

# New Forest Primary Care Access Centre: The Practice

## New Forest

Number of patients covered: 60,000

Number of practices participating: 7

Names of CCGs covered: West Hampshire

### Summary of scheme's work

- *Establishing an 7 day, 8:00am-8:00pm appointment based primary care access centre*
- *Enabling clinicians to access patient's record at the registered practice*
- *Linking practices together on the same phone system*
- *Enabling staff at registered practice to make appointments directly with the access centre*
- *Introducing document management systems shared between practices*
- *Introducing webGP to assist patients and practices*

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

### Progress One:

Going live with the access centre, now known as "The Practice" (the name was decided during a series of patient/staff engagement events), on 8 September 2015. The Practice operates as a virtual branch surgery of the participating practices

It has already proved popular with patients and appointments are consistently full. The telephony side of the project will increase in coverage over the next few weeks. Likewise all IT systems will be fully functional and staff will increase their understanding of systems and referral pathways on a daily basis

### Progress Two:

Learning how to mobilise a programme of work such as this, within the organisational framework of NHS England. Learnings will be useful for any future roll-out.

Working in partnership and close proximity to hospital services has been valuable.

This learning is an area of progress, not a problem, and this is one of the vital processes that this scheme is currently going through.

### Challenge:

Taking the scheme forward beyond the initial twelve months as a sustainable service, delivering patient choice, cost efficiencies, and proving more attractive career pathways in general practice for trainee doctors.

It is hoped that the service will continue beyond twelve months at Lymington and will extend outwards to offer the same service to patients in the Avon Valley (Ringwood/Fordingbridge) and Waterside (Hythe/Totton) areas.