

# Further Improving Access to GP Services Over 7 Days in Wigan

## Wigan

Number of patients covered: 320,000

Number of practices participating: 49

Names of CCGs covered: Wigan Borough CCG



## Our top three planned service improvements/innovations are:

### Improved Access for Patients

Delivery of a ‘Same Day’ in-hours access standard plus ensuring all Wigan patients can access ‘hub’ level services in weekday evenings and weekends.

The hubs will allow patients the choice to access GP practices during the hours of 6:30pm to 8:00pm weekdays and 10:00am to 4:00pm Saturdays and Sundays.

We expect health outcomes and continuity of care to improve for groups who may find it difficult to access GP services during existing opening times such as: working people, patient’s dependent on carers who are working people and working families

### Integrated Care Closer to Home

Local providers will be able to lay the foundations to evolve into Multi Specialty Providers (MCPs) as outlined in the NHS Five Year Forward View.

For example the new access hubs will be able to have a range of ‘wrap around’ services including community nursing, long term condition clinics, social care and voluntary services. This will mean patients will be able to have not just their medical needs catered for but other social issues. For example, financial support, housing, peer community support. or employment advice.

### Technological Innovation

Single clinical system with access to ‘Shared Clinical Records’ across all practices and wraparound services.

All GP Practices will allow patients to contact them using a wider range of communication technologies including options such as: web booking; automated telephone booking; telephone consultation; video consultation; text message.