

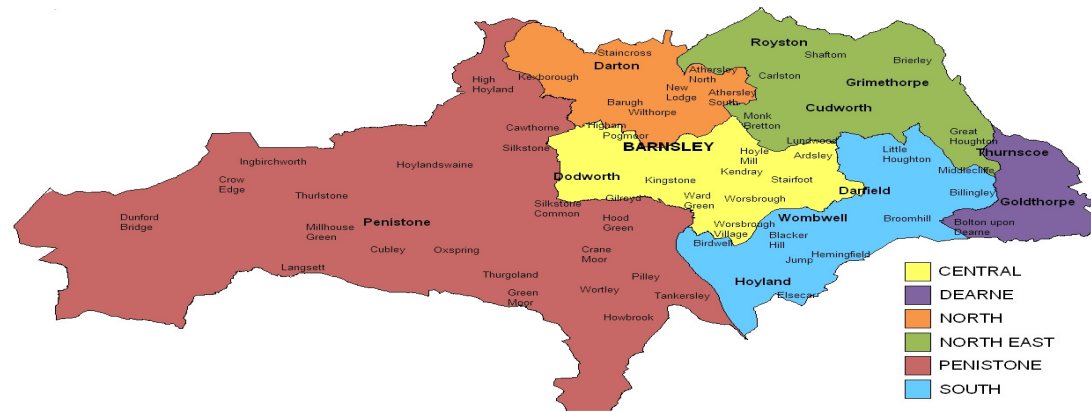
# I HEART Barnsley

## Barnsley

Number of patients covered: 248,787

Number of practices participating: 36

Names of CCGs covered: Barnsley



### Our top three planned service improvements/innovations are:

#### Creating Better Access through 7 day services

- We will create physical and virtual Primary Care Improved Access Hubs providing improved out of hour's care which is fully integrated with existing services.
- Services to be provided from 8:00am – 10:00pm Monday to Friday and six hours across the weekend
- Hubs will have two locations. The Hub premises will be existing high quality primary care facilities.

#### Widening access through multiple channels

- Patients will have direct access to a Multi-Disciplinary Team (MDT).
- Virtual consultations will be available via video consultations to provide face to face remote appointments.
- E-mail consultations will be available, 24 hours with an appropriate healthcare professional.
- Telephone Consultations will be available for those patients without access to video technology.

#### Supporting conditions, and an integrated approach

- I HEART Barnsley will develop localised educational packages for patients. This will include areas such as falls prevention, symptom awareness and using other self-management tools.
- Through effective care navigation and nurse led triage, patients will be seen at the right time, in the right place and by the right professional.
- There will be support available for our 70 local nursing and residential homes, providing them with access and training to use e-consultation and virtual appointments.