

Improving Access to Primary Care in Blackburn with Darwen

Lancashire

Number of patients covered: 170,000

Number of practices participating: 28

Names of CCGs covered: Blackburn with Darwen CCG



Our top three planned service improvements/innovations are:

New Primary Care Hub

Shortage of GP appointments and the impact this has on urgent care providers is a national issue.

This pilot will see the construction of a new hub situated within the urgent care centre of the local hospital. This hub will provide additional GP capacity as aligned GP practices can book patients in. It will also share a front end with A&E so walk in patients will be clinically triaged and signposted either into the Primary Care Centre or the A&E department. This will ensure patients are treated in the appropriate setting and the savings generated by this will support future funding of the hub.

Patient Signposting

To support patients in receiving the most appropriate care in the most appropriate place, this pilot is planning to reconfigure their operating models to place a greater emphasis on clinical triaging.

Patients contacting their practice by phone will be triaged by a GP who will then advise self-care, book a routine or urgent GP slot or suggest another service provider. This will benefit patients as they will be seen within the appropriate timelines based upon their presentation. It should also reduce unnecessary attendances at A&E as patients feel more confident about managing their conditions following a discussion with their GP.

Locality Spokes

As BwD is such a large and diverse area the pilot cannot rely solely on the primary care hub to meet patient's primary care needs. In recognition of this, the pilot will develop a number of local hubs which will operate from existing practices. These hubs will operate outside of core hours and will provide on the day appointments for use by all practices. Patients who need to be seen on the day will be signposted into this service, if there is no capacity at their own practice or if they need to be seen outside of core hours. The benefits realised will be similar to those of the primary care hub. However it will be fairly easy to mobilise the hubs so the benefits will be realised quickly, whilst the primary care hub is developed.