

West Wakefield Health and Wellbeing

West Yorkshire

Number of patients covered: 64,000

Number of practices participating: 6



Summary of pilot's work

1. *Extended Hours - 8 till 8 7 days a week*
2. *Extended Primary Care Team – Including Physiotherapy First*
3. *Pharmacy Coordinator*
4. *HealthPod Outreach*
5. *Care Navigation*
6. *Enhanced Digital Access*



Our top three innovations are:

Physiotherapy First

At least 20% of new problems presented to GPs are minor musculoskeletal problems. This pilot sets out to test whether experienced physiotherapists can deal with these presentations effectively instead of the GP.

A service specification was developed, tendered and was won by a local physiotherapy provider. Sessions have gradually rolled out across the practices in stages as each practice has integrated the service into its own structures.

A set of criteria are used to select appropriate patients for the service. Therapists have 15 minute appointments to assess, advise and signpost. Procedures are in place to ensure that investigations, medication or referrals required do not create unnecessary follow-up appointments with GPs.

Patient feedback has been excellent with high satisfaction and low rates of return to the GP. Capacity is increasing gradually at will reach 2WTE at maximum, with a capacity to deal with 300 appointments per week if fully utilised.



HealthPod

The HealthPod is a mobile outreach service. There are segments of the community that are hard to reach as they find traditional access methods difficult. The HealthPod is a multi-function service capable of delivering a range of different services into the community.

A service specification was developed, tendered and was won by the Local Authority. The provider has extensive experience and capability in logistics and transport services. A vehicle was specified and procured. An eye-catching inflatable room has been selected as a mobile in- and outdoor venue for service delivery. Services that will be delivered include Citizens Advice, Health Trainers, Age UK, Carers Wakefield, Mental health Worker.

After extensive work on vehicle specification and selection, inflatable selection and branding and development of Health and Safety policies and operating handbook the HealthPod has recently been delivered and will commence service delivery in February 2015.



Care Navigation

Many people already find navigating the Health Service difficult. Primary Care and the GP is the default access point and A&E department is a common alternative for those that have difficulty accessing the services they need. As the West Wakefield Health and Wellbeing project develops and a richer set of services is becoming available there is a need to support people in getting to the right service first time. In addition there are many third sector, voluntary and direct access services that are not well known. We are addressing this need with a highly personal and digital approach.

We are training 62 volunteers from within existing practice staff to a new standard based on a newly developed Care Navigators training package. This will equip them with the knowledge of local services and in particular new innovations within the West Wakefield project such as social prescribing, Pharmacy First, Physiotherapy First and the HealthPod. These will be supported by a team of Primary Care Health Champions that is being developed concurrently. Care Navigators will be able to break up the traditional reception queues and create new ways of helping people.

To support the care navigators we are developing an App and web-based navigation system that will guide users through a simple process to ensure they are given all the right options and prompts to make sure they find and have all the right information to access the service most appropriate to them at that time. This will be available to Care Navigators via wireless tablets and App and also reception-based kiosk.

