

Pro-active, Accessible and Coordinated: Transforming General Practice in Tower Hamlets

Number of patients covered: 293,965

Number of practices participating: 36

Names of CCGs covered: Tower Hamlets CCG

Summary of scheme's work:

- **Supporting access to primary care services in the evening and weekends**

A collaborative locality based model of provision 6:30pm to 8:00pm Monday to Friday and 8:00am to 8:00pm Saturday and Sunday providing appointments for urgent or routine primary care services and appointments

- **Developing primary care partnerships to ensure maximum value is delivered through the wider primary care community**

Supporting some local pharmacists to become Independent Prescribing Pharmacists and developing mobility clinics and a local youth advisory group working with Wizz Kidz

- **Taking positive action to address the cycle of demand for primary care services**

DIY health - supporting patients and health professionals co-produce more resilient responses to health questions. The Health Connectors programme to give staff the skills and techniques to support patients in making positive health choices. A systematic social prescribing service for the borough to enable support for people from the voluntary sector

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

Progress One: Cycle of Demand

Recruitment of existing practice staff to the Cycle of Demand workstream as Health Connectors and DIY Health Support

Engagement of practices into the programme and in particular the cycle of demand work

Progress Two: Primary Care Delivery

Business process design for the hub services completed with a view to hub services starting in Sept/Oct

Service specification and practice MoU defined for hub services and information sharing agreement signed off

Challenge: Primary Care Delivery

Defining the management model for the hub services given that they are all part of existing practices

Data quality improvement in order to measure the impact the hub services are having on the full spectrum of local urgent care services