Enhancing Primary Care

Sheffield

Number of patients covered: 580,000

Number of practices participating: 87

Names of CCGs covered: NHS Sheffield CCG

Summary of scheme's work

- *Level one includes an acute same day service, additional pharmacy support, and secure data sharing across primary, secondary, mental health and social care*
- *Level two additionally includes a rapid access GP team, out of hours urgent care provision through four satellite units, wraparound services which provide GPs with additional out of hours support from social care and mental health services, Roma advocacy and health support, and access to online self-management tools and signposting via WebGP*
- *Citizen representatives will continue to be involved throughout the scheme*

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

Progress One: Engagement with providers

There is overwhelming support for the pilot from Sheffield's GP practices and other providers including trusts, independent sector and community pharmacy. This clearly demonstrates the willingness and commitment there is to work across boundaries to find innovative and effective solutions to the challenges facing primary care.

Closer working relationships are being developed through regular two-way communication, named contacts and locality representatives.

Progress Two: Satellite Units

From 1 October, three new satellite units set up specifically for the pilot, as well as a fourth unit as an extension to an existing out of hours service.

Primary care staff from across the city are allocated to sessions on a rota covering 6:00pm to 10:00pm weekdays and 10:00am to 6:00pm at weekends. This will provide patients with increased access to urgent appointments, and help to ease the pressure on clinical time.

Standard operating procedures have been developed in line with CQC requirements.

Challenge: IT systems

Practices across the city currently use different IT systems for managing their patient records which are fully embedded.

With interoperability a key requirement for the pilot there has been a need to consider several different IT solutions and how these work with the systems already in place.

A preferred solution has been identified, though this is not ideal as it will mean slight differences for users of the two systems in the short term until full interoperability becomes available. The longer term benefits outweigh this.

Prime Minister's Challenge Fund, September 2015