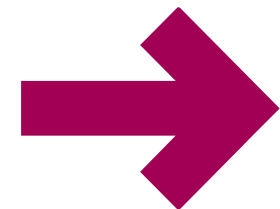


Update on the Prime Minister's Challenge Fund

**Nottinghamshire
Joint Health
Overview and
Scrutiny Committee
13th January 2014**

Context

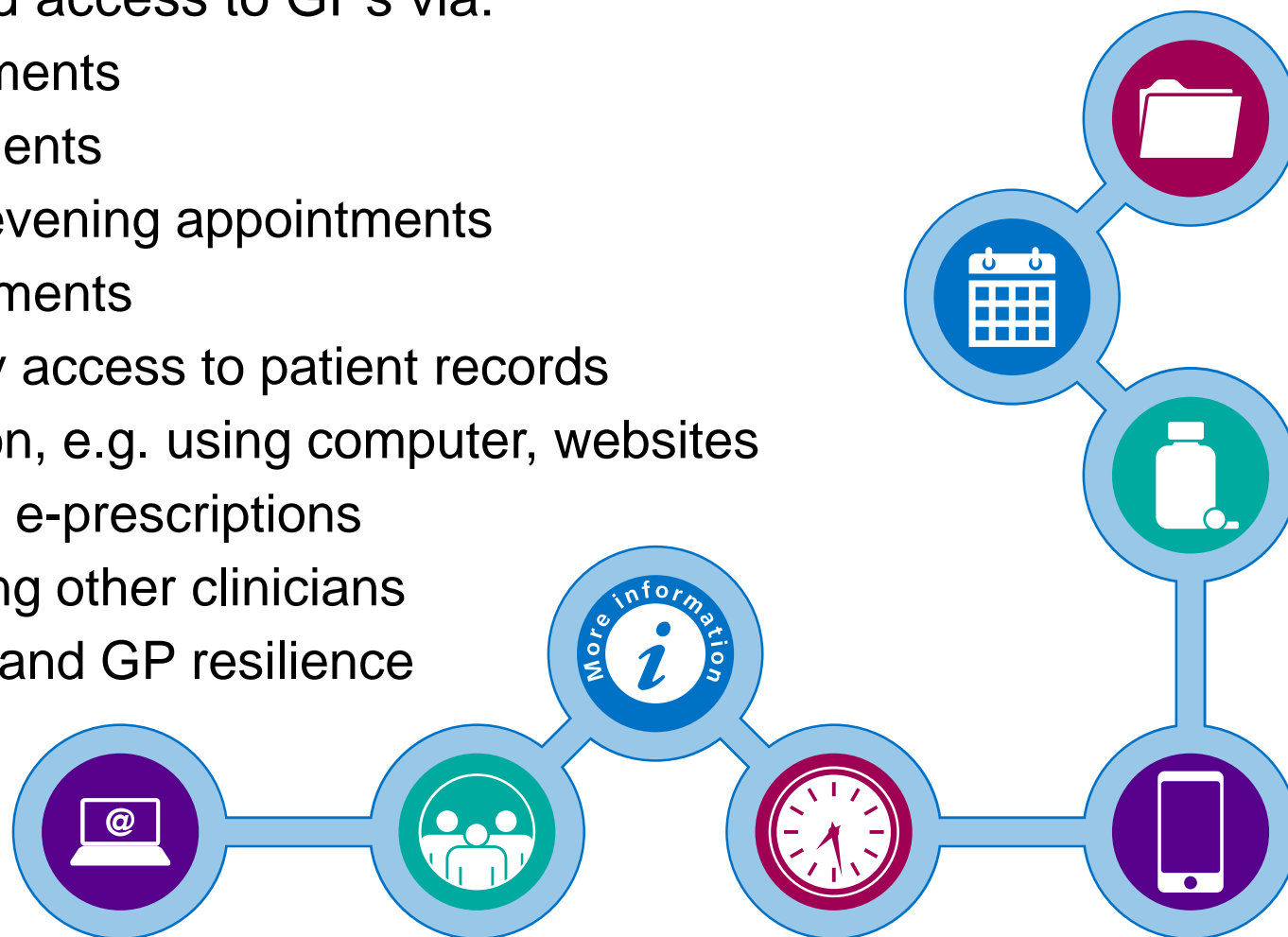
- Patients have told us access to general practice services needs to improve
- In response, the Prime Minister launched a wave 1 'Challenge Fund', with:
 - £50m non-recurrent national funding to test how to improve access and new ways of innovative working
 - 20 national pilots announced in April 2014; Derbyshire & Nottinghamshire “collaborative” bid success (£5.2m)
 - 12 month project, consistent with local 5 year strategy
 - Set up and planning from April to October 2014, phasing of new ways of working now being implemented
 - Successful application for 6 month extension for parts of project from April 2015



What did we want to achieve for patients?

Testing improved access to GPs via:

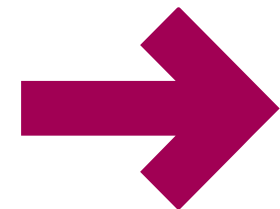
- Phone appointments
- Video appointments
- Weekend and evening appointments
- Longer appointments
- Better and easy access to patient records
- More information, e.g. using computer, websites
- Medications via e-prescriptions
- Using/developing other clinicians
- Building teams and GP resilience
- Faster access to clinicians



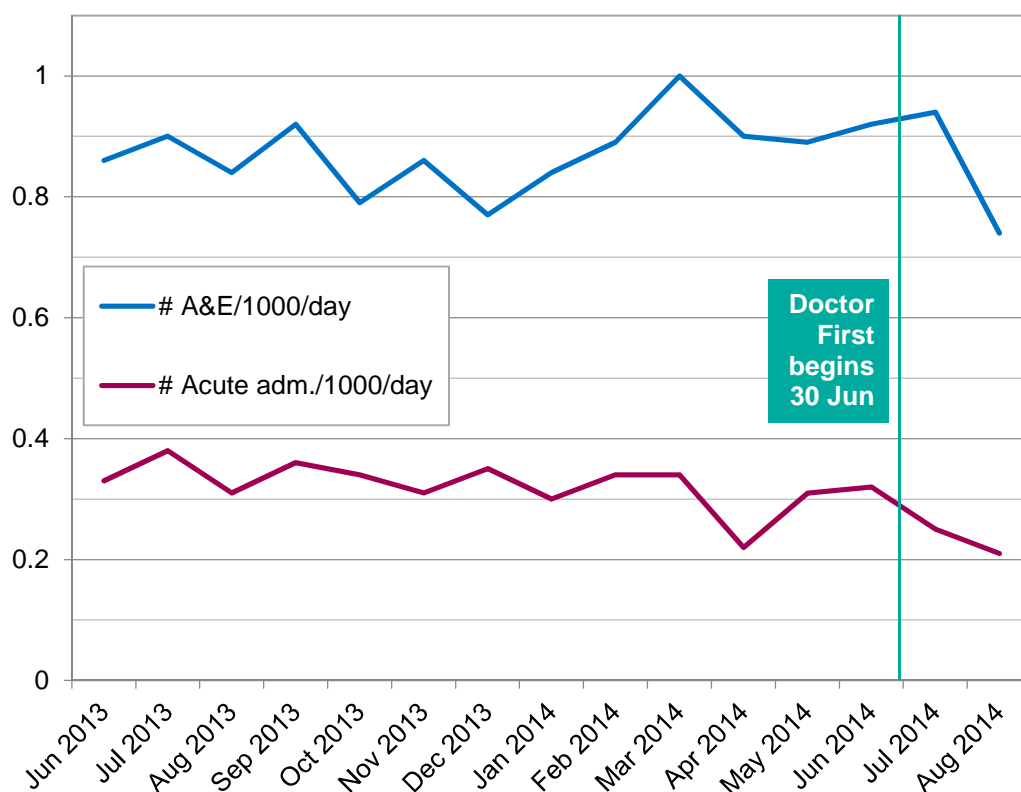
Where have we got to in the City?

Nottingham City CCG: allocated £638,300 covering 27 practices, population of 120,000. Delivered:

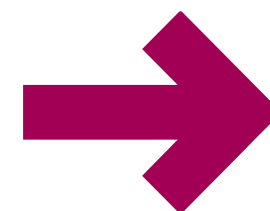
- ✓ Responsiveness contract - audited access, trained the front line staff, provided space for an information kiosk, prepared for 7 day opening
- ✓ GP triage, providing same day urgent access, 3 day routine appointments, weekend working, i.e. Saturday/Sunday by Care Delivery Group
- ✓ Improvement in access to GP appointments with a 70% reduction in the need to come to surgery
- ✓ Reduction in Did Not Attend from 11% → 4%
- ✓ Reduction in unnecessary home visiting appointments
- ✓ Improvement in patients having direct contact with GP to assess their need
- ✓ CCG investment has allowed full cover of ALL city practices



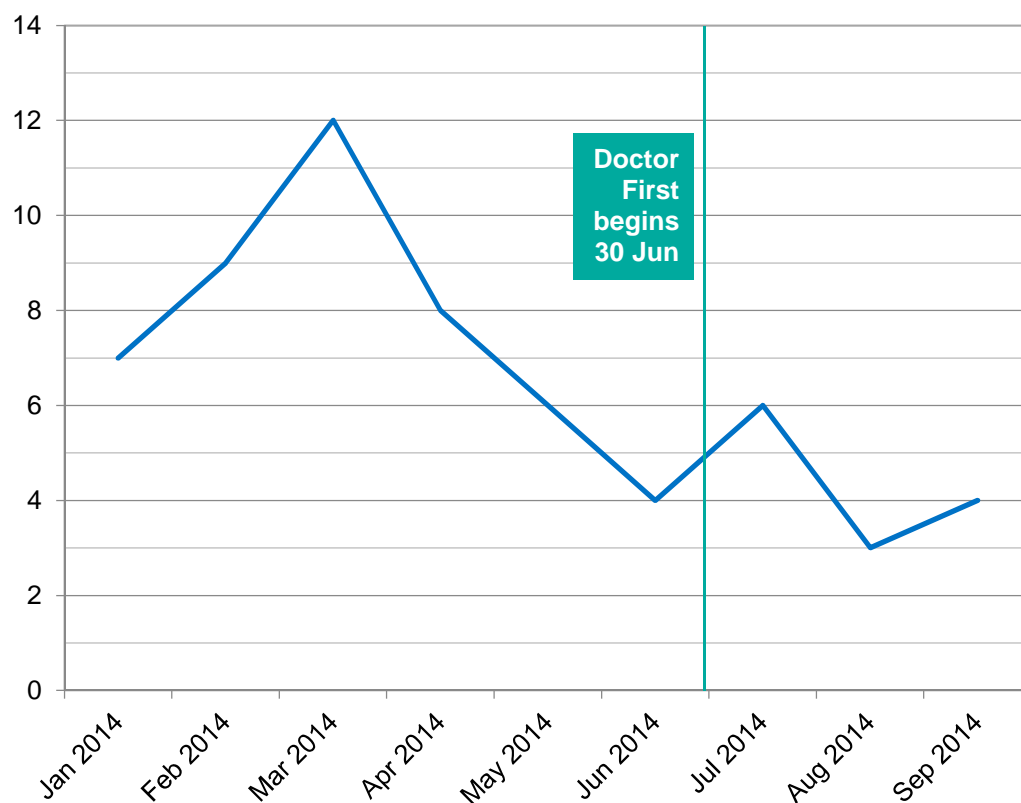
Some early stats... from the City



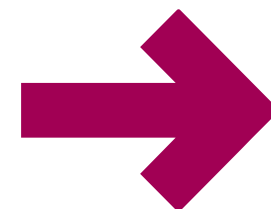
- **Lowest rates of A&E visits and acute admissions in August this year** (since we began tracking these metrics last year)
- Doctor First may be improving performance by improving access, but this is just one month's data
- *Data from eHealthScope



Early finding on complaints in the City



- Complaint numbers have reduced since implementing Doctor First, though it is possible that this is part of a longer-term trend of improvement.

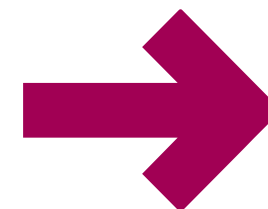


Where have we got to in the County?

Nottingham North and East CCG: 61,406 population, awarded £438,000, 2 practices commenced pilot with 4 more in January 2014.

Delivered so far:

- ✓ GP triage, providing same day urgent access within an average of one hour
- ✓ 50% reduction in the need to come to surgery on the same day saving 200 face to face appointments per week
- ✓ 2,100+ additional face to face appointments (Jun-Nov), 1,600 telephone consultations per calendar month
- ✓ Reduction in Did Not Attend
- ✓ Reduction in unnecessary home visiting appointments
- ✓ Improvement in patients with direct contact with GP to assess needs
- ✓ GP development and leadership programme piloted

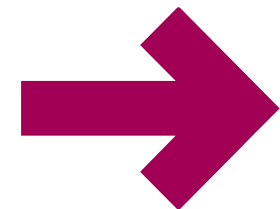


Where have we got to in the County?

Nottingham West CCG: 94,000 population, awarded £590,000, 12 practices.

Delivered so far:

- ✓ Additional 600 appointments per week across 12 practices
- ✓ Improvements in patient experience (mystery shoppers)
- ✓ Shared learning through job swaps
- ✓ Access to same day appointments and routine appointments in 3 days
- ✓ Additional doctors for every practice to review clinical care
- ✓ Open 08:00 – 18:30 with cover only for training
- ✓ Increased opportunities for clinicians to discuss improving access and secondary care referrals

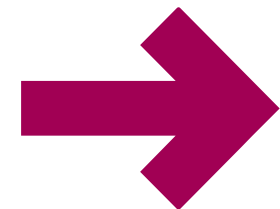


Where have we got to in the County?

Rushcliffe CCG: 120,000 population, awarded £740,000, 12 practices.

Delivered so far:

- ✓ Patient survey to agree opening hours and where to put services – 22% response
- ✓ Opening a hub to extend opening hours on Saturday and Sunday from January 2015
- ✓ New IT system to allow GP practices who are working in hubs and in collaboration to share patient records, with patient consent

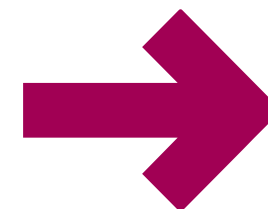


Where have we got to in the County?

Mansfield and Ashfield CCG, population 63,900, and Newark and Sherwood CCG, population 57,000: awarded £1.6m.

Delivered so far:

- ✓ 10 practices in Newark and Sherwood CCG delivering extended access, will deliver an additional 3,300 appointments
- ✓ 10 practices in Mansfield and Ashfield CCG mobilising to deliver extended access
- ✓ Emergency Care Practitioner undertaking urgent visits with GP practices in Newark – responding quickly and keeping care close to home
- ✓ Investment in urgent care to integrate services and improve the environment of urgent care hubs – making the patient's experience and journey better
- ✓ Proactive and enhanced GP services in care homes for high risk patients



What our patients, doctors and nurses say

"[It was a] great experience – she [the nurse] knows what she is doing and about what I needed to do."

Patient

"She was really good... Had time to listen, answered queries. Listened and had the time."

Patient

"She didn't rush you... [she was] very attentive... [the nurse] picked up on things that I didn't notice... [better than when] sometimes you go and are shoved out the door again."

Patient

"The new telephone consultation service was great, I used to have to wait around at the end of surgery. I was called back quickly, it saved me time and anxiety, it was much better, I am really pleased."

Patient

"At this stage, overall we still feel that implementing Doctor First has been positive for the practice. A particular advantage is that care for the vulnerable and most sick can be prioritised."

Doctor

"For the first time since I can remember I did not have extra patients, and had the time to think about the best care for my patients."

Doctor

"...Really good example of collaborative working."

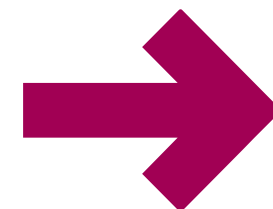
Doctor

"I have been getting a lot of positive feedback from staff and patients. Job satisfaction, and the feeling that you are helping is a nice feeling."

Nurse

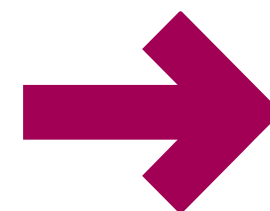
Lessons learned

- ✓ Managing expectations – change takes time and it's too early to measure real impact and benefits
- ✓ Change/improvements can be made if practices are fully engaged and committed to the process
- ✓ Work with practices around collaboration and the building of relationships prior to the starting would be great benefit to the practices working together
- ✓ Workforce is an issue with high demand for more nurses and doctors
- ✓ Identify GP leaders early and invest in their development
- ✓ CQC registration needed earlier consideration
- ✓ Earlier influencing of IT systems
- ✓ Faster adoption of policies for information governance



Next steps

- ✓ **January 2015:** Extended GP access hubs open in NNE, Sherwood Forest Hospitals Newark MIU and Mansfield ED, minimum 08:00-20:00 and weekends
- ✓ **January 2015:** CCGs working to adopt successes starting with the responsiveness contract roll out
- ✓ **January 2015:** Pilot GP leadership programme rolled out
- ✓ **February 2015:** Confirmation of national sustainability funding
- ✓ **March 2015:** University of Nottingham interim evaluation of all projects including measuring patient outcomes and experience
- ✓ **June-August 2015:** Final evaluation report to inform national contract
- ✓ **September 2015:** Commissioning intentions roll out of success across all General Practice so that Winter 2015/16 is better prepared



**Any
questions?**

