

Transforming Primary Care

Derbyshire & Nottinghamshire

Number of patients covered: 1.2 million

Number of practices participating: 150

Names of CCGs covered: Nottingham City, Nottingham West, Nottingham North and East, Rushcliffe, Newark and Sherwood, Mansfield and Ashfield, Southern Derbyshire, Hardwick, and Erewash

Summary of pilot's work

- *Extended hours through locality hubs*
- *Telephone consultations*
- *Online consultations*
- *Video Consultations*
- *Developing social capital models*
- *Care home and home visiting services*

Our top three innovations are:

Telephone Consultations

Patients are increasingly demanding care now. By offering a call back service from a clinician, patients are getting fast access to care, providing re-assurance, peace of mind and access to the right care for their needs

In one practice this is saving up to 400 face to face appointments a week, but patients feel their service is better

“This service is excellent, saved me time and reduced anxiety and I did not have to wait until the end of the day to get my care”

Online consultations

Over 100 of the most common conditions and concerns are detailed on the practice web site. Patients can understand their condition, be proactive and manage their own care. If patients need to be seen, the GP is better prepared and more able to focus time on the issues important to the patient

“Convenient, helpful, available 24 hours a day, it's a real innovation helping me to care for myself”

Care Home Support Service

Advanced Nurse Practitioners and a Care Co-ordinator are proactively targeting patients in the top 50% of care homes with respect to avoidable hospital admissions & attendances. Proactive ward rounds, include formulation of care plans for individual patients

Outcomes / updates from ward rounds are fed back to patients' GP via pre-arranged teleconference between ANP and the practice

Patients and homes are reporting positive feedback on the service