

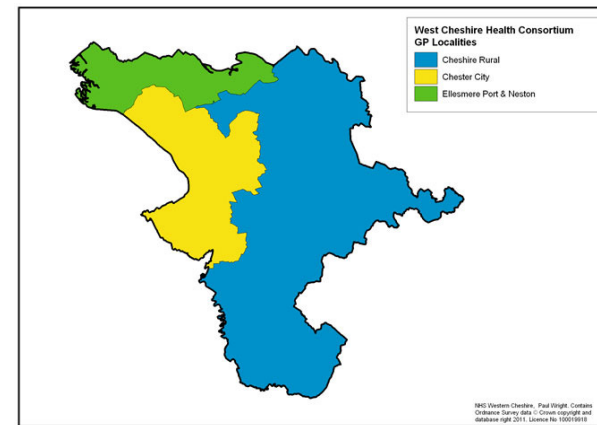
Improving Access to General Practice

West Cheshire

Number of patients covered: 258,257

Number of practices participating: 36

Names of CCGs covered: West Cheshire CCG



Our top three planned service improvements/innovations are:

Improving Access

Improving patients' experience of accessing their practice and providing them with alternatives.

Responding to patient needs by introducing alternatives to face to face appointments using technology including:

- Video consultations and e-advice
- Direct access physiotherapy
- Well Being Co-ordinators
- Extended and enhanced services
- Additional access to general practice in centralised locations from 8:00am-9:30pm Monday to Friday
9:00am-2:00pm Saturdays
10:00am-3:00pm Sundays

Excellence in Care for Vulnerable Older People

Improving access and the experience for vulnerable older people through reducing the number of avoidable, unplanned admissions by:

- Enhancing the scope of the Integrated Community Care Teams
- Implementing a service that will see a single GP working across each cluster
- Early Visiting allowing patients to be seen at home from 8:00am
- Acute Visiting so that patients who are assessed by paramedics as not needing admission, can be seen by a GP and supported to stay in the community
- Early Discharge for patients accessing acute assessment

Long Term Conditions

Redesigning care for people with long term conditions, making these more accessible, efficient and effective. Supporting patients to take greater control of their care by:

- Self-management of conditions
- Support and advice to reduce exacerbations and empowering people to lead their own care planning, including accessing their health records
- Provide health coaching to maintain their overall physical, emotional and psychological wellbeing
- Technology to aid people with self-management and better understand their condition, including Apps
- Greater access to Consultant/Specialist Nurse support through shared job roles between the community and hospital