

# Manchester Access

## Manchester

Number of patients covered: 590,000

Number of practices participating: 92

Names of CCGs covered: NHS North, Central and South Manchester CCGs

### Summary of scheme's work:

- 12 Community hubs open 6:00-8:00pm five days a week
- Three Community hubs open each weekend day 10:00am – 6:00pm
- Community hubs all offering GP, practice nurse and HCA appointments
- Three A&E based hubs open 8:00-8:00, 7 days a week
- A&E hubs offering bookable and walk-in GP appointments
- All underpinned by access to the full primary care clinical record



THE MANCHESTER PRIMARY  
CARE PARTNERSHIP

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

### Progress One: Infrastructure

Partnership – Organisational structure and working arrangements across three Federations well established and working well

Project Team – Recruited relevant expertise to deliver project objectives, and implemented project structure and governance

Patient record – We have read/write access to full primary care record operating effectively, and EMIS highly engaged in development of the community module and in snag resolution

### Progress Two: Mobilisation

Community Hubs – Eight hubs mobilised, four remaining

Appointments – All mobilised hubs taking appointments from across their associated 'home' practices via shared appointment books

A&E Hubs – Well along with agreeing estates, IT, pathway and joint working with all Acute Trusts, with mobilisation scheduled during September onwards

### Challenge: Skill Mix

We have yet to deliver the nurse appointments which are part of this scheme

We are getting to grips with the issues around the varied skill mix practice nurses and health care assistants possess, and how to ensure we offer a consistent but useful service without patients attending for consultations outside of that nurses competence

We are also exploring the various options for employment of these nurses / HCAs, as most have little experience of self-employed working