

# Together as One Community

## Hambleton, Richmondshire & Whitby

Number of patients covered: 142,000

Number of practices participating: 22

Names of CCGs covered: NHS Hambleton, Richmondshire & Whitby CCG

### Summary of pilot's work

- Formation of a GP alliance capable of implementing the pilot project and improving delivery of primary care in Hambleton, Richmondshire and Whitby
- Delivery of extended hours appointments for patients for all patients on weekdays and at weekends
- Participation in an ongoing re-procurement of community and hospital-based services in Whitby

## Our top three innovations are:

### Information Technology

Use of clinical system community modules to enable consulting clinicians to see patient clinical records

- Extensive work with TPP and EMIS has led to solutions to enable GPs delivering Open for Longer consultations to read the patient clinical record, document the consultation and prescribe where appropriate
- Appointments ledgers for the Open for Longer clinics have also been established

#### WiFi networks in all practices

- We are establishing Wifi access in all GP practices to enable connectivity for visiting colleagues and teams

#### Patient Benefits

- Integrated, seamless service experience

### Supported Self Care

Adoption of VitruCare<sup>®</sup> self-care platform to enable patients to take increased ownership of their care

- Rural geography and challenge of delivering primary care to isolated populations required a novel response
- VitruCare<sup>®</sup> is a way to use technology to help practices and community teams to deliver support, but with patients having greater ownership of their care
- Heartbeat Alliance working with practices to identify how best to use the platform and with which patients to derive most benefit

#### Patient Benefits

- Improved clinical outcomes and reduced

### Scoping & Feasibility Review

Scoping and feasibility study to gain understanding of current estates and service provision and to plan for future response to challenge set down in NHS Five Year Forward View

- For the first time, it is possible for a provider perspective to be obtained on the current primary care infrastructure
- Heartbeat Alliance has commissioned a comprehensive estates, service and staffing review to inform plans for a new delivery model in association with HR&W CCG

#### Patient Benefits

- Patients will experience high quality, integrated care, delivered locally, by local clinicians that is based on local needs