

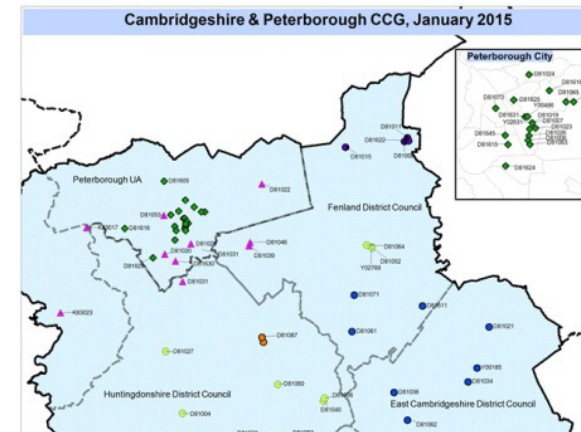
Primary Care Transformation Programme

Borderline and Peterborough LCGs

Number of patients covered: 253,000

Number of practices participating: 29

Names of CCGs covered: Cambridgeshire and Peterborough CCG



Our top three planned service improvements/innovations are:

Improved access

Practices will group into hubs serving populations of between 50,000 to 80,000 patients. The new system will offer extended and more innovative access. It will deliver 8:00am to 8:00pm access on weekdays with direct booking to appointments through NHS111.

At weekends as well as at Bank Holidays, 8:00am-8:00pm Primary Care will be delivered at Front Door of ED at Peterborough City Hospital, reducing demand on this service.

Online access

We will promote 24 hour access to Primary Care through 'WebGP'. This includes self care information, signposting to alternative health professionals (e.g. community pharmacists), telephone advice from primary care staff in NHS111, and e-consultations with GPs.

We will also deliver self management tools, email and video conference call consultations through the integrated SystemOne appointment management tool.

Increased capacity

Practices will operate as larger units offering resilience and consistency of service, and offering workforce innovations such as integrated primary care pharmacists. This will free up primary care nurses' and doctors' time, and therefore maximise clinical capacity within the existing workforce. These changes will help to address current workload pressures and help the recruitment and retention of doctors and nurses.