

Further Improving Access to GP Services Over 7 Days

Wigan

Number of patients covered: 322,000

Number of practices participating: 63

Names of CCGs covered: Wigan Borough CCG

Summary of scheme's work:

- Improve access to Primary Care services
- Offer Wigan Borough Patients the choice to access GP Practices outside of core hours across nine hub sites
- GP and Nurses appointments will be made available during the hours of 6:30 pm to 8:00 pm weekdays and 10:00 am to 4:00 pm Saturdays and Sundays
- Improve clinical outcomes for patients who may find it difficult access services during core hours ie. carers and commuters
- Offer a range of 'wrap around' services including community

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

Progress One: Hub Sites

Two hub sites established offering extended access to GP surgeries. These sites became live from 8 July 2015 offering five appointments each evening and 23 on a Saturday and Sunday

IT solutions are working well giving clinicians access to the patient's clinical information, with all consultation detail being recorded back to the host practice

A further hub site will be coming operational shortly, and a further six sites will be operational once CQC additional location approval received

Progress Two: Feedback

Feedback has been extremely positive with patients actively reporting the convenience of the service especially from carers, working people and young mums.

Particular reference to being able to obtain a booked appointment at times to suit the patient is something they have said is very welcomed and has allowed some patients to be seen by a clinician where previously they may not have done thus improving the long term effects which could potentially result from a delay

Challenge: Capacity of Sites

Delays have been incurred due to CQC regulations and we awaiting the approval to go ahead

The 10-12 week period for approval to take place has delayed the pilot in making nine hub sites operational