

Integrated South Kent Coast

Folkestone & Dover, Kent

Number of patients covered: 109,746

Number of practices participating: 17

Names of CCGs covered: NHS South Kent Coast



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Service changes we are testing

What are the aims of your pilot?

- To improve patient access to GP services to 8am - 8pm 7 days a week
- To improve access to Mental Health services
- To test ways of developing 7 day working

What was your vision?

- To develop a fully integrated primary care service accessible by all the local practices, which is available 8am-8pm 7 days a week

What new stuff is happening?

- Integration with GP clinical systems
- 308 additional GP appointments
- Paramedic Practitioner appointments and visits

What's going well

What are your success factors?

- 308 additional GP appointments per week
- Practice clinical systems integration
- Paramedic Practitioner visiting
- Full GP rota for November, December and most of January

What have been your key achievements?

- Collaboration and integration with GP practices
- Collaboration and integration with local organisations such as community trust, hospitals trust and ambulance trust

Have there been any unexpected benefits?

- Opportunities for integration in other areas have arisen due to increased collaboration

What is better for patients?

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

- The patients like that they have more appointments available to them and they can see a GP sooner – 308 additional GP appointments available per week
- Appointments are now available at weekends and evenings
- Local GP practices are working closer together and learning on best practice is being shared

What are your lessons learned?

What have been your challenges?

- Implementing IT systems
- Finding the right people in various organisations to achieve the desired outcomes

What could have been done differently?

- More time taken in setting up IT systems in advance
- What advice might you give to wave two pilots?
 - Start conversations with all stakeholders including the Clinical Systems providers as early as possible
 - Organise the logistics of the processes and functions as early as possible