

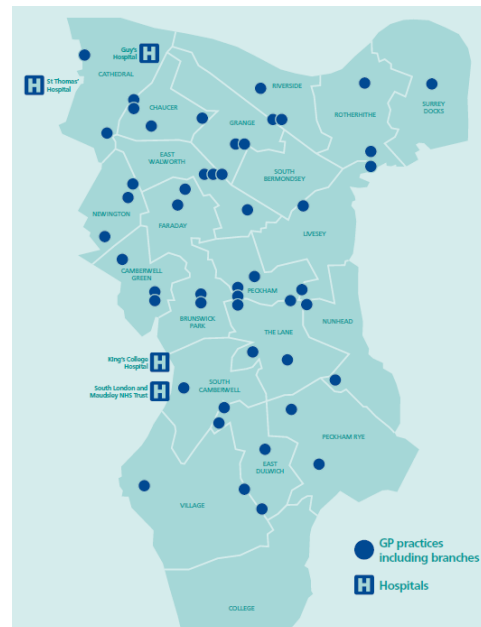
Extended primary care service

Southwark

Number of patients covered: 305,038

Number of practices participating: 44

Names of CCGs covered: Southwark



Service changes we are testing

Service: 8am-8pm 7-day-a-week GP services - two clinics accessible via general practice or GPOOH telephone management

Vision: Putting GPs at the heart of providing local health services – routine and urgent needs

Rationale:

- Variability in quality, access to services and patient outcomes
- Increasing demands upon primary and community care health services
- Patients find it difficult to navigate the system
- Over-reliance on unscheduled care services

What's going well

- New service launched in south Southwark on 11 November
- Delivered by GP Federation. Practices engaged and co-designed the service model with patient input
- Partnership working between the CCG and local providers
- Challenge Fund money to support set-up; CCG has invested an additional £2.1m annually to commission services on a recurrent basis

What is better for patients?

- Access to GP services in the evening and at weekends
- More appointments
- Shorter waiting times
- Shared patient record - increasing continuity of care
- Increased GP registration

What are your lessons learned?

- Keeping everyone engaged whilst working at pace
- Supporting development of new organisations
- Ensuring shared understanding
- Clarity on what this means for practices early on – making it 'real'
- Sufficient time for practice readiness to implement service model in a consistent way