

Steps to the Future

Slough

Number of patients covered: 148,000

Number of practices participating: 16

Names of CCGs covered: Slough CCG

GPs in Slough have been offering extended hours on weekdays from 8am until 8pm, and at weekends from 9am until 5pm since July and August respectively

As well as extended hours, patients are also offered a range of additional services, these include:

- *Free text service to promote wellbeing and reminders for health checks and appointments*
- *A direct GP line for patients with unstable or complex conditions*
- *Group consultations, peer support groups and new training for jargon free conversations*
- *School Education Programme – teaching children how to use NHS services*
- *Patient Navigators who will play a community role in signposting the public to existing information that supports their wellbeing*

Our patient surveys show a 98% plus satisfaction rate with the extended hours service

Our top three innovations are:

From primary care to the classroom

School Education Programme

Nationally, there is an issue with the inappropriate use of A&E services, and the picture is no different in Slough

Our GPs and patient groups have recognised the need for a primary aged School Education Programme that aims to teach children how best to use local health services as well as how to keep fit and healthy

By linking with schools in Slough, and using the Monkey Wellbeing pack, a teaching programme has been co-designed by our lead GP and teachers of each school to deliver an interactive educational programme for children aged between five and six years old

This idea builds on the principle of 'Pester Power' with children passing on information they have learnt in the classroom to their parents, families and friends

To date, over a hundred local children have been involved and the programme has received many positive accolades. It is hoped that with the support of the Department for Education the programme can be adopted nationally.

Strength in numbers

Group Consultation Project

Much work has been done with our patients in co-designing local NHS services. Their insights have led to the further development of Group Consultations as well as other projects such as peer support groups

Research, experience and our own patient feedback tells us that group consultations offer many benefits. For patients it offers a sense of sharing their experience with others in the same position, in a supportive and understanding environment. It also makes them active rather than passive participants in their care, which leads to better health outcomes

In addition, group consultations have been shown to reduce unplanned hospital admissions. It also increases primary care productivity. For example, in Slough the consultations last no more than two hours, for a maximum of 12 patients per session and a GP presence of one hour. This is equivalent to seeing 12 people in 60 minutes which is a **100% increase in productivity** at the same time as providing the patient with a service they have identified and requested

NHS ABC...

Simple Words Project

Even the most informed patient, when dealing with their own health needs can often leave a GP consultation not fully understanding what they have been told. This can lead to avoidable patient anxiety and confusion, and may mean that they don't manage their condition or take medicines correctly

Slough GPs and their patients are working together on a *Simple Words* project to reduce the use of jargon and NHS speak so that consultations can be tailored to the patients need and understanding

Several workshops have been held with GPs and patients to identify the top ten 'hard conversations' that need to be improved and simplified

Over 40 patients and eight GPs have been involved in co-designing an online training programme for clinicians in Slough. We want our GP and patient interactions to be as simple as learning your A, B, C...