

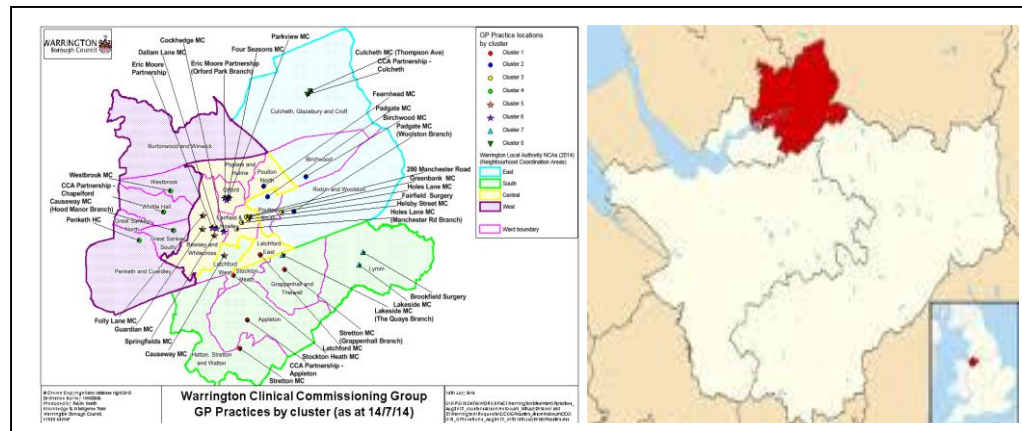
# HealthPlus Warrington

## Cheshire NW England

Number of patients covered: 208,000

Number of practices participating: 29

Names of CCGs covered: Warrington CCG



### Service changes we are testing

To implement a primary care home model across Warrington, Clusters of Practices in populations of 30,000 are working to transform primary care and create a more sustainable future for general practice

Warrington Health Plus is 'your usual GP Practice PLUS:'

- More focus on **keeping healthy & taking care of yourself and your family**
- More **care closer to home**
- Health and wellbeing services more **joined up**
- More **coordinated care**
- **Improved access to services**

Clusters working together since April 2014 on a substantial change programme including extended access, care homes

### What's going well

Practices collaborative working

Practices local projects for improvement

Advanced access projects

Establishing a social enterprise primary care provider

Engagement and clinical leadership

Informatics – primary care access project real time demand and capacity tool

Risk stratification new system ACG based model

Shared record systems for extended access

### What is better for patients?

So far...additional access, 10,000 additional appointments per month to date, more to follow

Guided care model demonstrated and now being rolled out to more clusters. People with Long Term Conditions (LTCs) get extra time with nurses to better manage their health.

Nursing homes integrated primary care team being rolled out November 2014

### What are your lessons learned?

Pace is challenging

Excellent clinical leaders can move mountains!

Engagement and relationships are the most important success factors

Communications is a key factor – wide whole system communication required, repeat and repeat, this is large scale change

Take up as much OD support as possible, we really benefitted from PGP, NHSIQ large scale change programmes, and taking precious time to develop thinking