

Community Primary Care HUB Clinics

Basildon and Billericay, South West Essex

Number of patients covered: 80,129

Number of practices participating: 15

Names of CCGs covered: Basildon and Brentwood CCG

Summary of scheme's work

- To offer the patients extended access 7 days a week
- Pre-bookable appointments and on the day appointments
- Full GMS/PMS services
- Improved patients outcomes and satisfaction
- Reduce the pressure on the local acute trust

Our top two areas of progress and one area of challenge are:

Progress One: Patient and practice engagement

Through patient participation groups we have understood the expectations and needs of the patients from our member practices

We have had excellent engagement with the practice managers and their teams. The practices have taken ownership of the service redesign and there has been good attendance at all engagement meetings

The HUBs are based in existing GP surgeries, reinforcing local service continuity

Progress Two: Infrastructure

Recruitment has been completed with staff and most of the clinicians from within the 15 membership practices

All telephones and the IT system have been tried and tested

Our team has worked with each member practice for IT training, how to answer patient queries and how to promote the service to patients

All practices are displaying posters of the service in the surgeries

Challenge:

CQC delay in processing application for registration

Generating evidence-based data quickly to demonstrate our service impact.

To demonstrate sustainability as demand increases and fulfilling patients previously unmet needs