

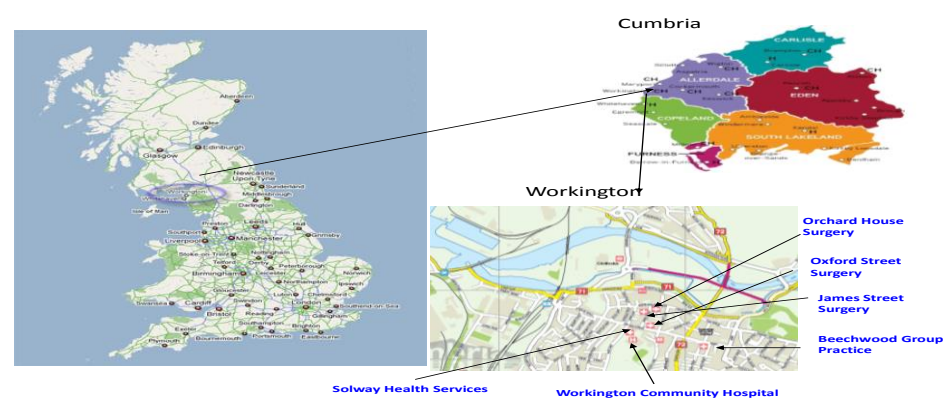
WORKINGTON BETTER TOGETHER

Workington

Number of patients covered: 34,000

Number of practices participating: 5

Name of CCGs covered: Workington



Service changes we are testing

What are the aims of your pilot? The aims of our pilot includes significantly improving access to primary care in Workington and allowing GPs to implement a new model of long term condition management

What was your vision?

Improved access for patients to on the day primary care

Creating time and space for better management of patients with chronic illness and complex frail elderly people

Improved working conditions for primary care workers with consequent effects on recruitment

Help people avoid unnecessary use of secondary care services

What new stuff is happening?

New Primary care opened Oct 8am – 8pm seeing on average of 120 patient contacts a day

What's going well

What are your success factors /key achievements??

- Recruitment of experienced Nurse Practitioners
- Amalgamation of new and existing workforces
- New appointment system shared by five Practices
- Matching supply of appointments with demand
- Managing in excess of 2,000 patient contacts in the first 19 days

Have there been any unexpected benefits?

Staff satisfaction from working in a larger cohesive, motivated, committed team. GP's reporting enjoying their work more for the first time in many years

What is better for patients?

What have patients said about the new service they are receiving?

Patients have reported a positive experience and no one expressed any negativity to the changes. The following are examples of some feedback:

“Excellent service”

“Normally would have had to wait up to two weeks to see a GP and was able to be seen today”

Patients with COPD are now receiving enhanced care at a town (rather than a practice level)

Experienced Community Matron recruited to lead a team to improve the care of the elderly and vulnerable in care homes and the community

What are your lessons learned?

What have been your challenges?

- IT System
- Arranging Indemnity
- CQC Registration process
- Developing a new GP provider organisation in such a short timescale
- Meeting tight deadlines

What could have been done differently?

- Longer period of planning before implementation
- More meaningful consultation with existing staff

What advice might you give to wave two pilots?

- Be realistic with your plans