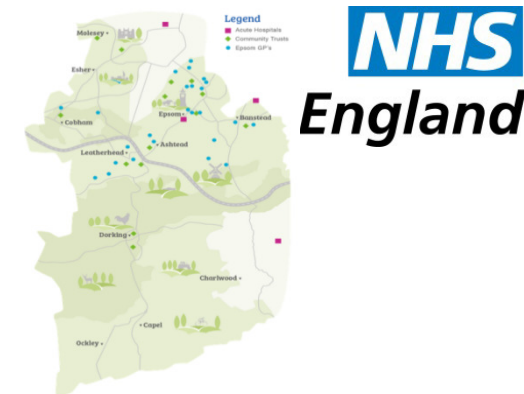


# GP Health Partners Ltd: Improving Access to General Practice



## Epsom

Number of patients covered: 198,989

Number of practices participating: 20

Names of CCGs covered: Surrey Downs CCG

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

### Improved Access

Patients will have access to general practice services from 8:00am-8:00pm Monday to Friday, and for five hours on a Saturday and Sunday.

This will be provided through a Single Point of Contact telephone number, directing patients to one of four Hubs.

The project team are currently scoping a greater diversity of consultation types and lengths, including greater use of telephone, online and video consultations.

### Community Medical Teams

The CMT will focus on: In reach clinical services into Epsom Hospital to influence decision to admit and support early discharge; management of 30 community hospital beds across two sites; supporting care in community and primary care settings.

Patients with multiple Long Term Conditions can be referred and registered to the pathways; provide rapid access to senior clinicians and diagnostics; and improve medicines adherence and access.

### Enhanced Practice Websites

Development of improved practice websites to provide interactive health advice and so improve the health of the patients and local population thus preventing chronic disease, initially through focussing on the four main lifestyle risks. The aim is to inform, educate and empower patients to keep healthy for longer by positively impacting health-related behaviours.

We aim to generate an increasing pool of patients that regularly access online services via their GP practice.