

My Healthcare

South and Central Birmingham

Number of patients covered: 123,287

Number of practices participating: 23

Names of CCGs covered: Birmingham South Central

Summary of scheme's work

- Improved access to primary care - all patients registered with our 23 member practices. All will have access to 7 days a week primary care services by the end of September delivered using both physical and virtual platforms via a hub and spoke model
- Full range of services - GMS and enhanced clinical services complemented by pharmacy and nursing support, health, wellbeing
- Harnessing new technologies, empowering patients to better manage their own health and healthcare through the adoption of digital tools and applications
- Service Integration - Outside normal surgery hours care will be coordinated by a virtual centre. It will be staffed by GPs, pharmacists, nurses and paraprofessionals who will have access to the patient's medical records and be able to liaise with the most appropriate member of the wider health care team

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

Progress One: All three Hubs have gone live

Our main Hub went live on 1 July and our local Hubs went live during the first week of September

All 23 practices are now able to view the extended hours appointments in the three Hubs. Appointments are available between 8:00am-9:00am and 6:00pm-8:00pm weekdays, and 8:00am-3:00pm Saturdays and Sundays

On presentation, and once explicit consent has been gained, the Hub clinician is able to access the patient's medical records via EMIS web, and send an electronic summary of the consultation to the patients registered practice

Initial feedback from both our practices and patients is extremely positive

Progress Two: Roving Doctor

The Roving Doctor service is designed for those patients who need a home visit within two hours of contacting their GP, but do not necessarily need to be seen in secondary care. All referrals into the Roving Doctor service are triaged by the practice's on-call GP so that he/she can ensure that the patient meets the criteria before the referral is made

Patients needing urgent secondary care assessment will be managed via the usual 999 service. Patients needing routine home visits will continue to be managed by their own practices

The Roving Doctor service went Live on 1 September 2015

Challenge: Funding delay

The delays in receiving funding has impacted on our ability to take the initiative forward at the speed we would have liked

However, we continue to move forward on all other areas of work and are grateful for the support and advice received from our practices, Birmingham South Central CCG and NHS England in taking this forward.