

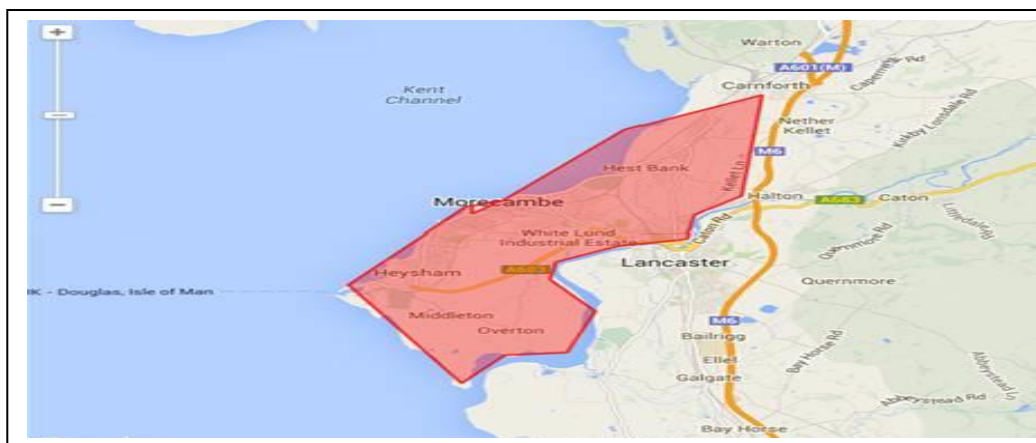
Opening Doors

Morecambe and Lancaster

Number of patients covered: 61,000

Number of practices participating: 5

Names of CCGs covered: Lancashire North



Service changes we are testing

Five practices in Morecambe are offering 8am to 8pm seven days a week services for 61,000 patients through a central hub. This includes a GP-led phone-based triage system to guide patients to the right service for their health needs. Patients also have access to an improved range of minor injury services, including treatments for fractures, cuts and sprains, to avoid hospital admissions, with an out-of-hours X-ray service. In addition to this the pilot is launching a telehealth app being rolled out to promote self-care and reduce GP attendance.

What's going well?

The engagement and support provided by the existing GP's and receptionists has been pivotal in the success of the pilot. No additional GP recruitment has been necessary.

The pilot has reviewed and developed new patient pathways to support patient flow between 111, OOH and A+E. This ensures the patient receives the most appropriate care at the appropriate time and place.

Evolved the bid to use Local Professional Networks to address access to dental, pharmacy and eye-care services.

What is better for patients?

The weekend bookable appointments are very popular with working people and they are very much in demand. To the extent the pilot is considering increasing the number of appointments available.

Patients can now speak with a GP with access to their clinical history 12 hours a day 7 days a week. This allows the GP to provide the advice and is deflecting patients away from 111, OOH and A+E.

Hi Zaphod, can you text me your blood pressure reading please? Text e.g. "BP 129 72" Thanks Flo

What are your lessons learned?

Employing a project manager alongside a clinical lead to mobilise the pilot is fundamental to the success of the pilot and speed of implementation.

Delivering the pilot is only the beginning the real challenge is ensuring sustainability and the pilot should not lose sight of this.

Ensure stakeholder buy in including:

- Engagement of clinicians and all practice staff
- CCG and alignment with commissioning intentions
- Wider primary care community.