

# Improving Access to Healthcare across Fleetwood Lancashire

## Summary of scheme's work:

- Extended Access
- Florence - Telehealth
- Pharmacy First
- Digital Inclusion

Number of patients covered: 30,000

Number of practices participating: 5

Names of CCGs covered: Fylde and Wyre CCG

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

### Progress One: Extended Access

This scheme will deliver additional GP appointments at weekends and of an evening as well as targeted nurse clinics based on patient need

A central clinical hub has been delivering clinical sessions since April

Uptake is positive for the GP sessions and nurse clinics as patients can find it difficult to access services during the week

### Progress Two: Tele Health – Florence (Flo)

Promoting the self-care agenda is vital as the demand for health services increase

The Flo system is web based and allows patients to manage a range of conditions remotely and also interact directly with clinicians

The system also provides clinical advice for patients to enable them to effectively manage exacerbations without the need for clinical intervention

### Challenge: Sustainability

The greatest challenge for schemes is measuring the benefits to patients and also the impact the new services have on the wider health economy. This information is vital to help commissioners shape services going forward once the PMCF monies have been utilised

Measuring the benefits and impacts of some of the initiatives could be challenging