

Extended Primary Integrated Care Brighton & Hove

Number of patients covered: 125,205

Number of practices participating: 16

Names of CCGs covered: Brighton & Hove

Service changes we are testing:

- *Extended Hours*
- *Pharmacy*
- *GP triage*
- *Redirection of workflow*
- *Community navigation*

EPiC is dedicated to bring better access, better experience, more choice, better information, safer care, and putting people in control

Our top three innovations are:

Pharmacy



General Practice is collaborating with local Pharmacists who are providing face to face clinical consultations and treatment for common illnesses, as well as reviewing medicines

After the appropriate consent, Pharmacists are able to access medical records. This is to be able to make a full and safe clinical decision about treatment

There are also Independent Pharmacists conducting sessions for patients within practices, which has had positive feedback from GPs and patients

Community Navigation

New and innovative, the Community Navigation service is being offered as part of EPiC to reconnect General Practice to the community and utilise the resources available to increase people's overall wellbeing

AgeUK Brighton & Hove and Impetus have recruited, trained, and managed volunteers to deliver the Community Navigator role across each practice

The Community Navigation service is person centred, enabling them to see the right person and receive the right support. People with more complex needs have been accessing this service where they are supported to explore resources in their local community, resulting in fewer GP appointments

Citizens' Board



It is really important to us that we put people who use services at the heart of EPiC, and that the new healthcare system is co-designed by the people who are going to use it

We have recruited people from Brighton & Hove to form a Citizens' Board. We have counted on the Citizens' Board to be the voice of people who use services and give us feedback, provide local knowledge of Brighton & Hove's healthcare services, as well as representing the public. The service redesign workshops have also included people who use services to ensure local people help shape the services we are developing