

Integrated Primary Care Access Devon and Cornwall

Number of patients covered: 1,670,000
Number of practices participating: 230
Names of CCGs covered:



Service changes we are testing

- How will longer opening times support local communities, such as those with high numbers of elderly people and rural areas
- Redesigning urgent care services in Cornwall to improve access to primary care.
- 7 day case management/virtual ward for circa 6,000 frail elderly patients in S Devon and Torbay
- Bookable weekend access in 4 centres and supporting general practice 'at scale' development in NEW Devon
- IM and T intra-operability and maximising technology

What's going well

- Piloting new ways to reduce demand on the system such as urgent care redesign and case management of the frail elderly
- We already have 15 different live schemes to improve access in an range of ways and scales
- Recruitment challenges for GP's has led to new innovative alternatives such as increasing the role of pharmacists and MIU nurses
- Being part of GP development and solutions



What is better for patients?

- Patients tell us how 7 day case management has avoided hospital admissions and improved end of life care
- Patients in Cornwall like local access to urgent care centres and extended role of MIUs
- Use of technology like Health Hubs encourages self-care and ensures quality time with clinicians
- Pre-bookable weekend appointments offers convenience for those who need it and helping meet urgent care demand



What are your lessons learned?

- It takes time to make improvements of this scale
- Be adaptable – if you experience issues make changes quickly so the opportunity to pilot is not lost
- Aligning pilots to existing priorities and testing they have a positive impact on urgent care makes them sustainable.
- Project management is key and wave two bidders should start work now so you hit the ground running if successful

