

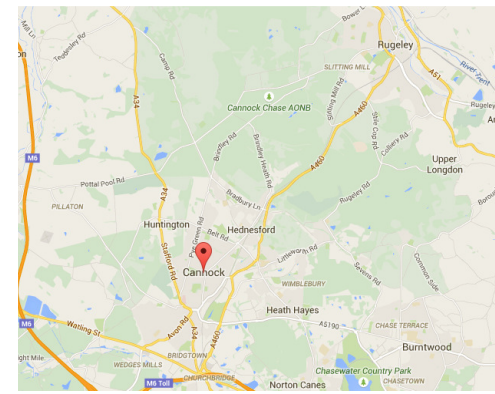
Improving Patient Access Project

Cannock, Staffordshire

Number of patients covered: 49,000

Number of practices participating: 10

Names of CCGs covered: Cannock Chase CCG



Our top three planned service improvements/innovations are:

Improving Access

- Provide an additional 20,000 doctor and Advanced Nurse Practitioner appointments per year in an Urgent Care Surgery, located centrally for easy access for patients.
- Provide those appointments at the times that patients have, for several years through various forums and surveys, said that they want them (late afternoon and evenings up to 8:00pm and at weekends).

Right Place, Right Care & Patient Empowerment

- Reduce the number of in-hours and inappropriate attendances MIU and A&E.
- Develop a number of Practice Nurses to become Advanced Nurse Practitioners to work alongside doctors in the Urgent Care Surgery.
- Support the CCG 'Choose Well' patient signposting campaign, encourage self-help and healthy living.
- Explore the use of technology to target and engage with younger age groups such as an Apps development project currently in operation with a local school.

Collaboration

- Help to develop and encourage greater inter-Practice collaboration and a sustainable Primary Care Service at a time when the area will, over the next few years, lose a large number of GPs who are near to retirement.
- Help to develop and encourage greater collaboration with Partner organisations, Secondary, Community and Mental Health Providers, Out of Hours Provider, Social Care and Nursing Homes through data sharing agreements and technology that will support a continuous and consistent approach to patient care.