

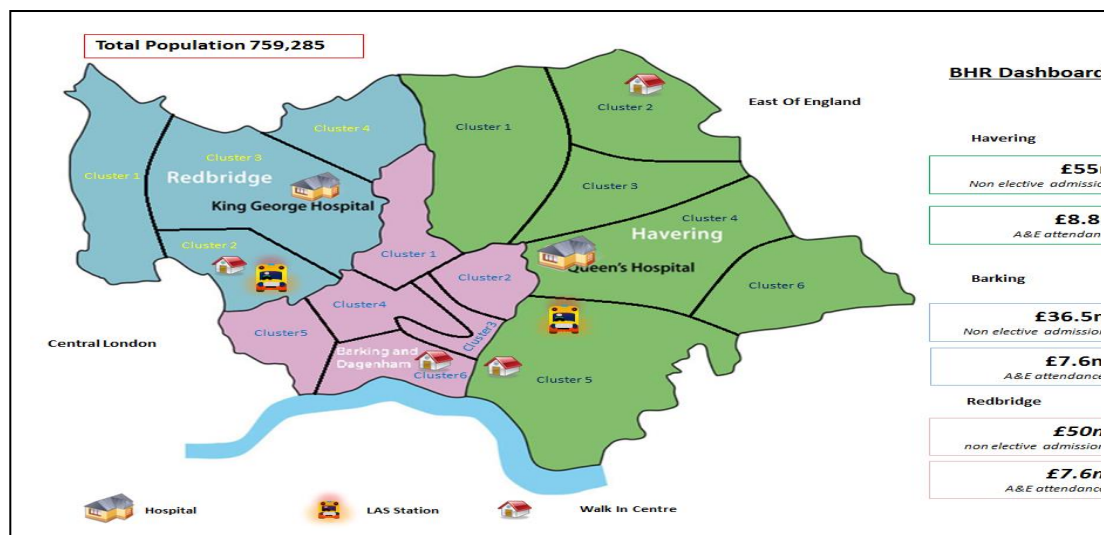
Better Access, Better Care, Better Lives

North East London

Number of patients covered: **759, 300**

Number of practices participating: **137**

Names of CCGs covered: **Barking & Dagenham, Havering and Redbridge**



Service changes we are testing?

- Improved access
- Complex primary care practice

Objectives:

- Primary care is more accessible with 50,000 patient contacts made available by March 2015
- Increased patient experience from baseline measure by March 2015
- Ensure the value of care cost/quality ratio improves by March 2015

What's going well?

A new clinical model for primary and acute services has been developed and commissioned to test a radical new service delivery model.

Engagement of local practices to establish GP federations, generating new GP leaders locally.

Three GP Federations working with local acute and OOHs provider to improve A&E and system performance.

GP hubs opened in early September.

Engagement of all commissioners in the programme.

What is better for patients?

Patients have a new opportunity to access urgent care appointments outside of traditional GP core hours.

Patient with five+ LTCs have the opportunity to register in a new dedicated service tailored to meet their ongoing health and social care needs.

Provider survey indicates high patient satisfaction levels.

Service models are being redesigned, with patients, to address deficiencies across the health economy.

What are your lessons learned?

Not to underestimate the scale of delivery, the timeframe required to open services and information governance issues.

Ensure all local stake-holder are kept engaged, as there will be a lot of interest in the PMCF.

Healthwatch can be very supportive in working with patients and clinicians in designing the service model.

The regulations around the commissioner provider split are a big challenge.