

EASTIR

Richmond

Number of patients covered: 205,000

Number of practices participating: 28

Names of CCGs covered: NHS Richmond CCG



Our top three planned service improvements/innovations are:

Improved Access

- GP and nurse appointments available 8:00am-8:00pm Monday to Sunday.
- Delivered from four hubs across the Borough.
- One hub in each geographical ward.

System Transformation

- Integration of software across all practices.
- Currently the majority of practices are with INPS (Vision) and four are with EMIS. We are moving to a hosted system to allow access to the patient record across all Primary Care sites.
- This allows a single contemporaneous patient record to be added to by the clinician seeing the patient in real time.

Healthcare Navigation App

- Development of the Richmond Healthcare Navigator app.
- Provides information on self-care.
- Is GPS-enabled, thus allowing patients to access most relevant local service for them.
- Can book appointments at Hub with nurse or doctor.