

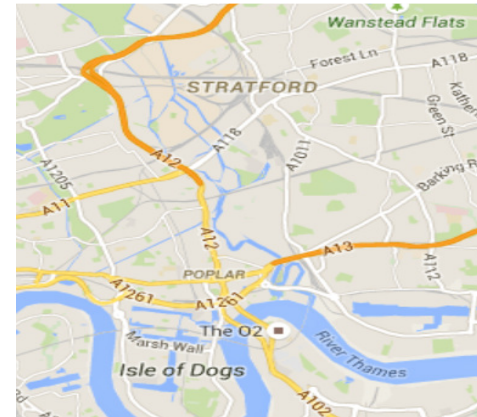
Pro-active, accessible and co-ordinated: Transforming General Practice in Tower Hamlets

North East London

Number of patients covered: 293,965

Number of practices participating: 36

Names of CCGs covered: Tower Hamlets CCG



Our top three planned service improvements/innovations are:

General Practice Delivery

- The project will reimagine the delivery of general practice services to meet the needs of Tower Hamlets residents. Four locality hubs have been identified in Tower Hamlets localities who will provide face to face general practice services, ensuring an 8:00am to 8:00pm access, 7 days a week primary care offer for all Tower Hamlets patients.
- These hubs will be supported by a virtual hub providing video and telephone consultations for patients.
- All practices will provide the WebGP service.

Developing Partners in Care

- Training independent prescribing pharmacists to support the locality delivery model. Patients will be offered appointments for this service through the virtual hub.
- Voluntary Sector Partnership: Working with charity Whizz-Kidz, locality hubs will act as mobility clinics – run by mobility engineers and therapists.
- Patient and Community Partnerships: work with Whizz-Kidz to form a Youth Advisory Group consisting of young wheelchair users from the local area.

Addressing the Cycle of Demand

- Social prescribing scheme across the Tower Hamlets area.
- DIY health project developing patient and professional partnerships.
- Introducing the health touch mobile to support self-management.
- Training and education to give the staff the skills to work as connectors.