

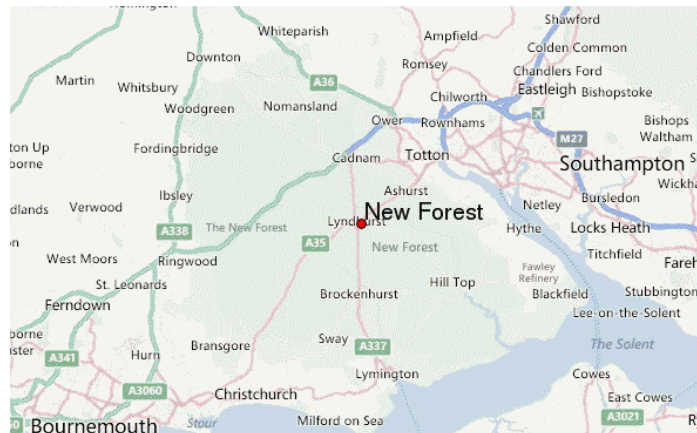
# New Forest Primary Care Centre

## Lymington

Number of patients covered: 60,000

Number of practices participating: 7

Names of CCGs covered: West Hampshire CCG



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

#### Extended choice

What: Establish a Primary Care Access Centre delivering extended opening hours and an integrated primary care service, providing both routine and urgent care within West New Forest.

Why: Many patients, especially those who work full time, have difficulty accessing general practice. Both locally and nationally this had led to pressure on A&E and OOH services.

Local difference: Improved access to general practice and timely care as a result of longer opening hours 8:00am to 8:00pm, 7 days a week.

#### Technology

What: Using WebGP, Intradoc and new telephony solutions to modernise primary health care provision.

Why: Mobile technology, the web, and secure systems have developed to a point where their use to improve patient care, clinical and information governance, are irresistible.

Local difference: video conference calls and e-consultations, self-help pages, signposting and elimination of duplicated entry into electronic patient records.

#### Older people & Complex Conditions

What: Reducing pressure on General Practice to release time for older people and those with complex conditions.

Why: The population of West New Forest is significantly higher than most parts of the country. In this respect, patterns of care here, help define care pathways for the future demographics of the rest of England.

Local difference: Longer appointment times with their preferred GP, within the GP practice, for older people and those with complex conditions.