

One Care Consortium

Bristol, North Somerset and South Gloucestershire

Number of patients covered: 951,257

Number of practices participating: 102

Names of CCGs covered: Bristol, North Somerset and South Gloucestershire

Summary of scheme's work:

- Web-based access to primary care
- Seven day access to primary care services
- Channel shift pilot services
- Business process improvement and shared best practice
- Consistent telephone access to general practice
- Common, shared patient record
- Access to the right service at the right time
- Access to self-care information and advice

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

Progress One: Increased roll-out of web-based access to primary care services

This service will be rolled out to more than 20 additional practices by the end of 2015

The majority of practices will be piloting the WebGP suite of online tools. A small number will test the AskMyGP product

Patient feedback from one of the practices already live with the service: *"I had a simple problem that I knew required a specialist reference. The service provided a relevant medical history for the GP who spoke to me on the telephone. The service saved both of us an appointment."*

Progress Two: Read access to the patient record in OOH

One Care is working to enable read/write access to a patient's record in OOH via our EMIS platform. Over half of BNSSG practices have now signed and activated their Data Sharing Agreements to enable this to happen. On August 2015, an OOH GP tested the first phase, read access to patients' own GP records to support their OOH consultations

The GP said *"The whole EMIS record could be viewed, including all scanned documents. Without wanting to seem overly excited, this was quite a seminal moment, and, in my excitement, I had to share it with everyone in the office. History was being made! They were witnesses! The EMIS platform provided the kind of tremendous new benefits that I expected."*

Challenge:

Finding effective ways of communicating and engaging with practices other than email

Managing suppliers to ensure they are able to deliver to the short timescales expected in the programme.

The number of Data Sharing Agreements practices are being asked to sign can be overwhelming and it is imperative to ensure the benefits of signing to both patients and practices are clearly articulated