

Implementation of the Neighbourhub Model

Knowsley

Number of patients covered: 161,955

Number of practices participating: 32

Names of CCGs covered: Knowsley CCG

Summary of scheme's work

- *Implementation and establishment of the Neighbourhub model: primary health and social care teams delivering locality based physical and mental health and social care*
- *Introduction of extended hours within Neighbourhubs – evenings and weekends*
- *Innovative use of technology:*
 - *Online services; enhanced text messaging; e-consultations and patient access to wi-fi in practices*
 - *Health apps – promoting self-care and personalised goal setting and attainment*
- *Easy access to information and advice about full range of services in Knowsley*

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

Progress One: Neighbourhubs

Diagnostic undertaken:

- Substantial engagement on and good will towards the proposed Neighbourhub model

Neighbourhub development:

- Neighbourhub configurations agreed
- Neighbourhub practice meetings held
- Community service provider actively engaged

Extended hours modelling:

- With stakeholder groups
- Data modelling commenced

Progress Two: Technology

Technology minimum 'ask' specified:

- Online services; enhanced text messaging; e-consultations & practice wi-fi for patients

Market and good practice research:

- Data sharing and single care record – to support case management
- Apps – Flo, Sugar3, Patient Access, Patient Partner

Health app:

- HealthPAL pilot commenced in two practices

Challenge: Resources

Project team:

- Availability of right experience and expertise for short term project
- Lead time to 'recruit'

Mitigation: use of consultancies, partner capacity

Extended hours capacity:

- National shortage of GPs

Mitigation – work with existing providers