

Extended opening hours programme

Herefordshire

Number of patients covered: 185,000

Number of practices participating: 24

Names of CCGs covered: Hereford



Service changes we are testing

What are the aims of your pilot?

To ensure the population of Herefordshire has access to a local, fully informed GP or Nurse seven days a week.

To provide a service which results in the best possible clinical outcomes for all patients.

To share and gather data to identify conditions that can be treated consistently and inform preventative services.

To bring together 24 practices in geographically diverse locations to share patient data across all locations.

To develop a data-sharing infrastructure that complies with all data sharing obligations both legally and ethically.

To enhance access to Primary Care for Nursing home residents, adolescents and the housebound.

What was your vision?

To develop a service provided by a sustainable organisation that offers patients continuity of care delivered by a local clinician at a location that most suits them.

What new stuff is happening?

Providing seven day primary care with full access to primary care, with full access to patient records, from 6 hubs.

What's going well

What are your success factors?

We have created a data-sharing infrastructure that is available across multiple sites.

To have 24 Practices actively using the data sharing platform and promoting extended hours.

Create an infrastructure that complies with all legal, clinical and ethical obligations.

What have been your key achievements?

To have implemented a programme that effectively encouraged GPs and practice managers across the county to engage.

To have developed a data-sharing platform that is 100% compliant with the relevant legislation and information governance protocols.

To have established geographically convenient hubs across the county which are fully resourced with GPs and nurses covering the full-extended hours initiative.

We are confident there has been a positive impact on retaining patients in primary care that would have used A&E services.

Have there been any unexpected benefits?

Increased Primary Care resource assisted A&E after a recent major incident in the area.

What is better for patients?

What have patients said about the new service they are receiving?

'I work full time - 44 miles away, so I'm unable to visit my GP during surgery hours unless I take a day off sick or holiday. This availability during a Saturday is fantastic.'

'I'm self-employed so this service to me is convenient to say the least. First class!'

'Quick and efficient service, especially for a Saturday – it's a great idea for a weekend clinic and there's really helpful and friendly staff running it. Thanks.'

'I work away from home all week, and find it difficult to see my own GP in the week, so to have access to see a GP on a Saturday for me is very important.'

'To visit my Doctor I need childcare but now I can visit on a Sunday I am able to leave with my Mum. It really has been a great help.'

What are your lessons learned?

What have been your challenges?

Difficulty in recruiting clinical staff to the programme.

The moving quantum on the measures framework is becoming unwieldy, coupled with difficult to manage IT challenges.

What could have been done differently?

We could have thoroughly challenged the assurances from IT suppliers that robust solutions were already available.

National and Local commissioning strategy could have been agreed prior to project commencement.

What advice might you give to wave two pilots?

Early and proactive engagement with all providers (including practices) will help manage both clinician and patient expectations at a local level.

Have an established entity with CQC registration and Information governance protocols in place prior to commencement to enable faster mobilisation.

We would also suggest strong operational and clinical leadership is required from the outset to enable delivery.

We would suggest all W2 pilots establish relationships with similar successful W1 pilots.