

# Primary Healthcare Darlington

## Darlington

Number of patients covered: approx. 107,000

Number of practices participating: 11

Names of CCGs covered: Darlington CCG

*All GP practices are working collaboratively to give patients of Darlington greater flexibility and access to healthcare .*

- *Overflow clinic two days per week for three practices*
- *Evening telephone advice service 6:00pm – 10:00pm via NHS111*
- *Weekend clinics 08:00am – 2:00pm (Saturday and Sunday)*
- *Inter-practice clinical advice*
- *Supporting MDT and frail elderly population*

## Our top three innovations are:

### MDT and frail elderly population

Darlington has applied a local variation to the Unplanned Admissions Direct Enhanced Service.

Eight out of 11 Practices have worked collaboratively to agree a standardised approach to data recording of patients' ongoing conditions, new diagnoses and medications.

The development of a template for data recording has led to individual care plans to support the frail and elderly population and those patients with long term conditions.

This template approach to the data entry and handheld care plans allows all health and social care professionals to access patients' medical records in a uniform way.

The pilot is also supporting MDT champions in each practice to feedback to the MDT Clinical Reference Group outcomes of practice discussions to aid the commissioning intentions of Darlington CCG.

### Extended access to primary care

Two pilot initiatives have been set up to improve access to primary care.

- A pre-bookable weekend clinic has been set up at a central location for all patients registered with a Darlington practice
- An overflow clinic is available for three practices two sessions per week, pre-bookable on the day appointments are offered for patients with minor ailments

The pilots will test out the proposal for seven day working; assess patient need as opposed to patient want and their willingness to travel to see a GP.

Activity data from A&E, UCC and NHS111 was reviewed to determine the appropriate time/day for pilot initiatives.

Weekend appointments are available for those patients who struggle to attend surgeries during the working week due to work or caring responsibilities.

### Evening telephone advice

A clinical telephone advice service is available for patients registered with a Darlington practice Monday – Friday between 6:00pm and 10:00pm. Calls are diverted to the GP via NHS111 for non-urgent conditions.

Covering GP's can:

- Offer self-management advice
- Arrange an appointment at their practice for the next day
- Prepare a prescription to collect at their practice the next day
- Arrange an appointment at the Urgent Care Centre

The pilot aims to reduce the number of inappropriate attendances or admissions to A&E and Urgent Care Centres.

The remote booking facility between NHS111 and SystemOne has been unavailable and GP's have relied on NHS111 call handlers diverting calls for triage by telephone. We have ongoing work with NHS111 call handlers to increase activity and divert all non-urgent calls to GP's for triage.