

Extended Primary Integrated Care

Brighton and Hove

Number of patients covered: **125,205**

Number of participating Pharmacies: **19**

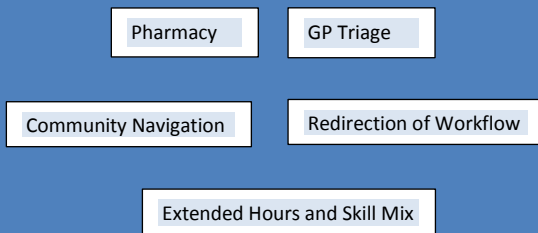
Number of practices participating: **16**

Number of Community Navigators: **21**

Names of CCGs covered: **Brighton and Hove**



Service changes we are testing



EPiC: Aims

For people using services

- To bring **better access, better experience, more choice, better information, safer care,** and to put people in **control**

To work towards a more **sustainable model of General Practice**

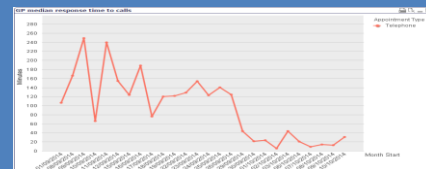
- Up skilled workforce and sustainable training programmes
- Access and knowledge to Community resources
- Change in skill mix, reduction of A&E and non-elective care admissions
- Ability to increase list size without increasing GP numbers
- Time to think- better clinical decisions through an improved working life

EPiC: Vision

That people can access the right routine primary care 8 am– 8 pm weekdays and 8am-2pm on weekends, at a place convenient to them.

What's going well?

GP Triage has reduced response time to patients and increased patient contact.



Benfield Valley Healthcare Hub: Down from over two hours to just 20 minutes median. Already patients are responding as demand is spreading out, and GPs are resolving some 70% over the phone.

We are now offering **Extended Hours** from four host sites, with patients being offered an additional 720 appointments from 8am-8pm weekdays and 8am-2pm on the weekends. Positive feedback has been received from patients and staff. Patients will soon be offered appointments with nurses within this service, to increase choice for people and extend the skills capabilities within the primary care team.

We now have 21 trained volunteers for the **Community Navigation** service. Four volunteers are now offering 16 hours a week for practices to support people with more complex needs, who may be isolated or lonely, and would benefit from accessing community resources.

Five **pharmacies** have now gone live, providing face to face clinical consultations and treatment for common illnesses, as well as reviewing medicines. This means that people are able to access primary care services quicker and in a more convenient place for them across extended hours. All Pharmacists have been very enthusiastic about being able to be involved with delivering primary care to patients within EPiC.

Redirection of Workflow: Testing pathways and processes to reduce the time that GPs spend on paperwork by redirecting it to highly skilled admin staff.

Success factors: Good engagement from Practices. There has been Practice ownership of service redesign areas and strong attendance at action learning sets.

We have utilised a multi- media strategy which has enabled us to engage with people across the city, and nationally, using various, forms, e.g. social media, we have created a website, made a series of short films, press articles, been on Channel 4, and have held a public launch event to raise awareness.

What is better for patients?



EPiC Citizens' Board: We have recruited a Citizens' Board which means that people who use services have been involved from the vision design of EPiC and they are helping us operationalise it. NHS IQ are helping us develop the Board to maximise the impact within EPiC.

Feedback from patients

GP Triage: *"I am really impressed with the efficiency of the new telephone service. I rang this morning and got an appointment for this afternoon!"*

Extended Hours service: *"10/10. Evening appointments very helpful."*

"Perfect when you work late, thought service was brilliant."

Pharmacy: *"Being able to go to Pharmacy for certain things is more convenient and encourages me to book an appointment. I feel in control."*



What are your lessons learned?

Challenges

- We have implemented some quite complex IT systems, e.g. sharing medical records
- Recruitment, particular around nursing staff
- Pace of change. This is a very dynamic, fast paced project which has seen a huge transformational change in a short space of time
- To demonstrate sustainability when all freed up capacity is directed at ever increasing demand and fulfilling people's previously unmet needs

What could have been done differently?

Anticipating some of the IT and recruitment challenges earlier so that appropriate actions could have been taken sooner.

Advice for wave two pilots: Share learning across pilot sites as early as possible into the project.

Peter Devlin, GP, about GP Triage: *"I felt in control for the first time."*

Reggie Sangha, GP, about EPiC: "Improved patient experience" and "new way to collaborate with other practices."

Mike Ott, Practice Manager, about EPiC: "Enhanced networks and relationships.", "GPs can spend more time focusing on patient care."; "Through this collaboration we are now also able to offer vastly increased numbers of extended hours appointments to patients across the week and at weekends."