



Number of patients covered: **64,000**

Number of practices participating: **6**

Names of CCGs covered: **Wakefield**

Service changes we are testing

Our Vision – Primary Care 2.0

A new model of primary care that is responsive to the needs of the 21st century citizen, embraces digital, preserves tradition and is a sustainable and a rewarding place to work

Seven days, 8am to 8pm routine and urgent availability.

Dedicated Extended hours Hub premises.

Video consultations.

Email messaging.

Front-line physiotherapy practitioners.

Pharmacy co-ordinator.

Integrated social worker.

Care Navigators & Primary Care Health Champions.

Social Prescribing.

Close working with Voluntary & Third sector.

HealthPod outreach service.

Unified Communications between professionals.

Care Home Project.

Virtual Ward Rounds.

Local Service Directory.

Care Navigation App, Web and Kiosks.

Schools App building project.

App Library.

GP Federation.

Integrated community services, Local authority and mental health services.

What's going well

HealthPod is commissioned and ready to go.

Physical access hub designed and commissioned, soft launch completed service launched on 24th November 2014.

Care Navigation service directory built and live.

Physiotherapy commissioned and in place and being rolled out across the practices.

Excellent model for **patient engagement** and well developed approach.

Schools App Project to promote health and wellbeing and coding in schools – plans to link to Dental health for children. Support from Microsoft secured.

Excellent **engagement with community pharmacies** with range of plans in development including innovation around medicines and falls prevention, application for Pharmacy First.

Care Home project to create virtual ward rounds and improved care and support. Strong support from local consultants and care homes.

What is better for patients?

Our plans are still unfolding but some of the key improvements already in place are:

Rapid, local response to urgent out of hours requests.

Being part of designing the changes to services with multiple avenues to engage and affect the model.

Additional investment in the local area where digital services and the legacy of the pilot will improve access for good.

Front line physiotherapy for minor musculoskeletal problems shortening wait times and delivering expert assessment and signposting.

Additional routine capacity to support a 'working Wakefield'.

On-line service directory already live.

What are your lessons learned?

Challenges:

The time and effort required to maintain engagement across the Federation and all stakeholders.

The scale and ambition of our change program.

Investment needed in project management support and communication and engagement dedicated resource.

What we could have done differently:

Budgeted for more project support.

Advice for Wave Two:

Do not underestimate the time and resource required to maintain stakeholder engagement.

Secure on site secure ICT support to combat the huge technical challenges and scale of resources required to effect change.

Be ambitious and present a compelling vision.