

# S.U.C.C.E.S.S. Project

## Swindon

Number of patients covered: 230,473  
Number of practices participating: 26  
Name of CCGs covered: Swindon CCG

### Summary of scheme's work;

- *SUCCESS GP-led Urgent care clinics which support surgeries with "on the day" demand*
- *Children & Young Persons Clinic*
- *Urgent Care Clinic*
- *Single Point of Access Telephone number*
- *Urgent Home Visiting Service*
- *Clinical Advice Lines*
- *Near real time transmission of clinical record from GP Clinical System of Choice*
- *Improved access to General Practice at weekends in neighbourhood locations*

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

### Progress One:

We have opened a second Urgent Care Clinic. This is providing GP and Nurse appointments and is operational from Monday to Friday from 8:00am to 6:30pm, operating in the central neighbourhood of Swindon, with further extension to 8:00pm planned.

The clinic can be booked by local GP practices using the electronic booking and transfer of a précis of the clinical record to and from the clinic. Feedback from practices is positive about this second location.

### Progress Two:

We have opened a second Children and Young Persons Clinic. This is providing nurse-led telephone triage, as well as treatment and observation clinic appointments.

It is operational from Monday to Friday from 8:00am to 8:00pm. All practices are able to access the clinic using electronic or manual booking, it is also available by direct patient/carer referral via the booking line. Feedback from practices is positive about this second location.

### Challenge:

We have planned IT infrastructure to allow two-way access and entry to all primary care systems in Swindon and Shrivenham to support clinical decisions and ensure GPs informed about their patients.

This system is working with two clinical system suppliers, but integration with TPP is delayed.