

Primary Care Cheshire

West Cheshire

Number of patients covered: 258,257

Number of practices participating: 35

Names of CCGs covered: West Cheshire

Summary of scheme's work

- Additional access to General Practice in centralised locations
- Enhancing the scope of the Integrated Community Care Teams
- Delivery of alternatives to a GP appointment
- Early Visiting to those at risk of hospital admission
- Acute Visiting to support patients to stay in the community
- Provide self-management course and health coaching to maintain wellbeing, and technology to aid people to self-care better understand their condition

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

Progress One: Well Being Coordinators

Service aims to provide an alternative to a GP appointment for non-clinical advice

- Well Being Coordinators recruited and based in clusters of practices to deliver a joined up service
- Key performance indicators agreed with the provider (Age UK)
- Volunteer Coordinator recruited to work with the WBCs and recruit local volunteers

Progress Two: Direct Access Physio

Service aims to improve access for assessment of musculoskeletal conditions and free up GP appointments

- Total of 1308 patients seen to date
- Over 50% managed in Primary Care
- 53% given advice only
- 27% referred onto MSK Physio
- Only 3% referred on for further investigations

Challenge:

MPLS

- Loss of our current IT provider (NWCSU) and resulting increase in costs
- Third party delays which impact on implementation timetable and costs

Well Being Coordinators

- Measuring benefits realisation to ensure sustainability