

# Workington Better Together

## Workington

Number of patients covered: 34,000

Number of practices participating: 5

Names of CCGs covered: Workington CCG

### Summary of pilot's work:

- *Improve same-day access to primary care*
- *Improve management and care of frail elderly*
- *Improved management of patients with long term conditions*
- *Developing a blueprint for Primary Care Communities*
- *Implement a new GP Provider Organisation*

## Our top three innovations are:

### Extended Access

Improved Access to on the day Primary Care  
8am -8pm 7 days a week

Matching supply of appointments with demand

Help people avoid unnecessary use of A&E and other secondary care services

Improved working conditions for primary care workers with consequent effects on recruitment

New appointment system shared by 5 Practices  
(Lesson: Trial before go live).

Patients reporting a positive experience

Staff satisfaction from working in a larger cohesive, motivated, committed team

### Long Term Condition Management

Recruited COPD, Diabetes and Care Home Specialist Nurses /Specialist Teams of Nurses, providing expertise for all five practices in these particular areas

Helping to deal with complex cases, streamlined the management of these groups of patients preventing unnecessary repeated hospital admissions

Lesson: Need to communicate/ promote these services with GP Practices and secondary care teams

Establish simple lines of communication and referrals preventing duplication of work

### New GP Provider Organisation

Strengthening the capacity of our practices

Allowing us to tender for new services

Bringing economies of scale

Improved local service integration

Share a responsibility for a number of different functions

Allowing us to run and co-ordinate our innovative schemes.