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**

Improve patients’ experience of accessing their practice and providing them with alternatives.

- 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

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