

# Staying Well

## South Worcestershire

Number of patients covered: 297,251

Number of practices participating: 32

Names of CCGs covered: South Worcestershire CCG

### Summary of scheme's work:

- Highly-skilled centralised clinical contact centre
- Range of localised extended services
- Online developments (positively evaluated during wave one) including service signposting, self-help guides/promotion
- Telephone and video consultations
- Minor ailment services at high-street pharmacies
- Data sharing with GP practices

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

### Progress One: Minor Ailments Service at High Street Pharmacy

Launched on 27 August, this service will release capacity within GP surgeries by diverting patients to trained pharmacists who can provide advice on common health problems and the best medicines to treat them

The service covers a range of minor illnesses including coughs, allergies, rashes, aches, bites stings and heartburn

Patients who get free NHS prescriptions can get some medicines free of charge without needing a prescription from their GP

### Progress Two: Data Sharing Across 32 Practices

Implementing data sharing between the federation entity and each of the 32 GP practices

Worked with leading healthcare solicitors, Lockharts, to develop a Tier 3 (purpose-specific) information sharing agreement

Developed configurations with EMIS, leveraging EMIS Web in every practice, to enable data sharing from a technical perspective

### Challenge: N3 Connectivity for Non-NHS Organisations

Our experience has been that the application process to initiate an N3 connection as a federation is both challenging and lengthy, with not a lot of direct support available

Workarounds – using EMIS tablets (with in-built N3 connectivity) and N3 aggregator (Redcentric)