

Improving Access in Lambeth

Number of patients covered: 378,387

Number of practices participating: 48

Names of CCGs covered: Lambeth CCG

Summary of scheme's work:

- Four access hubs open 8:00am – 8:00pm weekdays and 10:00am – 6:00pm weekends
- Shared Technology & Multiplatform Access
 - EMIS Web interoperable system in place between Hubs and Practices
 - Discovery phase to explore digital solutions
- Improving Planned Care
 - Capacity increased across primary care for the management of chronic disease and complex cases

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

Progress One:

Information Technology

- Interoperable EMIS Web IT system in place across the Hubs and neighbourhood practices
- Data sharing agreement in place across Hubs and Practices
- Discovery phase completed with list of innovative digital solution recommendations that can be explored for the project

Progress Two:

Care Pathways

- Consultation of proposed pathways for the Hubs undertaken with neighbourhood practices and key stakeholders
- Care pathways developed in accordance with above consultations
- Service specification developed

Challenge:

Commissioner and Provider Relationship

- Steering group established to oversee the project consisting of providers and commissioners
- Managing the relationship between the commissioners and providers on budget control and monetary spend
- Maintaining provider autonomy to make decisions in line with the original project intentions