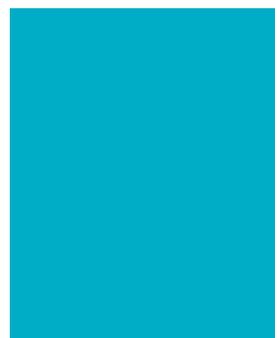


Strategy for Primary Care Draft for Discussion



Derbyshire and Nottinghamshire
Area Team



What we are trying to do



**TO ENSURE WE HAVE HIGH QUALITY CARE FOR ALL,
NOW AND FOR FUTURE GENERATIONS**

**TO PROVIDE
THE RIGHT CARE, IN THE RIGHT PLACE, AT THE RIGHT TIME**



Why we are trying to do this

- 50% increase in GP consultations
- 35% increase in emergency care admissions
- 65% increase in secondary care episodes for >75
- Combination of factors:
 - Demographic change
 - Poorly joined up services between primary, secondary and social care
 - Technical advances
 - Economic challenges
 - Workforce pressures



What is high quality care?

WHAT DO WE MEAN BY HIGH QUALITY CARE?

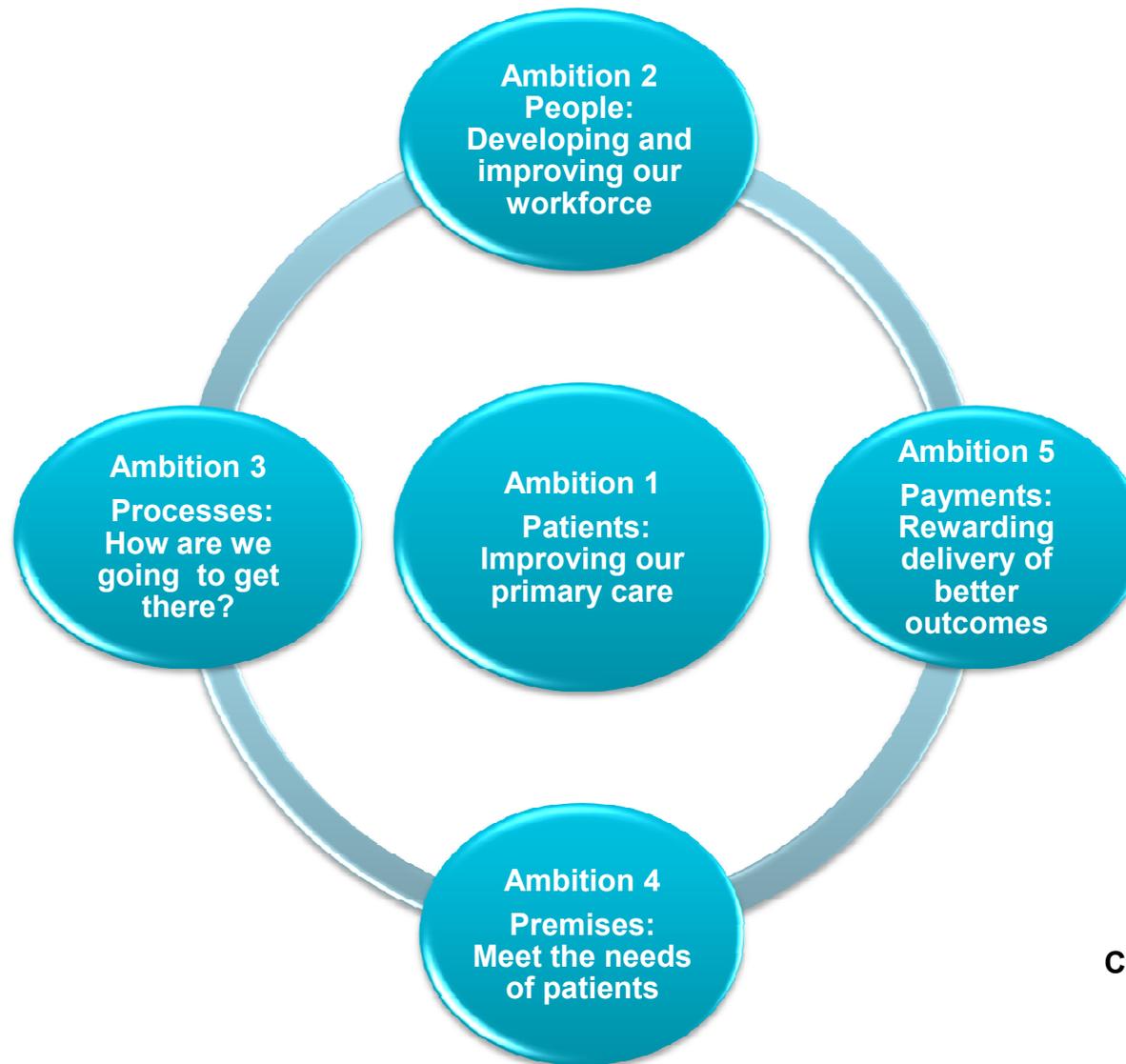
- To have a good experience of care, responsive, person centred and well co-ordinated
- To lead a healthier life
- To have improved health outcomes
- To get help to recover from ill health
- To be treated in a safe, well equipped environment, and protected from avoidable harm

How do we deliver high quality care?



- Better access for all, 7 days per week, with extended hours (8am – 8pm)
- Patients can spend more time with GP for long term / complex conditions
- The introduction of personalised health plans for patients/carers
- More training for all staff with joint education and training programmes
- Appraisals and workforce plans for all
- Improved and shared use of technology
- More collaboration across providers, GPs, Pharmacy, Dental, Optometry
- Share good ideas and best practice
- Conduct independent checks and reviews of all providers
- Delivered in well equipped buildings
- Payments systems that reward better patient outcomes

Ambitions



Click on a circle
for more
information

What is the Challenge Fund



Patients and stakeholders have told us access to General Practice services need to improve:

In response the Prime Minister launched the 'Challenge Fund' with:

- **£50m to help improve access and stimulate innovation by testing new ways of working**
- **250 expressions of interest received in January 2014**
- **20 selected pilots across England announced in April 2014**
- **Derbyshire & Nottinghamshire “collaborative” bid success (£5.2m)**
- **12 months project, consistent with local 5 year strategy**

Benefits to our patients



The following will be tested in selected practices/areas:

- Ability to be seen in General Practice at a convenient and right time, 7 days, Sat and/or Sun
- Longer appointments for people who need them
- Increased patient education and opportunity for self-care
- Choice of technology for real time appointments and monitoring conditions at home
- GPs supporting more patients at home and out of hospital with personalised care
- Helping patients get the right care, at the right time, in the right place, so they live longer, healthier lives

NB: NOT ALL INTERVENTIONS WILL BE TESTED IN EVERY PRACTICE

What will be tested

Improving quality for 1.2 million patients locally from 85 general practices across Derbys and 71 general practices across Notts, including:

- **More appointments, 7 day services Saturday and/or Sunday through locality hubs for up to 537,000 patients by March 2015**
- **News ways of communicating such as email / Skype for 328,300 patients by March 2015**
- **Choice - ability to access services from other GP sites**
- **Introduction and roll out of telecare so patients can help manage their own care**
- **Joined up services between the GP and the hospital with GPs responding to avoid unnecessary increases in A&E and admissions**

GP services in Ilkeston, Sandiacre and Long Eaton will provide patients with:

- **Appointments 7 days a week 8am-8pm delivered from a local “hub”**
 - **6 Practices (43,400 patients) in Ilkeston from Sept 2014**
 - **All 12 Erewash practices (96,200 Patients) from March 2015**
- **A new home visiting model for those that cannot leave their own homes or their care home**

GP Services in Southern Derbyshire including Derby City will provide patients with:

- **Online registration (525,000 patients 57 practices) by Mar 2015**
- **Improved access to telecare (525,000 patients, 57 practices) by Mar 2015**
- **Innovative ways to access and relate to general practice including choosing to use apps to manage their own care**

GP services in Hardwick will provide patients with:

- More integrated approach to out of hospital care and community services
- Link up patients to existing voluntary services
 - Support patients to manage their own care
 - Reduce demand on NHS and social care especially at night
 - Build and support existing social capital so the community works as whole system

GP services in the City of Nottingham providing patients with:

- **Increased access to 7 days a week including Saturday and/or Sunday**
 - 63,000 patients, 7 practices through 3 locality hubs by Sept 2014
 - 340,000 (inc. the 63,000) patients, 62 practices through 7 hubs by Mar 2015
- **Flexible access to general practice including email / Skype**
- **Options to visit other general practices in area**
- **Extending practice lists outside current boundaries**
- **Introduction of neighbourhood teams**

GP services in Arnold, Carlton and Gedling will provide patients with:

- **Increased access to seven days a week**
 - **Rolled out to 20,000 patients across two practices from Sept 2014**
 - **Available to 61,400 patients across nine practices from March 2015**
- **A community health hub to improve access to same day urgent care and routine care seven days a week**
- **Free up GP time to manage complex patients more effectively**
- **Opportunities to visit other general practices in area and utilise technology to provide a range of consultation options.**

GP services in 12 practices covering the Broxtowe area providing 93,000 patients with:

- **Flexible access to general practice including email / Skype and the use of technology to support self care**
- **Reduced differences so they can expect the same high quality access**
- **Review of all referrals systematically to improve understanding and reduce unnecessary visits to hospital**
- **Education programmes for clinical and non clinical staff**
- **Promotion of safety culture**
- **Development of clinical leadership programmes**

GP services in Newark providing patients with:

- Increased access to GP services 7 days a week from a locality hub based in the Minor Injury Unit at Newark Hospital - 45,000 patients in 5 practices from Mar 2015
- Improved integration of in and out of hours care, including freeing up GP and practice time to trial and adopt new models.
- Supporting patients to get the right clinical decision, first time at the right place and at the right time
- Improved and extended use of technology including Skype and telehealth to support patients to access GP advice and manage their own health more effectively.

GP services in Mansfield and Ashfield will provide patients with:

- **Extended access to primary care from a locality hub(s) and improved coordination with the A&E department at Kings Mill Hospital - 57,000 patients from 5 practices Mar 2015**
- **Improved integration of in and out of hours care, including freeing up GP and practice time to trial and adopt new models.**
- **Supporting patients to get the right clinical decision, first time at the right place and at the right time**
- **Improved and extended use of technology including Skype and telehealth to support patients to access GP advice and manage their own health more effectively.**

GP services in Rushcliffe will provide patients with:

- High quality GP services available to all 125,000 patients. Plans are already in development for an enhanced offering for patients with long term conditions, a move of hospital services into the community, and enhanced access to GP practices, including new technologies and extended hours
- GP services in Rushcliffe will be further developed in response to an extensive patient survey being distributed to every patient registered household.
- Different ways of providing services and improving access will be shaped by patient and public views in relation to how primary care services should be delivered over the weekend period
- The location(s) from where this will be delivered will be informed by the patient survey.

How all our patients will benefit



The area wide approach across Derbyshire and Nottinghamshire will enable:

- **Shared knowledge to make sure what works is rolled out at pace and scale to meet local priorities and population needs**
- **Support and evaluation to secure future funding**
- **Training and workforce plans to support the pilot now and in the future**

- **Area team supporting implementation & reporting with patient involvement and open communication**
- **CCGs strengthening their project management to ensure delivery of plans at practice level**
- **Independent monitoring and evaluation**
- **Challenge Fund Scenario Model**
 - **Inputs the assumed benefits**
 - **Models the cost of the scheme against break even from reduction in acute provider costs**
 - **Free to the NHS and Social Care**
 - **Can be expanded to include all other providers and metrics from the system plans**

Purpose, values, outcomes



Purpose

Create the conditions for staff to deliver high standard of care
Ensure that valuable public resources are used effectively
We will aim to get the best health outcomes for individuals

Values

Everyone is treated with respect and dignity
We will all work together for the benefit of patients
We will show commitment to quality and be dedicated to improve lives
We will show compassion, and ensures that everyone counts

Outcomes

Patients will have personal health plans for improving outcomes
Workforce plans to meet needs
We will find different ways of working through transformation
Our premises will be aligned to meet the needs of the population
Payments to reward improved outcomes and get value for money



The future...

What will my healthcare feel like in 2018/19...?

I have more time with those complex patients



I can Face Time my GP



I can get to see my Dr for an extended period and he helps me manage my long term condition better. I like my health plan

We help this patient without them going to see their GP



The Patient



I had my test done on Saturday, so it did not affect my work

I really like helping patients manage their health with their personal plans



I can leave hospital and get followed up at home

My care team have access to my records