good boogie, although this has been known to get very messy. I do have some wonderful memories. I also enjoy a good holiday either with my girlfriends or my husband. Our next trip will be a trip to New York just before Christmas. We are going with friends so it should be entertaining. I have 4 children and 5 Grandchildren who also keep me on my toes. I love spending time with them but am by no means a full on Nanma, as they all call me. I look forward to meeting many new people in my new role.

Hi all, I would like to introduce myself to the Company. My name is Donna Jamieson and I have just started working for the Phlebotomy Clinic at the Primary Care Centre in Colchester. I started my role as Reception Administrator on 2<sup>nd</sup> June 2025. In my previous job roles, I have mainly been based at Colchester Hospital working various shifts to fit in around my 2 children. All the experience I have gained at Colchester Hospital I have learnt to prioritise workloads and working well under pressure, whilst maintaining attention to detail on all duties, and helping visitors and patients to the best of my ability which will definitely help me here. On a personal level, I love socialising with friends and family, doing lots of jigsaw puzzles, reading and giving lots of fuss to my German Shepherd (Nala) and my cat (Morgan). If you see me at the Phlebotomy Clinic, come and say hello 😊



Donna



Tracy

Hi, my name is Tracy. I started working here in June as a phlebotomist—quite often affectionately referred to as a *vampire*. I work with a really great team of fellow vampires, and each one of them has made my first few months in this job a wonderful experience. I get to meet and chat briefly with new people every day, and I love that. By working in this department with my colleagues, I have definitely improved and perfected my blood-taking skills. I previously worked at my local doctor's surgery as an HCA, and before that in a clinic that scanned pregnant women. After working in education for 20 years, I wanted to move into the health profession, so I studied hard and got my first job in healthcare at Broomfield Hospital as a Maternity Care Assistant. That role gave me the opportunity to learn multiple skills, including blood-taking, which eventually led me here.

# Update on Services

## SKIN LESION CLINIC

In August, 807 patients were seen across our Clacton, Harwich, and Colchester sites, bringing the total to 10,751 patients since launch. Nearly half (46%) were fully managed in the community, avoiding referral to secondary care, while 43% were referred onto the USC pathway. The average imaging appointment was just over 10 minutes, and most cases were processed within 5 working days. Uptake of the pre-appointment patient questionnaire reached 59%, with Colchester achieving the highest at 66%. Only 3.2% of cases were excluded from DERM assessment, mainly due to technical limitations such as hair or tattoos covering lesions.

It's crucial that we continue to triage patients accurately when booking appointments or when calling to confirm, to help prevent wasted appointments. We've noticed the DNA (Did Not Attend) rate is creeping up for skin appointments, so let's do all we can to reduce this.

Equally important is ensuring patient details are correct in our system at the point of registration. This not only keeps our records accurate but also gives you the opportunity to address any queries or discrepancies directly with the patient.

## SPIROMETRY

We continue to offer spirometry clinics across Clacton and Colchester. Please ensure the following when referring patients:

- Follow the correct referral pathways.
- Confirm that all relevant investigations have been completed within the appropriate timeframe prior to referral. This is crucial to rule out other causes before spirometry.
- Check that the patient has no contraindications and is available for appointments.

Important: If a patient will be away or unavailable for a significant period, they may be discharged back to the GP.

Thank you for your continued cooperation in ensuring smooth and effective patient care.

If a patient contacts their practice to cancel a spirometry appointment, please ask them to call us directly to ensure the message is received and the appointment can be offered to somebody else.

## TARGETED LUNG HEALTH CHECKS

We have recently onboarded an additional practice for the targeted lung health checks, bringing us to active engagement across 13 practices and ensuring all eligible patients are being invited. In addition, we continue to monitor patients who move within the area each month. Soon, we will be inviting a further two practices in Tendring, extending our reach to a total of 15 practices.

Over the next few months, we will be increasing the number of lung health appointments available to ensure patients are seen promptly, while carefully managing the number of CT referrals to avoid overloading the service.

Across July, August, and September, we invited a total of 2,197 patients to participate.

## ADHD

We have been delivering the ADHD service for six months with good engagement from patients and GP surgeries. We continue to support the original eleven Model Three clinics with 3- and 6-month reviews, and have recently started working with four Model Two surgeries on reviews only. Clinics in Colchester and Clacton remain well attended. Of the 467 shared care agreements planned with ESNEFT, 363 have been signed and we are close to completing the rest. The past six months have been busy as we established processes and systems. Thank you for your support—it is greatly appreciated.

## BLOOD CLINICS

Our blood clinics continue to run at full capacity. We are adding extra appointments where possible, but please note the clinic is not a walk-in service and has not been for some time.

While occasional slots may open if we run ahead of schedule, we don't want to set this expectation as patients may be turned away. Urgent blood tests will be fitted in where possible, but waiting times may apply.

Please remind patients to book via the designated call centre number or online – not through reception, as our lines are needed for other services.

September DNA rates were: Clacton 4.1%, Colchester 5.3%, Harwich 4.4%.

We will also soon be able to report on the "Cannot Complete" outcomes recorded in Swiftqueue. This will give us valuable insight into why patients are sometimes turned away—whether due to fasting requirements or difficulties in obtaining blood—helping us improve patient experience and service delivery.





## Introducing Abtrace - Proactive Monitoring and Intelligent Recall

GPPC has purchased Abtrace for all 32 GP Surgeries in NEE for 2 years wef 1/8/25

Abtrace is a digital tool that gives a full picture of health requirements for our population. They have integrated QOF/CQC/SPS for medications and can track patients LTC/medications/vaccines/health checks. They incorporate risk stratification based on the ICB's requirements. Abtrace reduces most of the admin workload around designing searches, running them consistently and aggregating the data via direct server integration with EMIS and TPP.

- **Automated Recall:** System notifies eligible patients for recall, providing explanations, links, and self-booking options, reducing the need for messaging campaigns
- **Efficient Appointments:** Make 'Every Contact Count' by showing all staff any tests required, eliminating the need for patients to return for missed tests in fiscal year.
- **Population Health Management:** Control and filter patient data across national, regional and local KPIs updated daily
- **Realtime Dashboards:** Access real-time data on quality of care to support improvement across the practice/PCN/locality/ICB

GPPC are working with Abtrace to improve the current services and are meeting with each practices individually to ensure the correct training is given.

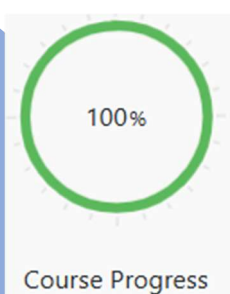
### New Blood Forms – Effective Thursday 2nd October

Please be aware that new blood forms will be in use from **Thursday 2nd October**.

It's important that all staff have read **Laura's email (sent Monday 29th September)**, which contains full details and guidance on the changes.

### Bluestream Training

Where possible, please ensure that all of your Bluestream training is up to date, particularly the mandatory modules. Ideally, all courses should be completed to maintain compliance and stay current with required knowledge.



Blue Stream Academy

### SAVE THE DATE!

We're excited to announce that this year's AGM will take place at Colchester United Stadium on Tuesday 21st October! A Teams invite has already been sent, and full details will follow soon.

# NEWS AND UPDATES

## CONTINUED...

### Annual Leave Reminder



We would expect more than half of your annual leave allowance to be used by now. If you still have a lot of leave remaining, please make sure you get this booked in with at least 4 weeks' notice. Remember, you can only carry over the equivalent of one week into the next leave year – so use it or lose it!

Please do not submit any annual leave requests for 2026 until we confirm that it is open to do so. Any requests made for 2026 before this will not be considered and will be ignored until further notice.

GPPC will be working with selected practices who have the highest percentage of non-responders for Cervical Screening.

The aim is to provide evening and weekend access. We will be making contact with patients to provide a pre-appointment support and also working with practices to ensure that the data in the clinical system is accurate and up to date.

For any queries please contact [admin@gpprimarychoice.co.uk](mailto:admin@gpprimarychoice.co.uk)



### Seasonal Health Reminder

As we move into autumn, it's a great time to look after your health. The days are shorter, the weather's cooler, and coughs and colds start to spread more easily. Remember to:

- Keep moving – even a short daily walk can boost energy and mood.
- Stay topped up – many people benefit from a vitamin D supplement during the darker months.
- Flu & COVID protection – if you're eligible, make sure you've booked your seasonal vaccines.

### REMINDERS FOR GPPC STAFF

Save the Date! 🎄

Our Christmas Party is happening on **Saturday 13th December!** You'll soon receive an email with your meal options, so keep an eye on your inbox over the next few weeks.



A gentle reminder for everyone that the Employee Assistance Programme is now live—please take full advantage of this resource whenever you need support, guidance, or wellbeing assistance.

- **24/7 Access:** Employees can access support at any time, ensuring assistance is available whenever needed.
- **Professional Counselling:** Confidential telephone support and tailored counselling sessions are available to address various concerns.
- **Digital Health Platform:** The "Your Care" platform offers resources for proactive health management, including self-help tools and content for mental fitness.
- **Specialized Support:** The EAP provides guidance on issues such as cost of living, debt management, domestic abuse, and menopause-related concerns.
- **Online Healthcare Services:** Virtual consultations with healthcare professionals are available through the EAP.

**24/7 Helpline: 0330 057 3167**



**MentorEAP**

Access wellbeing support with our Employee Assistance Programme.

# RECENT EVENTS

## The Tendring Show 2025 – Saturday 12<sup>th</sup> July

It was a fantastic day meeting people, offering free blood pressure checks and cholesterol kits, and keeping everyone safe in the hot weather with sun cream from Skin Analytics. Huge thanks to Jo R, Karena, Helen H, Ella, Donna, Laura and Jo for their wonderful support.



## Annual Networking & Celebration Event 2025 – Thursday 18<sup>th</sup> September

The event celebrated cancer support work across Suffolk and north east Essex, with powerful stories shared and local services highlighted. Laura Cook and Kelly Stanford attended, joining others in recognising the inspiring efforts of the community.



## Community Health and Wellbeing Fair – Wednesday 9<sup>th</sup> September

The Community Health and Wellbeing Fair in Harwich was a fantastic celebration of local support and services, with Laura Cook and Donna Harris among those attending.



COMMUNITY HEALTH  
AND WELLBEING FAIR

## East of England Lung Cancer Screening Event – Friday 12<sup>th</sup> September

Kelly and Laura attended the East of England Lung Cancer Screening Event in Cambridge – a really informative day with expert speakers and lots of insights on lung health and early detection.

## Latitude – Sunday 27<sup>th</sup> July

Laura represented GPPC at Latitude to help raise awareness about the lung programme soon launching across Suffolk. A great day with informative talks and fantastic music!

# UPCOMING EVENTS 2025

Cancer Awareness with the SOS Bus –  
Wednesday 15<sup>th</sup> October – Clacton

Innovation Day – Wednesday 29<sup>th</sup> October –  
Newmarket

## WHAT IS COMING UP?

- World Mental Health Day – 10<sup>th</sup> October
- International Pronouns Day – 15<sup>th</sup> October
- Infection Prevention Control Week – 19<sup>th</sup>-25<sup>th</sup> October
- Stress Awareness Week – 3<sup>rd</sup>-7<sup>th</sup> November
- Remembrance Sunday – 9<sup>th</sup> November

## CURRENT VACANCIES

We currently have no vacancies, but stay tuned for future opportunities!

## NEXT EDITION?

We value your input and would like to hear from you! As we plan our future newsletters, we are eager to know what you would like to see included. Do you have any suggestions for how we can make our newsletters more informative, entertaining, or user-friendly? Share your thoughts with us and help us create a newsletter that resonates with everyone!