

Summary of scheme's work:

WAM CCG working in partnership with East Berkshire Primary Health Care Out of Hours to establish two community hubs, providing weekday evening appointments and weekend day appointments for routine primary care

- Provide an equitable health care service for all patients offering appointments when convenient to them
- Sub projects to provide primary care to the hard-to-reach communities
- Provide a visiting primary care services to WAMs 47 care homes and sheltered accommodating schemes
- Target patients who are not coping well with their LTC with a health-coaching programme of up to six coaching sessions
- Supporting change in patient behaviour to ensure patients are making the right selections when booking health appointments

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