

EASTIR

Richmond

Number of patients covered: 205,000

Number of practices participating: 28

Names of CCGs covered: NHS Richmond CCG

Summary of scheme's work:

- Four Hubs nominated, one in each locality with go live date for first hub 7 September
- GPS enabled app and website in development (providers appointed)
- Technology for face to face consultations being evaluated
- All practices have Patient Education Screens in their waiting rooms
- "Under 5s" to be offered same day access GP emergency appointment under extended access
- Rapid Access team to have a GP to respond to urgent same day home visits, reducing inappropriate A&E attendances/ admissions

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

Progress One: Extended Access

GP appointments available 8:00am-8:00pm, seven days a week; Nurse appointments available weekday evenings and weekend s 9:00am-1:00pm.

Increasing access in primary care will enable under 5s same day access to a GP; this dovetails with the CCG's priority to reduce the number of under 5s attending A&E.

Enhanced GP home visiting service for patients needing to be seen urgently, which will assist GPs in responding to these requests; proactive GP "In reach" hospital service also in development.

Progress Two: IT

The Richmond navigator app and website are in development; logo design agreed.

Patient information screens continue to be installed in every practice waiting room.

"Ask my GP" software being evaluated – enables patient to email GP with concerns, enabling signposting to appropriate service.

Richmond is implementing the limited IO (interoperability) solution available for Vision and EMIS practices in the locality.

Next to be evaluated is mobile technology for use by home visiting and in reach hospital GP service.

Challenge: IT interoperability

Full read and write functionality to patient notes on different practice software systems is currently not provided by any commercial organisation.

EMIS, Vision and Black Pear were all evaluated to explore solutions – Vision finally nominated (they are using Black Pear to provide the integration engine with EMIS). Vision 360 web based shared appointment booking system is operational and staff being trained to use this.

Other solutions: migrate all practices to one system, but this would be disruptive and costly.