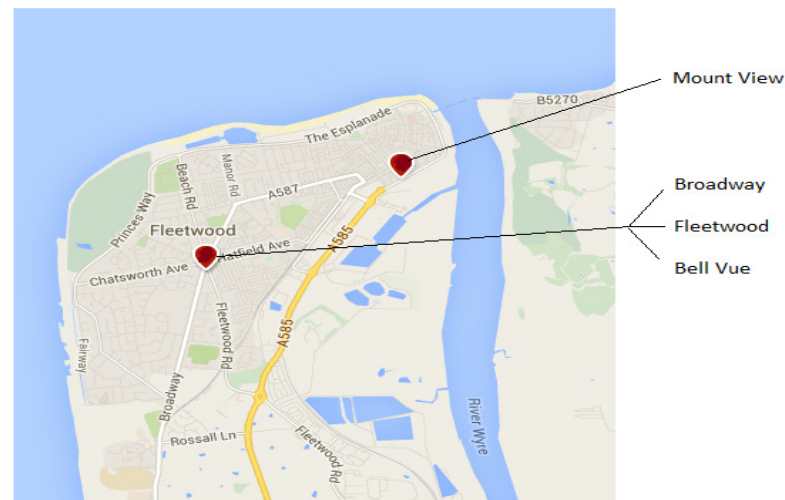


Improving Access to Healthcare across Fleetwood Fleetwood

Number of patients covered: 30,000

Number of practices participating: Four

Names of CCGs covered: NHS Fylde and Wyre CCG



Our top three planned service improvements/innovations are:

Extended Access

Access to GP services is one of the key issues raised by patients across all practices. Patients who are living with Long Term Conditions also find it difficult to attend review clinics, the impact is that they are not supported and could see their conditions worsen.

The pilot will see a mixture of clinical sessions delivered at weekends, such as pre booked GP appointments, Diabetic, Asthma, and COPD clinics.

The end goal being increased patient satisfaction, greater capacity within other service providers and a less exacerbations.

May 2015

Tele-Health – Florence (Flo)

Promoting the self-care agenda is vital as demand for health services increase. Flo is a web based system which allows patients with a wide variety of conditions to interact directly with clinicians by SMS. Patients use the system to submit O2, BP, BG readings on a daily basis the clinicians can then monitor them and provide advice or support. Over time this will free up capacity within the chronic nursing sessions and also GP appointments as patients are exacerbating less frequently.

A chronic nurse can review eight patients and update their medical records in the same time it takes to see one patient in a traditional face to face appointment.

Pharmacy First

Encouraging patients to make better use of pharmacies is a key focus, and if successful would release capacity within general practice. To support this goal, the pilot will deliver a pharmacy first scheme.

Patients presenting with symptoms which could be treated with OTC meds are signposted away from general practice and into the local pharmacies. Patients who do not pay for their prescriptions are provided with the meds free of charge. This will not only free up capacity, it will deliver significant savings.

It also encourages patients to better manage conditions themselves.