

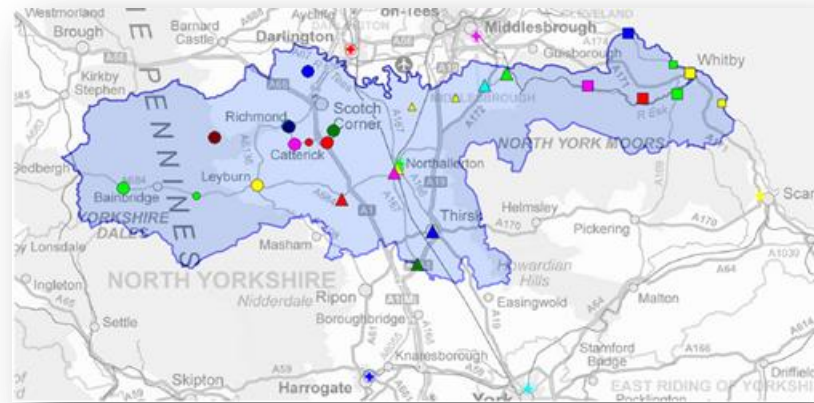
Together As One Community

Hambleton, Richmondshire & Whitby

Number of patients covered: 142,000

Number of practices participating: 21

Names of CCGs covered: NHS Hambleton Richmondshire and Whitby CCG



Service changes we are testing

The Aims of the Pilot:

- Create a fully constituted federation of GP practices
- Operational service delivery across Whitby for 7-day working
- Redesign community services in Whitby
- Development of 7-day working service delivery model in Hambleton and Richmondshire

Our Vision ...

'... provision of high quality care for local people, delivered by local clinicians, whom you know and trust to care for you'

What's going well

Key achievements:

- 21 GP practices agreed to form/join an Alliance
- Heartbeat Alliance fully formed and operational
- Successful delivery, on schedule, of extended hours across Whitby and surrounding area
- 86% extended hours appointment uptake on weekday evenings

Unexpected benefits:

- CSU relationship and capability has developed beyond expectations
- Invaluable support and information sharing with/from other PMCF pilots

What is better for patients?

- Approach used provides longer appointments for patients to discuss more complex needs than would be possible during normal hours
- More choice and increased flexibility of appointment booking for patients
- Patients able to access their own surgery beyond usual opening times
- Patients particularly appreciate the availability of additional appointments on a Friday evening

"It's great that I can pick up my prescription on the way home from work"

What are your lessons learned?

Challenges:

- Clinical system integration
- Insurance cover for nursing staff
- Services such as diagnostics and phlebotomy not available to support extended hours service
- Rural nature of Hambleton and Richmondshire
- Procurement process surrounding Whitby community and acute services contract re-tender

What could have been done differently?

- Commence engagement with practices in Hambleton and Richmondshire (phase 2 of pilot) much earlier