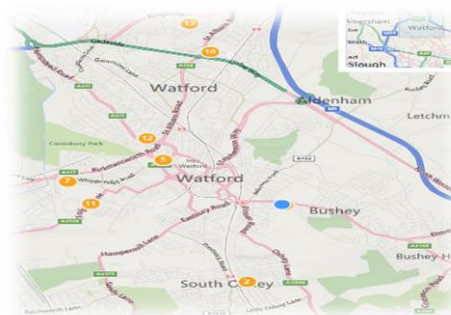


# Watford Care Alliance



A Prime Minister's Challenge Fund Project



## “Transformational Innovations in West Hertfordshire”

Number of patients covered: **111, 194**  
 Number of practices participating: **12**  
 Number of CCGs covered: **Herts Valleys CCG**

### Service changes we are testing

We believe in the NHS. We believe in the power of Primary Care to innovate. We believe in excellence.

#### WCA has five main work streams...

- Evening and Weekend Extended Access to General Practice
- An Integrated Health and Social Care Team to reduce non-elective admissions
- Telemedicine for Care Home Patients
- Weekend phlebotomy
- Practice based Sexual health services



### What's going well



What are our success factors?

Energy; enthusiasm; drive; close teamwork; supportive relationship with NHSE; perseverance; service improvement methodologies....

#### Key Achievements to Date

- Fully staffed extended hours rota of local GP principals
- IT solutions to allow safe consulting of patients between surgeries
- Cohesive and productive relationship developed between the WCA practices
- Commended by National Metrics team on quality of data collection

**Over 3,000 patients have been seen in our Extended Hours Service to date**

#### Unexpected Benefits

We have been able to commission an enhanced community palliative care provision with an overnight sitting service to provide 24hr care aimed at allowing dying patients to remain in their own home.

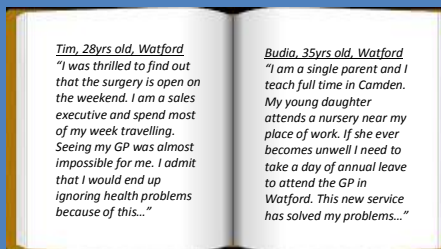


### What is better for patients?



Our iPad based Patient Evaluation exercise has revealed broad levels of support for our pilot...

#### What the patients say...



"Very good to see the GP open at weekends. Fits in well with work commitments."

"Great idea to have this evening service"

- 97% would recommend WCA to Family & Friends
- 95% of patients rated care as either "Good" or "Excellent"
- 26% would have gone to A&E or OOH if our service wasn't open

### What are your lessons learned?



**GP Clinical System Interoperability has been a colossal challenge**



#### What could be done differently?

- We underestimated the administrative support we would need
- More training for reception staff on new IT systems before "Going Live"

#### Our advice to Wave Two pilots...



**Collective Leadership = Inspiration & Innovation**