

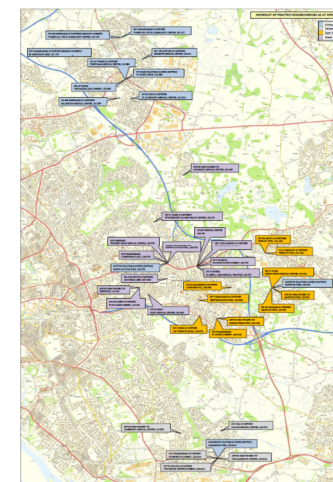
Implementation of the Neighbourhub Model

Knowsley

Number of patients covered: 161,816

Number of practices participating: 32

Names of CCGs covered: NHS Knowsley CCG



Our top three planned service improvements/innovations are:

Neighbourhubs

Same day access appointments and home visits giving patients a responsive, flexible service 8:00am until 8:00pm, five days a week and extended access at weekends through a variety of modes.

Better condition management – using a range of professionals to deliver holistic integrated care.

Improved access via improved use of resources:

- Right care, right place, right time,
- Improved skill mix

Technology

Innovative use of technology to improve access and support case management within Neighbourhubs, utilising remote monitoring and other assistant technology, video, photo and text consultations ‘ask a doctor’ question and answer advice technology and local health app

- Improved access – GP capacity released
- Appropriate / effective use of resources
- Better condition management
- Prevention focus

Access Knowsley

Easy access to information and advice about services within Knowsley that impact upon health and wellbeing and how to access them, supported by community navigators who will signpost and support patients to access services

- Empowered patients, making better lifestyle choices
- Improvements in population health – reducing demand
- Better access to non-health services – for patients, HCPs and others – avoiding inappropriate GP appointments