

Transforming access to general practice

396 practices are participating across NWL...

To offer outcomes as GP networks from April...

To deliver an NWL model of care built around patients

North West London

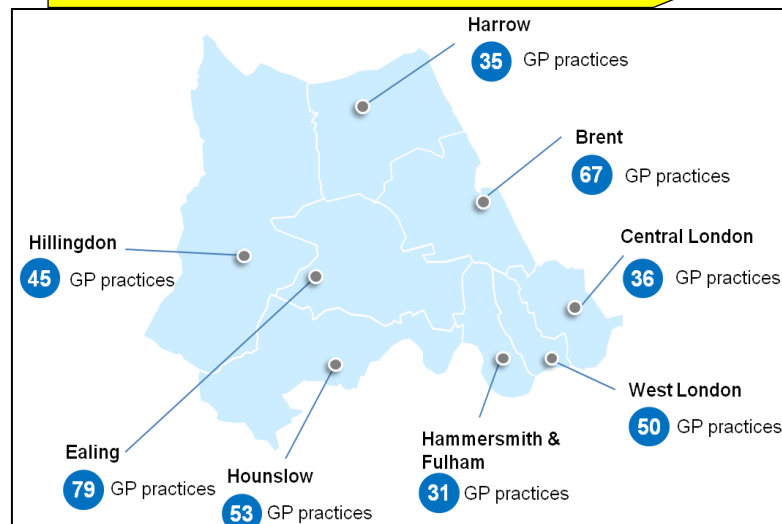
Number of patients covered: 2.1m

Number of practices participating: 396

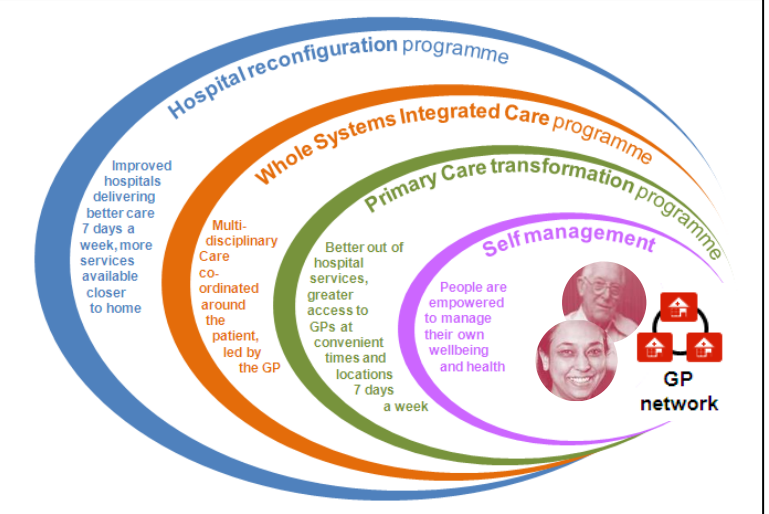
Names of CCGs covered: Brent, Central London,

Ealing, Hammersmith and Fulham, Harrow,

Hillingdon, Hounslow, West London



URGENT CARE	<ul style="list-style-type: none"> Patients with urgent care needs provided with a timed appointment within 4 hrs. Patients with non-urgent needs will be able to contact a clinician within 48hrs by phone, online or in person. Telephone advice and triage available 24/7 via 111.
CONTINUITY CARE	<ul style="list-style-type: none"> All individuals who would benefit from a care plan will have one. Everyone who has a care plan will have a named 'care co-ordinator'. GPs will work in multi-disciplinary networks. Longer GP appointments for those that need them.
CONVENIENT CARE	<ul style="list-style-type: none"> Access to General Practice 8am-8pm (Mon-Fri) and 6hrs/day during the weekend. Access to GP consultation in a time and manner convenient to the patient (via a range of channels including telephone, email and videoconference). Online appointment booking and e-prescriptions available at all practices. Patients given online access to their own records. Online access to self management advice, support and service signposting.



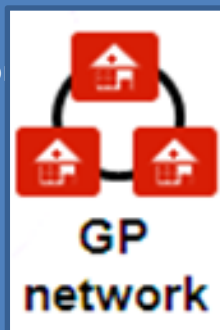
Our top three innovations are:

GP Networks

- GPs across NWL have joined together to form provider networks that are the foundation for delivering primary care services differently and at scale. These are supporting development of a new model of care built around population needs
- GP networks have needed to develop rapidly to meet changing demands in North West London. Significant changes have been made in ways of working, workforce, organisational form, service design, capacity planning and IT infrastructure.
- Building this capability has taken time but is now driving delivery of tangible service improvements for patients – **benefits that are sustainable and ongoing.** These are the basis of whole systems working
- Time, engagement and technical support are all essential in nurturing GP networks. The case for change also needs to be clear – to outline the benefits of working differently and enabling GPs to “own” this change

At the start of the 2015, NWL had:

- Providing improved access (evenings and / o weekend opening) and alternative means of access for 1.5m patients out of NWL’s total population of 2.1m people
- Through 27 provider networks
- Comprising 291 practices



Extended hours

- As GP networks have formed and matured, they are able to take on extended hours services and contracts for other services that support the out of hospital strategy.
- To reduce unnecessary A&E attendances (and pressure on local hospitals), we are improving access to primary care as a viable alternative for patients.
- For example Central London CCG GPs have been piloting 7 day services. Five practices offer services on Saturdays and Sundays – this provides patients who need care at weekends an alternative to A&E. This is having a demonstrable impact on A&E attendances and admissions.
- Successful out of hospital services require:
 - Advertising** – patients know about the service and how to access it
 - Fixed locations** – promoting continuity and coverage
 - Motivated practices** – to lead th

Evaluation of the Central London pilot show

- 10% reduction** in attendance from practices involved in the pilot
- 7% reduction** in admissions of patients aged 65+



Video consultations

- A video consultation pilot commenced in June 2014 at the Cavendish Medical Centre
- This reflects changing expectations of general practice. Patients want the convenience of alternative means of consultation. The widespread availability of personal video conferencing technologies on mobile devices and in people’s homes means more extensive use of visual consultations is possible
- Video calls offer real benefits for patients in allowing access to their GPs that is more convenient, offers a better clinical service and makes the best use of time
- Key learning includes working out how to overcome some of the technical and information governance challenges involved with running this kind of service. Robust information governance is essential to assure patients

Patients using the Cavendish Medical Centre initiative said:

- 94% felt satisfied or better with how their medical needs were assessed in the appointment
- 95% would use the service again