

Integrated Primary Care Access

Devon and Cornwall

Number of patients covered: 1,670,000

Number of practices participating: 230

Names of CCGs covered: Kernow CCG, Northern, Eastern and Western Devon CCG, South Devon and Torbay CCG

Our top three innovations are:

Different local solutions to extended access: Cornwall: integrating extended access for primary care with redesign of urgent care services. S Devon and Torbay: 7 day case management/virtual ward for circa 6000 frail elderly patients. NEW Devon: weekend bookable and urgent access in 4 centres and supporting 3 general practice 'at scale' developments: Beacon Medical Group (30,000 practice population), Exeter Primary Care (16 practices), and Northern Devon Primary Care (22 practices)

IM and T intra-operability and maximising technology including health hubs and information points, support for mobile working and video call consultations

Wider range of health professionals providing minor illness advice and treatment to improve access: Pharmacists, MIU Nurses and new roles for HCA's and volunteers

New GP roles which help the wider system

Creating win/win of interesting work to build into GP jobs which also target system wide pressures

- Dedicated visiting services and admission avoidance (Beacon Medical, South Devon and Torbay)
- Streaming work- separating episodic/urgent demand from patients who need continuity of care (Beacon Medical, St Austell)
- Urgent Care (Kernow /NEW Devon)

Good evidence of successful admission avoidance including improved case management and end of life care
Additional capacity – convenient for patients and reduces pressure elsewhere in the system

Developing the workforce

National and local shortages of GP and other primary care professionals so we need pilot ways which make jobs attractive and maximise use of skills to extend access - **early feedback is positive from both staff and service users**

- Portfolio careers and links with other providers for GPs (Kernow)
- Nurse Practitioners and MIU nurses trained to treat minor illness (Kernow Beacon Medical, St Austell)
- Extended roles for pharmacists in treating minor illness in practices and on the high street (across DCIOS)
- HCA extended role re LTC management (Beacon Medical)
- Use of volunteers to support case management of frail elderly -Coastal South Devon)

Providing the tools

Harnessing technology to support health professional and to encourage increased self-care by patients

- IM and T intra-operability /easier access to patient records (MIG/GURU)
- Health Hubs and Patient Information Points
- Equipment to support mobile working
- Video call consultations

Less wasted time/unsatisfactory patient contacts as notes can be accessed is better for both patients and primary care

Early feedback from health hubs, patient information points , mobile working and video call consultations is positive