

Together for the Health of Halton

Number of patients covered: 128,620

Number of practices participating: 17

Names of CCGs covered: Halton

Summary of scheme's work

Together for the health of Halton supports the implementation of a new care model in Halton which was developed as part of the General Practice strategy. The PMCF scheme has therefore presented the opportunity to implement and test a range of new services and approaches to the integrated care model. This includes a blend of schemes that:

- Extend access to General Practice
- Offer alternative points of access to Primary Care
- Supporting and empowering patients to make appropriate choices in accessing care

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

Progress One: Extended Access

We have two extended access schemes with one already live. This offers:

- A practice-based approach
- Additional appointments in the mornings and evenings
- Additional appointments at the weekend
- Additional appointments in core hours
- A range of GP led, Nurse led and Pharmacist led clinics
- Traditional appointments and pro-active targeting of high risk patient groups

Progress Two: Patient Connect

The Patient Connect programme, designed to support and empower isolated people in our community to make appropriate choices in accessing care – aim is to reduce demand at the GP by offering greater support and choices in the community

- Multi-agency approach
- Input from statutory and non-statutory partners
- Over 25 new services commissioned – many now live
- Great initial feedback

Challenge: Staffing

Supporting GPs manage the balance between the 'day job' and transformational change

Challenge of balancing workforce, capacity and demand

External demands impact heavily on availability and focus: PMS review, CQC inspections, new policies

Funding and support being provided but effective backfill is a challenge