

Improving Access to Primary Care in Blackburn with Darwen (BwD)

Lancashire

Number of patients covered: 170,000

Number of practices participating: 28

Names of CCGs covered: Blackburn with Darwen

Summary of scheme's work:

- PCAC (Primary Care Access Centre)
- Locality Spokes
- Patient Signposting
- Accessing Healthcare

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

Progress One: New Primary Care Hub

This scheme will see the construction of a new hub situated within the urgent care centre of the local hospital

This hub will provide additional GP capacity as aligned GP practices can book patients in. It will also share a front end with A+E so walk in patients will be clinically triaged and signposted either into the Primary Care Centre or the A&E department

This will ensure patients are treated in the appropriate setting and the savings generated by this will support funding of the hub in future years

Progress Two: Locality Spokes

The BwD scheme will create three clinical hubs/ spokes across the area. These operate outside of core hours and will provide UC appointments for use by all practices. Patients will be signposted into this service if there is no capacity at their own practice or if they need to be seen outside of core hours

The three clinical hubs are now live and they are offering up to 300 additional UC appointments per week

An EMIS solution has been designed which ensures clinicians operating from the hubs have full read and write access to patient notes

Challenge: PFI / Estates Engagement

All of the design works associated with the development of the PCAC has been undertaken

This work encompasses the physical build of the new site and also to the clinical operating model including management of patient flows

However reaching final agreement to start the development is a lengthy process as the hospital is subject to a PFI and the sign off process is very complicated