

One Care Consortium Bristol, North Somerset and South Gloucestershire

Number of patients covered: 254,660

Number of practices participating: 24

Names of CCGs covered: NHS Bristol, NHS North Somerset, NHS South Gloucestershire

Summary of the One Care Consortium programme:

- *One Care's vision is to create an integrated and effective approach to the delivery of primary care across BNSSG, providing seamless seven-day a week care to patients*
- *Efficiently managed weekend appointment booking for those with a clinical need*
- *Prompt weekday access to practices via the telephone and the web*
- *A uniformly high standard of responsive care across a network of practices*
- *An ability to harness the specialist skills of primary care clinicians across practices for the benefit of all patients*
- *Improved clinical outcomes through the sharing of information and records between healthcare professionals*

Our top three innovations are:

Internet and Clinical Intranet:

- The intranet will facilitate common ways of working across the consortium
- It will act as a central repository for information, templates and pathways
- The user-friendly internet provides information and templates for stakeholders

Lessons learned – robust supplier management is required to align programme's vision and supplier's ability to support. Communication and engagement with stakeholders in a dynamic and changing environment is challenging

Outcomes – timely availability of information, consistency and continuity of care, reduction of duplication of effort

Weekend reviews:

- Pre-bookable weekend reviews with a GP are available for patients with a clinical need

Lessons learned – communications and engagement with acute trusts and community providers particularly key in order to support hospital discharge and admission avoidance

Outcomes – improved access to primary urgent care for patients who have a clinical need. Support for system wide admission avoidance/hospital discharge planning

Shared patient record during out of hours:

- Integration of summary GP record with OOH provider's clinical system, Adastr

Lessons learned – effective, clear and concise communications are required, together with a central support point of contact and proactive follow up

Outcomes – improved clinical effectiveness, continuity of care for patients, reduction in duplication of effort and increased clinical confidence