

# Southampton Primary Care Ltd

## Southampton

Number of patients covered: 269,875

Number of practices participating: 29

Names of CCGs covered: Southampton

### *Summary of scheme's work*

- Increased local access to primary care
- Increased patient choice
- Continuity of care for patients with LTCs
- Increased positive health outcomes
- Holistic health promotion and interventions
- Increased identification and information sharing

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

### **Progress One: Hub opening**

Hub one went live on 22 June and is fully operational with an interim paper clinical notes system. Hubs two and three live on 14 September 2015

The reception team have developed and implemented the reporting system for utilisation and outcomes. The team have embedded and streamlined the referral pathway to bring together a physio and mental health team to work alongside the General Practitioners, Nurses and HCAs

### **Progress Two: Staffing**

A senior community physio has been recruited to deliver MSK services and acupuncture in the hubs from September.

We have developed a new integrated Tier 1 and 2 Mental Health Service with our local provider, utilising support treatment, recovery workers and CPNs

We are also exploring the extended role of the integrated Clinical Pharmacist to deliver long term condition management instead of ANPs

### **Challenge: Infrastructure**

Our biggest challenge has been in sourcing the integrated IT system. The original provider has proved unreliable and eventually we have had to outsource the N3 connection which has resulted in significant delays.

A slow start in the project management side meant that some crucial points of integration the IT and telephony system were missed; this has been sorted with twice weekly face to face meetings with new management team