

Improving access, supporting primary care integration and whole system change

Herefordshire

Number of patients covered: 185,000

Number of practices participating: 24

Names of CCGs covered: Herefordshire CCG

- 7-day extended Primary Care access including LTC Clinics, access to health checks, improved access for the working population with improved links to A&E and NHS 111 service
- Extended access to existing primary care services, including telephone appointments, e-consults, video link services, carers training and improved Consultant access
- Improved accessibility for vulnerable and hard to reach groups and support for carers of patients with dementia. Improved Primary care support for Nursing and Residential homes including direct video link access to appointments. Support for adolescents via outreach services and access through a Health App
- Improving access across the whole health and social care pathway through development of roles such as the Urgent Care GP and Link Nurses, and improved ambulatory care sensitive pathways, admission protocols, social care assessment and discharge protocols

Our top three innovations:

Secure N3 Wireless connectivity

Using EMIS Web we have enabled wireless connectivity across Herefordshire. Taurus Hubs can be set up in any suitable venue via laptops using wireless technology. Prescriptions can be printed and records shared with patients host practices instantly avoiding delayed summary reporting and medication mismanagement. The host practice can view the consultation and the Taurus GP can access the latest patient records. Anticipatory Care Plans and Advanced Care Directives can be accessed and followed

Adolescent surgeries in Schools and Colleges can also access young people's records in rural areas. This enables access to primary care information anytime anywhere

Data Sharing across 24 Practices

Using EMIS Web doctors can access patients' primary care records in three Taurus Hubs across the county. Patients can attend any site by booking appointments through their own surgeries, NHS 111, A&E, the local Walk-in centre or self-referral

Moving towards standardisation of EMIS templates, outcome measures, care plans and workflows means improved practitioner mobility for ailing practices and integrated care for pts. Taurus can help to share best practice across surgeries and recommend ambulatory care sensitive pathways for conditions with local high admission rates. This gives patients 8-8 access to GP and Practice Nurse services 365 days of the year

Access at Admission and Discharge to Primary Care records

Urgent Care GP and Link Nurses in community and acute settings carrying 'Tough Pads' with access to patients primary care records, including medication lists and anticipatory, end of life and other care plans. Infection control properties of Tough Pads being explored

Admission prevention and rapid discharge facilitation protocols being developed. Flexible and responsive Urgent Care Team concept emerging with strong links to ECPs and other ambulance services. Reduces inappropriate acute admissions and improves primary care information access