

South Tees Access and Response (STAR) Scheme

Middlesbrough, Redcar & Cleveland

Number of patients covered: 291,943

Number of practices participating: 47

Names of CCGs covered: South Tees CCG



Our top three planned service improvements/innovations are:

Extended Access to GP

Extended hours access to GP during 6:30-9:30pm weekdays, and 8:00am-8:00pm weekends and bank holidays via the NHS111 service.

Lack of access to local GPs cited as one of reasons for very high A&E attendances and emergency hospital admissions. Satisfaction issues with GP Out of Hours Service.

It will reduce A&E attendances, increase access to GPs during busiest time OOH, provide support to community nursing teams, rapid response, ambulance, care homes and MIU.

IT Integration

Access to patient records via data sharing across all member practices using SystmOne and MIG. Care homes SystmOne module in all care homes.

Lack of accurate and up to date patient records hinders effective management of patient's problems.

It will improve effectiveness of care planning, patient safety and continuity of care.

Web-based Video Consultation

Video consultation between GP, care homes, acute admission units.

High emergency admission rate from care homes, due to lack of GP support for carers and patients who are very frail with multi-morbidity.

It will increase care home staff confidence, access to GP advice, improve effectiveness of care planning and more appropriate emergency admissions.