

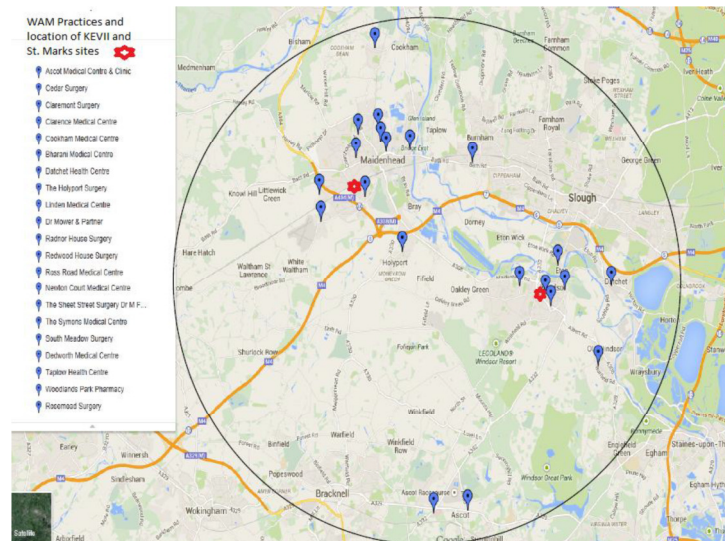
Time for Change

Windsor Ascot and Maidenhead

Number of patients covered: 144,975

Number of practices participating: 17

Names of CCGs covered: Windsor Ascot and Maidenhead



Our top three planned service improvements/innovations are:

Transferring Unscheduled Care to Scheduled Care

Delivery of seven day primary care services via two hubs at community hospital sites in Windsor and Maidenhead – duplicate primary care model

Target groups: frail elderly, carers, children aged 0-5, working population, minority groups, 2% case management register, mental health (parity with physical health)

Evening Paediatric clinic

GP Advice Line for 2% case management register, paramedics and care homes (20 minute response)

Innovative services for Care Homes

WAM has 48 care homes - the highest proportion per population in the country

Co-location of hub with Rapid Access Community Clinic

GP Advice Line (20 minute response), support vehicle and visits during hub opening hours

Ward rounds for homes prior to Bank Holiday weekends

Remote video consulting with remote examination.

Technology Innovations

Two-way appointment reminder /cancellation system

“Share Your Care” platform – 100% of practice data streamed via MIG to viewer at 2 hubs. Community data to go live July 2015 Extension to RBWM, South Central Ambulance Service and Frimley Health planned

Future plans for utilising platform for sharing care plans and patient record access

Care Companion app in nursing/care homes

Remote video consulting and examination – pilot planned for September 2015

Single domain programme – all WAM practice servers in one domain to support cross-site working