

One Care Consortium

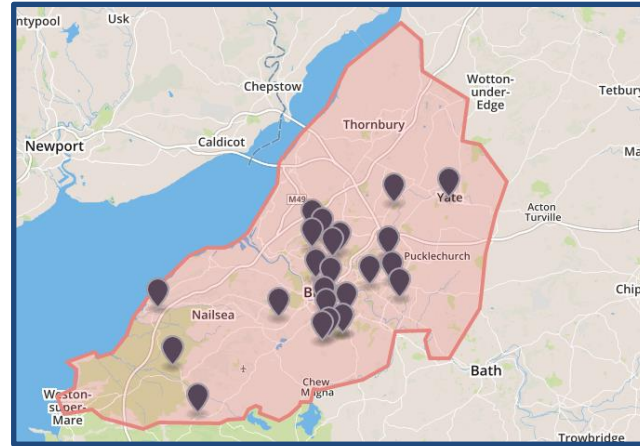
Bristol, North Somerset and South Gloucestershire

Number of patients covered: 236,260

Number of practices participating: 23

Names of CCGs covered:

Bristol, North Somerset and South Gloucestershire



Service changes we are testing:


One Care's vision is to create an integrated and effective approach to the delivery of primary care across Bristol. North Somerset and South Gloucestershire, providing seamless seven-day week care to patients.

We are currently piloting pre-booked weekend reviews with a GP for patients with a specific clinical need.

What's going well:

- Our pre-booked weekend reviews with a GP
- We have developed our model for consistent and timely telephone access to urgent care, 24 hours a day and 7 days a week
- We have agreed our approach to managing patient demand for primary care services through online self-care advice, signposting and access to clinical consultations

What is better for patients?

-  Computer access
-  Weekend access
-  Appointment access
-  Patient record access
-  Access to GP specialisms
-  Access to information
-  Service access
-  Phone access
-  Access to medications

What are your lessons learned?

Our key challenges have been:

- Driving change and innovation at scale within the required timescales
- Ensuring that all stakeholders have a shared and common understanding of our vision and service model

Our advice to Wave Two pilots is:

- Be realistic about the timescales and lead times you are working to
- Ensure you have a purpose and plan that everyone supports