

Opening Doors

Morecambe/Lancaster

Number of patients covered: 61000

Number of practices participating: 5

Names of CCGs covered: Lancashire North

Summary of pilot's work

- Pilot launched August 2014 delivering 8am-8pm GP Access 7 days per week
- Minor Ailments Scheme added to pilot to support patients
- FLORENCE tele-health rolled out and patients engaged
- Re-profiling of the DOS to develop the most appropriate pathways for patients
- Ambulance Service deflections scheme introduced
- Wave two funding agreed to enable the pilot to continue throughout Year Two

Our top three innovations are:

Clinically Led Triage and Signposting

Our belief is that the key to the most appropriate diagnosis at the point of contact is access to the full clinical history of the patient.

Patients who access our service will be able to speak with a GP who has full access to their medical history. The GP will use this access to ensure the best possible outcome, which could be an urgent care slot that day, next day slot at their practice or signposted on to another provider.

Our aim is to replace 111 as the first point of contact, during the hours of 8am to 8pm 7 days per week.

Ambulance Support Service

The Opening Doors pilot makes provision for a GP to be available for ambulance crews to support the decision making process on site.

Crews now have the option to speak directly to a GP with full access to patients notes prior to conveying them into an acute.

After discussing the presentation of the patient and referring to the clinical history over 95% of patients are referred back into primary care and therefore not admitted.

This is especially important with the pressures faced by A&E departments nationally.

Tele-health – FLORENCE

The Tele-health system is currently being rolled out across all participating practices to promote the self-care agenda with patients.

The pilot is targeting patients with COPD, BP issues, children with asthma and those who struggle to remain meds compliant. Each patient has their own unique protocol, which could be inhaler reminders for children or the submissions of vital readings for COPD patients.

The benefits are wide ranging and the feedback from COPD patients is very positive as all of the kit required to manage their condition is provided as part of our pilot.