

Health United Birmingham

Birmingham

Number of patients covered: 60,000

Number of practices participating: 2

Names of CCGs covered: Sandwell & West Birmingham CCG & Birmingham South Central CCG

- 72% reduction in DNAs....equates to an annualised cost saving of approximately £210k across the whole business
- 10% increase in within day activity – meeting unmet demand within the resources already available
- 65% of patients are consistently being dealt with remotely without having to come in to practice
- Average consultation time reduced to five minutes (for the remote consultations);
- 70% of patients say that the new access system is better than before
- extended access 8-til-8 Monday to Friday and Saturdays (currently at 275 extended appointment slots per week)



Our top three innovations are:

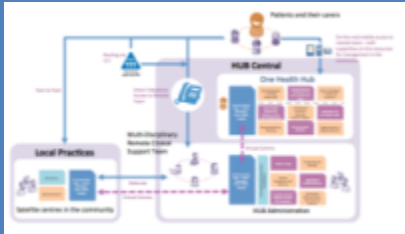
An interoperable digital environment for patients and staff to support access and LTC management



- Web and app access
- Care management tools
- Video guides
- Real-time

- Increased clinical capacity to see more patients
- More convenient access
- More empowered patients
- Increased patient involvement in service development

Creation of 'HUB Central' Clinical Contact Centre



- More responsive service for patients
- Better utilisation of clinical resources
- Improved access to GP services



Customised Real-Time Performance Dashboard



- Detailed analytics
- Pre- and post-comparison
- Combines call centre/web/ app and social media

- Closer monitoring of actual vs expected performance
- Evidence-based decision-making and service delivery tweaks
- Supports staff development and performance management