

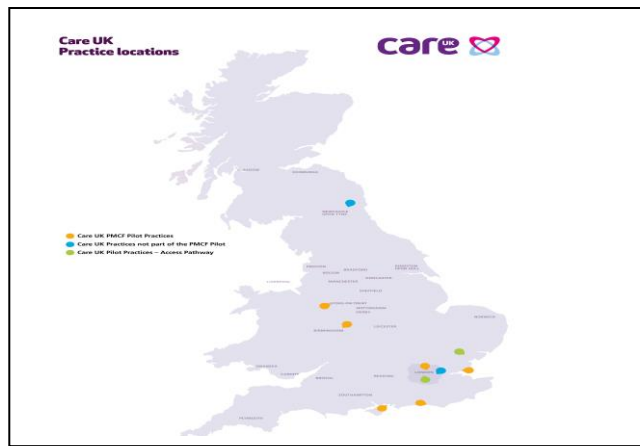
Care UK Pilot

National

Number of patients covered: 43,000

Number of practices participating: 8

Number of CCGs covered: 8



Service changes we are testing

What are the aims of your pilot?

- Improve access to primary care services for our patients
- Improve choice for our patients, in terms of when and how they can interact with their GP Practice
- Provide improved job satisfaction for our practice teams by enabling them to provide better patient outcomes

What was your vision?

- Establish a scalable solution that fulfils the above aims, that can be replicated across our own GP practices and externally to meet the ever-increasing demands on primary care services in the UK.

What new stuff is happening?

- 24/7 access is being piloted at 2 of our GP Practices
- Interactive text services have been rolled out at 2 pilot practices and will be rolled out to the remaining 6 practices by Christmas
- WebGP tool is live at 2 of our pilot practices, enabling patients to access online tools to manage their healthcare needs including self-help options and the option to submit a consultation request online.

What's going well

What are your success factors?

- Going live as planned on the 8th September with the access pathway, utilising a central hub approach
- Making changes as required quickly and efficiently
- Measuring, reviewing and re-evaluating our plan consistently
- Engaging with staff to work in different ways
- Supporting sites with good communication channels

What have been your key achievements?

- Patients at our pilot practices have improved access to GP services including 24/7 phone access to their practice
- More choice and convenient communication channels through the use of technology (Web GP and Mjog)
- Centralised admin functions

Have there been any unexpected benefits?

- Reduction in DNAs as a result of interactive text options & changes to the appointment booking system
- Reduction in unscheduled registered patient use of our walk-in services due to improved appointment access

What is better for patients?

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

To date we have had some encouraging feedback from our patients. Some example are provided below.

About the Access Pathway:

'Thanks for sorting out my problem, I thought I was going to have to come in'; 'Brilliant, I didn't think I'd get an appointment today'

'I don't have to phone as soon as the surgery opens and wait in a phone queue for an on the day consultations anymore'

'Patients don't have to take time off work to receive treatment, that has got to be a good thing'.

About Web GP online tool:

'Online consultations are convenient'

'Simple and straightforward'

'Convenient and prompt response'.

What are your lessons learned?

What have been your challenges?

- Mobilising a consistent and stable workforce within the context of a pilot
- Smart cards
- Accessing two different clinical systems to enable read/write access by clinicians at the central hub

What could have been done differently?

- Robust training plan for go-live
- Have a clinical leadership structure in place for go-live
- Secure clinical systems expertise early in the process
- Utilise the PMCF network more – we are all working towards similar outputs and goals
- Secure business analyst / health economic expertise earlier

What advice might you give to wave two pilots?

- Utilise the NHS IQ resources and in particular the narrative sessions
- Start staff engagement asap – involve them and ensure you communicate effectively in an open, honest and transparent way
- Clear communication - make it clear that we are trying something 'different' and expect changes as we develop a new way for our patients to access services. Clearly set out your end goal and keep a simple and consistent message
- If smart card are required, contract with the providers to protect time and resources for when need it
- Engage with clinical system providers from the onset.