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:

1. **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)

2. **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.

3. **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

May 2015