

Right Time, Right Place, Right Care

Oxfordshire

Number of patients covered: 744,321

Number of practices participating: 72

Names of CCGs covered: Oxfordshire CCG

Summary of scheme's work

- *Early Visiting Service*
- *Practice Visiting Nurses*
- *Practice Care Navigators*
- *Neighbourhood Access Hubs*
- *Access to patient records for out-of-hours GPs*
- *Email consultations*
- *Health and care services advice website within Oxfordshire*

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

Progress One:

The **Early Visiting Service**, led by Emergency Care Practitioners, helps GPs respond to requests for urgent same day home visits. The aim is to provide a more responsive service for patients at risk of admission, visit in a timely manner and identify early support, to avoid admission to hospital where possible. Launched in June, the scheme currently supports 29 practices with a patient population of 254,593 people in the North, North East, and West of the county. Service to the South West will be rolled out during the 3rd week of September. So far clinicians have visited 628 patients, and are regularly receiving positive feedback from both patients and practices alike.

Progress Two:

Email consultations have begun at two practices in Abingdon. The e-consultation pilot enables patients to book quick response e-consultation appointments during the early mornings and evenings and Saturday mornings. Additional routine e-consultation appointments with a one day turnaround are also available for patients during normal opening hours. In the first 5-6 weeks over 300 e-consultations were held with almost one third having a response time within two hours. Once fully underway, the practices plan to launch a major awareness campaign to increase the number of patients using this facility.

Progress Three:

Practice Care Navigators have started in Oxford, helping to coordinate care for patients who are elderly, frail or just out of hospital, linking up practice teams with other health and care agencies.

Challenge:

Recruitment of GPs and ANPs has been difficult. GPs are in short supply and permanent recruitment has been challenging. The cost of indemnity cover is also an issue. As a temporary solution, GP practices are offering shifts on a patient list size allocation. For ANPs, the short-term nature of contracts is a challenge for recruitment. Offering secondments to community nurses is enabling posts to be covered.