

Easy GP

Bury, Greater Manchester

Number of patients covered: **195,000**

Number of practices participating: **32**

Names of CCGs covered: **NHS Bury CCG**

Summary of pilot's work

- We have established a single shared GP service, accessible to all 195,000 patients in Bury between 1830 to 2000 weekdays, 0800 to 1800 weekends and bank holidays.
- 30 GP practices have committed to routinely offer Telephone Consultations to 180,000 patients as an alternative to a face to face GP consultation.
- We have developed ten initiatives to identify, target and encourage take-up amongst the patients who will benefit most from online services
- We have engaged a broad cross section of the local population to understand what information patients themselves want to know about GPs to help them make choices

NHS
England



Our top three innovations are:

A single shared GP patient record

All Bury GPs can now access a single Primary Care Record for each patient regardless of which practice the patient is registered at.

This is the first time a shared GP record can be **viewed and amended** by any GP working in the EWH service. It means *'any patient can see any GP'* and ensure that a full up to date record is immediately available to others.

We are developing 'clinical rules' for a 'shared patient population and workarounds to maintain visibility with GPs at the patient's registered practice.

Patients can choose the location that suits them best with confidence that their full record will be instantly available when they next see a GP.

A GP Comparison Website

A website that provides patients with granular information about GP services with a focus on ***what patients say they want to know about GP services.***

There is a lot of public information available about GPs..... but it requires considerable effort for patients to harvest, interpret and use it in making the choice or decision they want to make.

The website design provides patients with the **detailed information** that will be valuable to them **in a manner that is easily searchable and prioritised by what is important to that person.**

Information about GPs is not currently detailed enough to inform the decisions patients want to make. **Patients will be able to make decisions with confidence that they are fully informed.**

The Bury Easy GP Patient App

Bury Patients will use the App to choose and book a GP appointment at either their own GP practice or at an EWH site.

Gives the patient control of where and when they access GP services.

Current apps for GP systems only allow patients to book 'core hours' appointments.

GP IT systems will require a lot of investment and new development to help patients access GP services flexibly and in a patient focussed way.

Patients are more likely to find and choose the appointment that best suits their needs than through other channels.