

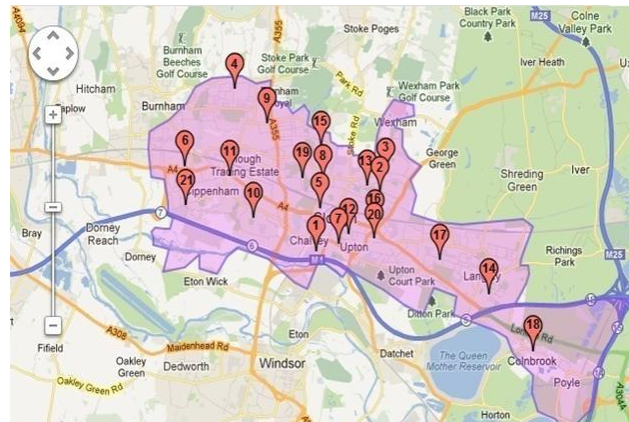
Steps to the Future

Slough

Number of patients covered: 148,000

Number of practices participating: 16

Names of CCGs covered: Slough CCG



Service changes we are testing

Our journey began with one simple public question *"I can't get an appointment with my GP – how can you help me?"*

We asked our patients and the public what 'Great' primary care would look like in Slough and their insights gave us so much more than just providing additional appointments. Together, a shared vision was created *'Steps to the Future'*



Our aims:

- To reduce the number of people that attend A&E
- To reduce the number of people that are admitted for non-elective episodes of care
- Improve patient satisfaction with access to a GP / primary care services

What's going well

▪ A co-designed approach led by patients and GPs

Significant engagement took place with our patients and practices to understand what 'great' primary care would look like in Slough, and how it could be delivered.

▪ Full implementation within four months

From being awarded the PMCF in April, Slough had seven-day GP access in place by August with practices open until 8pm weekdays, and from 9am until 5pm on weekends. This is being delivered by four 'Cluster' hub practices.

▪ Committed and motivated staff

The dedication and hard work shown by our GPs, nurses and practice staff has been outstanding in making this pilot work.

▪ Focussed GP appointments

Doctors have more time to see and support patients with particular complex and long-term health needs.

▪ Positive patient feedback and satisfaction

A recent patient survey showed that over 97% of patients are "Satisfied" or "Very satisfied" with the new service.

Our engagement work and patient insights also led to 11 additional projects, funded through the PMCF. Highlights include:

- **School Education Programme:** Harnessing 'Pester Power' with GPs visiting local primary schools to help teach children, and in turn their families on the appropriate use, and cost of NHS services.
- **Text Service:** A two-way service for appointment reminders and public health messages, and for patients to cancel appointments.
- **Group Consultations:** GP and nurse training so they can facilitate group consultations for those with long-term conditions, to help support them to self-care and know when to seek help.
- **Simple Words:** To reduce the use of jargon and 'NHS Speak' during patient consultations.
- **Wellbeing Project:** Using IT to create a database of exercise and community groups across the local area to help inform and encourage patients to live, and maintain, a happy healthy lifestyle with peer support.
- **Self Help Groups:** In all practices. Opportunity for people who have a shared, health-related interest to come together, to support each other, and to learn from one another.
- **Do Not Attend (DNA) Campaign:** To understand why patients DNA, and its impact on local practices.
- **Development of Patient Reference Group (PRG):** The PRG is made up of patient representatives across Slough's 16 practices. They are taking a lead on and/or supporting many of the additional PMCF projects.

What is better for patients?

- *"A really good service and very convenient"*
- *"The surgery and staff are brilliant – nothing is too much trouble"*
- *"Finally appointments for people who work full-time"*
- *"Good service and saved us taking child into A&E"*
- *"Service on Saturday really helps working parents"*
- *"I did not feel rushed and all of my questions were answered"*
- *"It was very helpful having an appointment on a Sunday rather than a weekday"*
- *"Very good service as not my normal surgery"*
- *"Weekend surgeries are very good as my children are free to come with me"*
- *"I felt like I mattered"*

Both PPG members and practice teams independently described and agreed that being 'supportive'; 'community enhancing' and working 'together' best described everyone's best contribution to this work. Practices and PPGs will know they are doing their best work when they have achieved this. *'These last two meetings have made the difference... we're doing it'*

What are your lessons learned?

- Truly listening to patients has generated innovation.
- The power of engagement which led to a co-designed scheme with our patients and GPs.
- What can be achieved when you all share a common vision and are determined to succeed.
- The value of working with external experts like NHSIQ.
- Don't underestimate the challenges of creating a seamless IT support system.
- Importance of having dedicated programme management functions.
- Be realistic about costings and budget – always have a contingency!