Time for Change

Windsor, Ascot & Maidenhead

Number of patients covered: 150,000

Number of practices participating: 17

Names of CCGs covered: WAM CCG

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

Progress One
- Highly successful collaborative partnership between WAM CCG, local GPs and nurses and EBPCOOH (provider contracted to run and manage the Hubs)
- Hubs at St Marks, Maidenhead and King Edwards, Windsor: Operational August 2015
- Text reminders and text cancellation service very popular with patients. Enabling easy cancellation and rebooking
- Daily reporting of Hub usage enabling rapid response to issues / problems

Progress Two
Additional Milestone Projects approved September 2015 to help drive sustainability and workforce development:
- Care Home Plus service: Weekday, daytime dedicated service for Care Homes
- Marcomms to educate and change the way patients accessing primary care
- Capacity-Demand analysis in practices: Develop WAM model of good practice
- Mental health services offered in Hubs
- Tele-health consultation: Workforce development and enhanced LTC patient care

Challenge
Lack of IT Interoperability:
- Currently operating Adastra and the MIG which provide limited patient data
- This is leading to clinical restrictions which are having an impact on the delivery of services

Lack Mobilisation Period:
- Mobilisation took four months, leaving only eight months for the scheme to be evaluated
- Additional projects delayed until Hubs operational – again short evaluation period

Prime Minister’s Challenge Fund, September 2015