

I:HUB

Islington, London

Number of patients covered: 229,457

Number of practices participating: 34

Names of CCGs covered: Islington

Summary of scheme's work:

Creation of three primary care hubs across the borough, offering core GP service to Islington registered patients, creating availability of GP & nurse appointments:

- working in conjunction with all Islington GPs to deliver core primary care access 8:00am – 8:00pm, 7 days for 220K+ patients
- using Doctor First as a primary patient interface
- with appropriate geographic spread across the north, central and south areas of the borough
- configured to offer the necessary additional capacity: 6:30pm-8:00pm weekdays 8:00am-8:00pm weekends

Extend the success of weekday ambulatory care to weekends:

- funding GPwSI or consultant coverage at weekends
- building relationships and improving process to make best use of new patient pathways
- to prevent unnecessary hospital admissions for patients that are too ill for the hubs

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

Progress One: Engagement

The I:HUB team prioritised the engagement process from project commencement. This continuous process has been enormously successful so far and will continue throughout the pilot duration. It includes:

- 100% Islington practice participation
- Service design by borough-wide GP working group (Pathway doc below left)
- Mobilisation team incl. virtual team of practice managers
- Partnership with clinical & integration leads at UCH and Whittington hospitals
- Collaboration with NHS111 and OOH providers
- Patient engagement via Healthwatch Islington partnership and via practice PPGs
- Fair Process and awareness campaigning supported by Healthwatch and practices (poster below right)
- Advisory panel incl. CCG head, Healthwatch CEO, LMC, out of borough clinicians and evaluation academic)



Progress Two: Workforce

Development

The scheme objective was to prioritise the engagement of Islington's clinical and clerical talent to work at the hubs on session-basis in order to test these new ways of working

There is now a significant talent pool of doctors and receptionists who will staff the hubs sessions

The Ambulatory Care programme stream is on schedule with UCLH and Whittington recruiting appropriate doctors to cover session-based weekend working, as per the scheme bid ambition

Challenge: Technology

Islington uses Emis clinical platform exclusively for its GP services. Our ambition to leverage new Emis remote access capability has been thwarted so far and the team has chosen to implement I:HUB services using Emis Community Services platform, along with bespoke templates and summary screens

This is disappointing because it puts undue pressure on the borough's practices to complete the remote consultation process, increasing the risk of non-participation by the practices

We continue to work closely with Emis to have the opportunity as an 'Early Adopter' of the Emis Enterprise 5.8 remote consulting capability