

# Best Care, Anywhere

## Coventry

Number of patients covered: 374,335

Number of practices participating: 64

Names of CCGs covered: NHS Coventry and Rugby CCG

### Summary of scheme's work:

'Best Care, Anywhere' brings together three linked, high impact primary care schemes which integrate in to existing services

The first of these three schemes is the GP extended hours hub which is a single hub offering week-day urgent appointments and weekend routine appointment)

The second scheme focusses on the older patient population with the primary care frailty team determining discharge and care planning for frail patients and managing them in proactive, community based primary care

Across the schemes there will be enhanced primary care access in excess of 18 hours a day and a choice of preferred method of contact – including face-to-face, video or telephone – which can be booked online

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

### Progress One: GP in ED

The GP based in the Emergency Department at UHCW has reached a significant milestone

This was the first scheme to launch. The scheme sees a GP based in A&E to treat primary care cases presenting to ED thereby freeing up time for hospital doctors and making a significant contribution in helping UHCW meet its four-hour A&E waiting target

Since launching, the scheme has now treated its 1,000 patient, and has achieved over 90% discharged without further treatment

### Progress Two: Primary Care-led Frailty Team

A Primary Care Frailty Team based at UHCW has been created as part of the Best Care, Anywhere project

The scheme is designed to increase the capability of primary care to offer comprehensive management of frail, elderly patients and to do so from both an acute and community setting

Supporting frail elderly patients to exit hospital with a comprehensive care plan will be the team's main focus where they will use primary care skills in managing risk and providing cost effective diagnosis

### Challenge: Technology

The Best Care, Anywhere project has been tasked to purchase, develop and manage IT solutions to support the implementation of the three work streams identified as part of the CRCGG PMCF programme

Ensuring that the correct technology is in place within the tight timescales to the correct specification has been a challenge