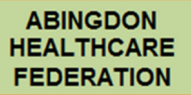


# Right Time, Right Place, Right Care

Oxfordshire



Number of patients covered: 694,878

Number of practices participating: 76

Names of CCGs covered: Oxfordshire CCG



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

### Improving Access

**Neighbourhood Hubs** - Patients unable to get an urgent GP appointment at PML practice will be offered an appointment at a nearby healthcare facility, with a local GP or nurse with access to their medical records. The aim is to improve access for same-day needs while relieving GP practices of the pressure of providing mainly reactive care for minor illnesses, allowing more capacity for proactive care and complex case management.

**Email Consultations** – Abingdon Healthcare Federation will be piloting email consultations, offering an urgent service outside practice opening hours during the week and on Saturday mornings with a response target of 2 hrs. A routine email service will also be available, aiming to respond within 24hrs.

### Home Visiting and Enhanced Complex Care

**Home Visiting Teams** comprising ANPs and ECPs will assist GPs in responding to requests for urgent same day home visits and provide the capacity to enable more proactive visiting.

**20 minute Appointments** will be provided by PML practices for those with the most complex needs. The aim is to encourage proactive care and enable patients to better manage their own health.

**Enhanced Out of Hours Care** will be piloted for those at high risk of requiring emergency admission. The OOH service will have access to a detailed care plan and the full medical record of these individuals. This additional information should increase continuity and the quality of care clinicians are able to deliver out of hours.

### Care Navigation and Empowering the Public

**Practice Care Navigators** will assist people with the most complex needs and their carers to navigate the range of services available to ensure that their care is well-coordinated and person-centred. They will be based at OxFed practices, providing the crucial link between primary care and surrounding services.

**Online Health Resource** – This website will be developed and piloted in Abingdon with the intention of rolling it out for county-wide use. It will provide comprehensive locally-tailored information, including a robust directory of services and materials to promote self-management and health resilience. The aim is to improve population health literacy and provide effective sign-posting.