

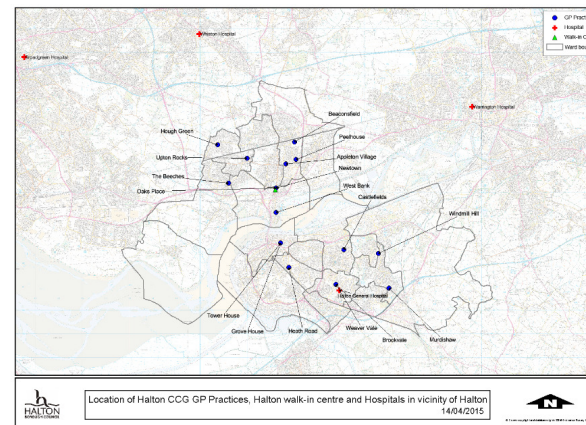
Together for the Health of Halton

Halton

Number of patients covered: 128,000

Number of practices participating: 17

Names of CCGs covered: NHS Halton CCG



Our top three planned service improvements/innovations are:

Extended Access to General Practice

There are two schemes being clinically driven, developed for extended access, one in either town. Practices will work together to offer extended hours of opening on weekday evenings and weekends.

One scheme involves services co-located within the Urgent Care Centre, with diagnostic access. The other involves practices working together, basing services out of existing general practice premises, including targeting low screening uptake. These schemes will improve access and experience and also reduce demand on A&E and emergency admissions.

Alternative forms of Access

These schemes will see an extension of existing community pharmacy services and offer additional access and services that would previously involve a patient contacting their GP, including:

- Expansion of Minor Ailments service to include additional formulary items and standardised, consistent, quality approach
- Additional services to manage long term conditions

Areas have piloted telehealth to improve access to GP services. Utilising GP websites, we will offer e-consultation appointments. Pilot studies report that 18% of users planned to book an appointment, but didn't due to availability of the virtual GP service.

Appropriate access

This project is aimed at effectively communicating and educating patients, supporting them manage their own health better. Running events in GP premises and community settings outside normal working hours, we will involve organisations including Wellbeing Services and the Voluntary Sector to help and tailor support, e.g. 121 discussions with Wellbeing Officers and accessing courses/events like 'Ignite your life' and the 'Wellbeing Challenge'.

We anticipate this will stimulate demand for "spin-off" sessions (cooking/exercise programme for diabetics). This presents the opportunity to test alternative approaches, including group consultations.