

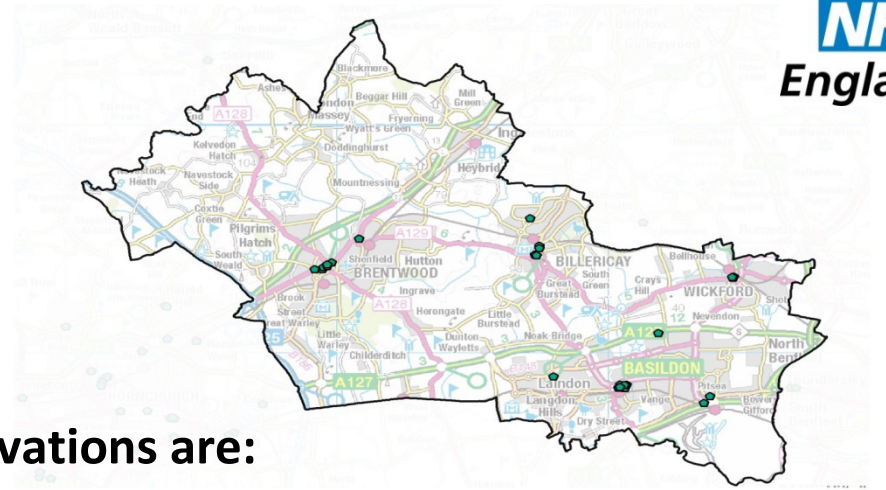
Community Primary Care HUB Clinics Pilot

Basildon & Billericay, South West Essex

Number of patients covered: 79,666

Number of practices participating: 15

Names of CCGs covered: Basildon & Brentwood CCG



Our top three planned service improvements/innovations are:

Driving true practice integration

- Working together smarter
- Sharing clinical systems, processes, knowledge and experiences to generate efficiencies
- Always keeping the patient at the centre
- Peer-to-peer support to provide high quality healthcare services
- Providing a platform for service redesign, “doing it better together”
- Better co-ordinated and continuity of patient care
- Better patient outcomes and satisfaction

Extended Access to Primary Care

- 7 days a week pre-bookable and on the day appointments
- 8:00am to 8:00pm opening
- Access to full range of GMS/PMS services
- Access to 7 days a week GP, Nurse and HCA appointments
- Reducing reliance on A&E
- Collaborative working with the Ambulance Service, A&E, OOHs, NHS111, Community and Mental Health Services

Tapping into everyday technologies

- 24/7 Access to online WebGP
- Patients designing and using services around their daily lives
- Book appointments and request medications online
- Video conference calls
- Texting
- Email
- Awareness of alternative services in the community
- Convenience of access