

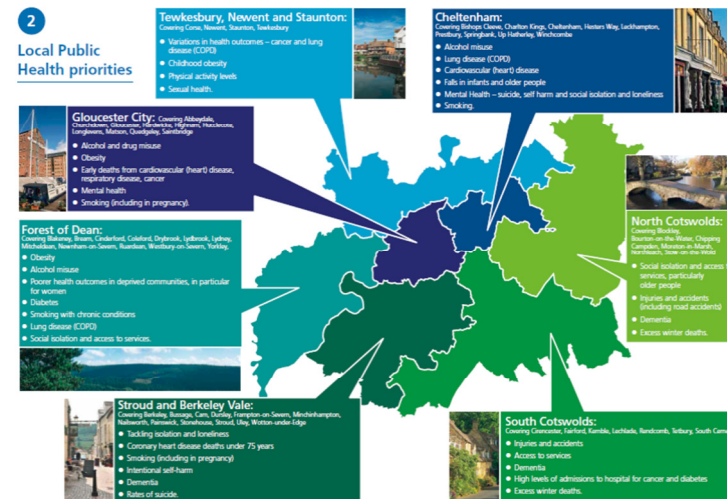
# Joining Up Your Care

## Gloucestershire

Number of patients covered: 630,000

Number of practices participating: 83

Names of CCGs covered: Gloucestershire



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

### Choice+

- Non-complex “hot” patients triaged by practices and offered appointments at network of 20 Choice+ centres
- 100,000 Choice+ Appointments available 7 days a week, 8am-8pm
- Appointments booked and consultations recorded on Systmone Out of Hours software
- Average practice has increased capacity by 4.5 hours per week
- Enables practices to spend more time with Chronic patients improving care and preventing admission
- Early evidence shows that the improved access prevents A+E

### Social Prescribing

- Patients referred for non medical solutions to their social, emotional and practical needs
- Hub coordinators refer to existing services and utilise underused capacity
- Integrated working with primary care, district and borough councils, voluntary and charitable organisations
- Enhanced self esteem, improved mood, opportunities for social contact, greater confidence and improved wellbeing
- Some evidence of reduced consultation rates and prescribing following referral

### Specialist Practice Nurses

- Increasing complexity of Practice Nurse role added to shortage of experienced nurses has led to lack of specialist PN expertise in some practices
- Network of peripatetic PNs offering specific skills in one area are matched with practices lacking that skill eg diabetes, respiratory, sexual health, travel health, family planning
- Proves greater resilience to smaller practices and opportunities for sharing specialist knowledge
- Improved choice appointments for patients and higher quality care to patients