

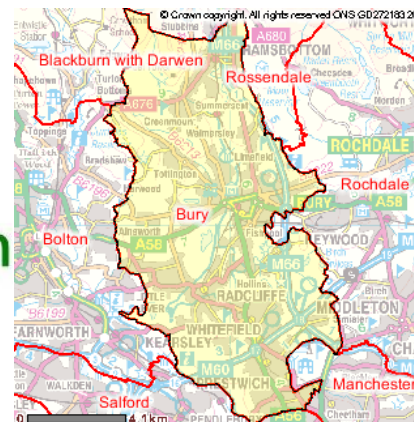
# Easy GP

## Bury, Greater Manchester

Number of patients covered: **195,000**

Number of practices participating: **30**

Number of CCGs covered: **1**



### Service changes we are testing

- We are creating a large scale Bury-wide extended GP service
- Our vision is to make GP services more convenient for patients, to better value people time and give control to the Patient
- We are offering:
  - Evening, Weekend and Bank Holiday opening hours
  - Telephone consultations as a standard alternative to a face to face consultation
  - Support to increase use of online channels (prescriptions and appointment booking)
  - A comparison style website to help patients make better choices

### What's going well?

- **30 GP practices have collaborated** to design a single extended hours service for Bury's 195,000 patients
- All 30 practices have agreed to offer telephone consultations flexibly at times that suit patients
- In Practice Systems Ltd, our GP IT provider has accelerated delivery of record sharing solutions to support our service model
- Local GPs and practice staff have volunteered to work the additional hours required by the service
- The number of patients registered for online services has doubled since the start of the PMCF pilot

### What is better for patients?

- Any patient can see a GP at any of the extended hours locations (not restricted to their own practice)
- Patients have more flexibility about where, when and how they see a GP
- Equitable access to GP services for all Bury residents
- Patients have confirmed they want more detailed information about GP services, what is available and the best fit for their needs
- A public and staff awareness campaign will help everyone understand what is on offer
- Flexibility to redesign services to offer more capacity at popular times to meet patient needs

### What are your lessons learned?

- The GP and practice workforce is willing and available to support extended hours
- Practices require significant additional support to deliver new, consistent services at scale
- Strong leadership is essential to achieve a consensus and to drive 30 organisations forward....and this takes time!
- There are 1,000s of opinions!! So:
  - ensure there are clear links between all initiatives....
  - constantly communicate and explain these links....
  - ....and then hold your nerve!