

MyHealthcare PM GP Access Fund Scheme

Presentation to the Health Overview & Scrutiny Committee

22nd March 2016



Background

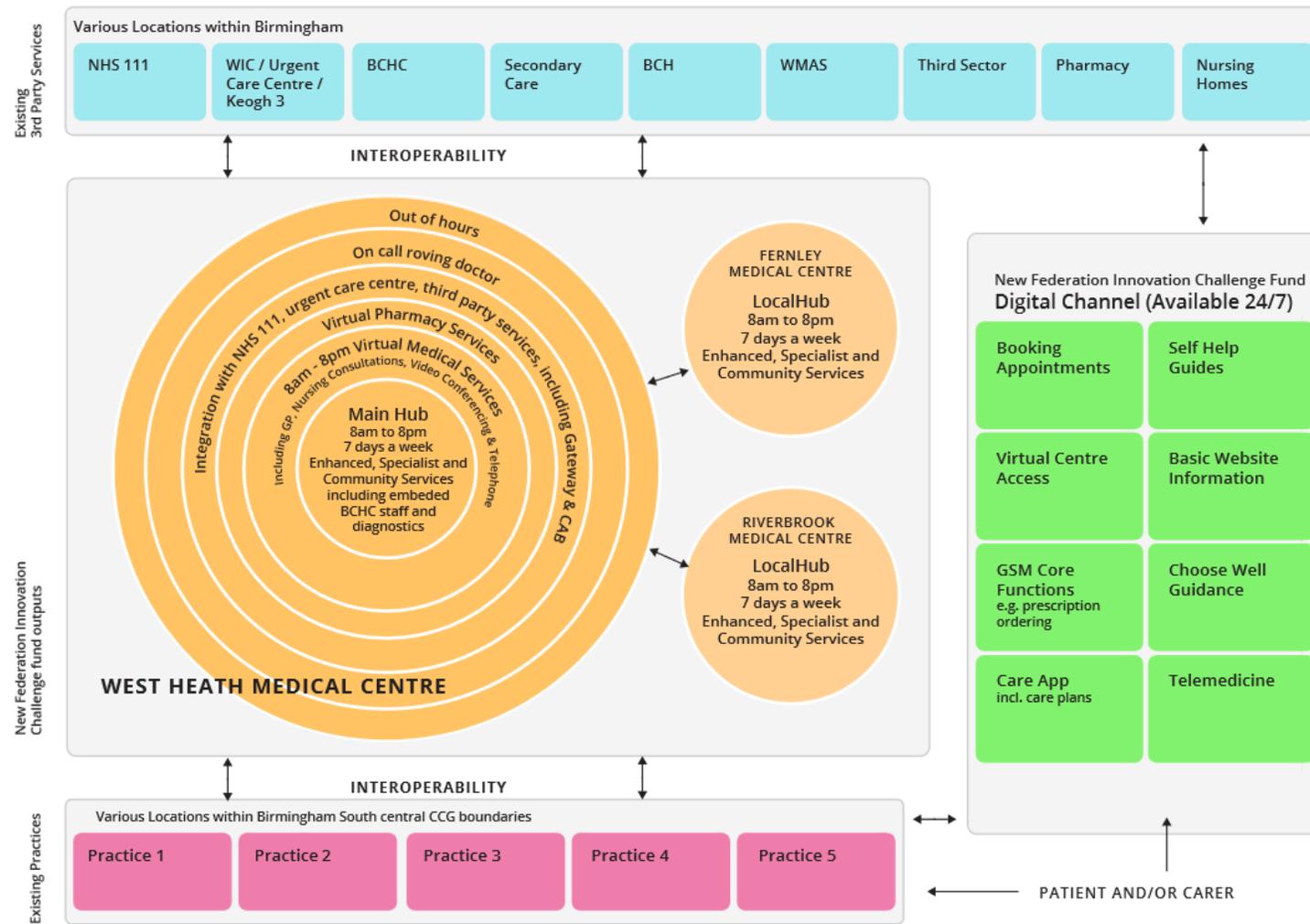
How we began and who we are

- 23 General Practices serving 123,000 patients across locations in South & Central Birmingham
- Initial funding of £2.4million from the Prime Minister's GP Access Fund for a 12 month Wave 2 pilot – to improve access to General Practice and stimulate innovative ways of providing primary care service
- Matched funding and support from Birmingham South Central CCG
- Working in collaboration with South Doc Services Ltd, a GP co-operative that has been providing primary, community and secondary care services since 1996
- Other partners include:
 - Birmingham Community Healthcare
 - Vocare
 - NHS 111
 - South Birmingham GP Walk In Centre
 - Gateway Family Services
 - Substrakt Health

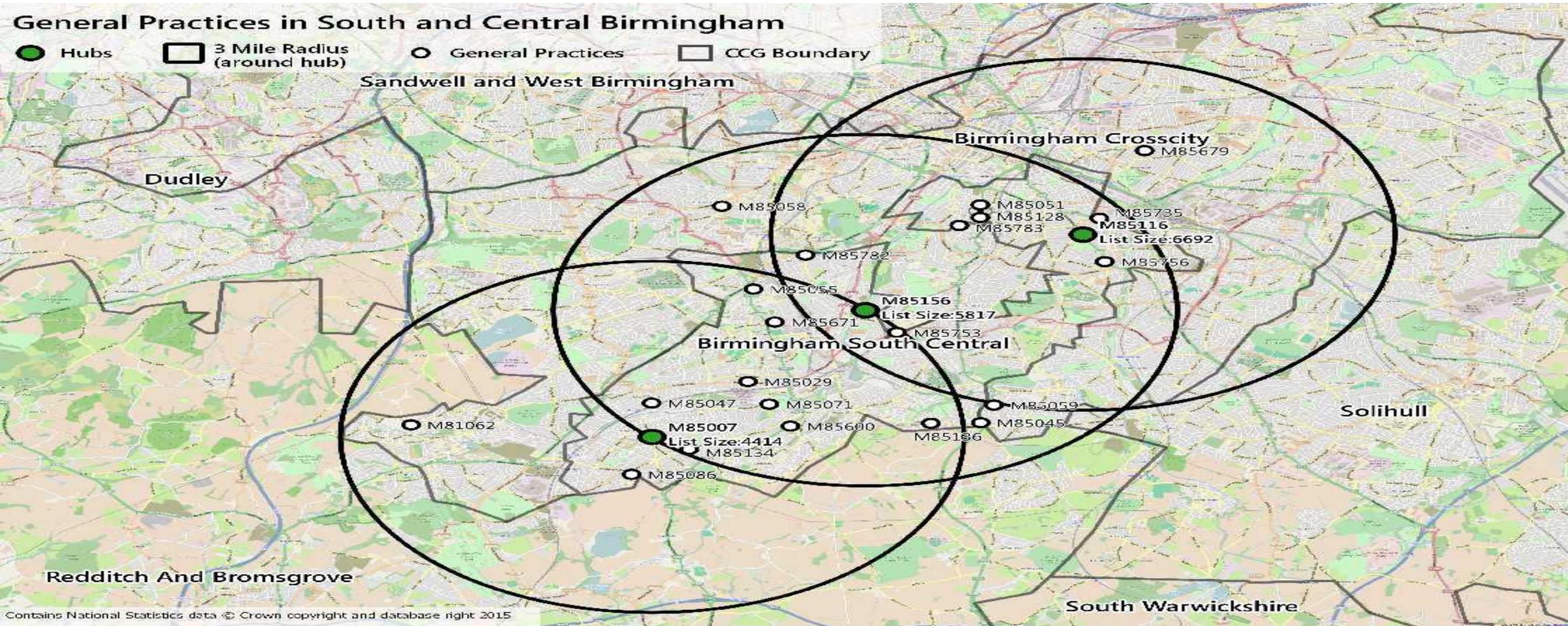
Background

PM GP Access Fund model

- West Heath Medical Centre, River brook Medical Centre, and Fernley Medical Centre developed as hubs delivering face to face appointments 7 days per week up to 12 hours a day. All 23 practices able to view the hub and book patients into hub appointments.
- Clinicians treating patients in the hubs have access to their medical records once explicit consent has been gained.
- 8am to 8pm virtual provision of medical services. MDT in place that includes GPs, Pharmacists, Advanced Nurse Practitioners and community nurses. Roving Doctor provision in place for home visits.
- Service integration with NHS 111. New web and app capability that provides improved patient access to services via hubs or virtual centre. Contains front and back office capabilities and includes New Contact centre operational with call centre management and reporting technology.



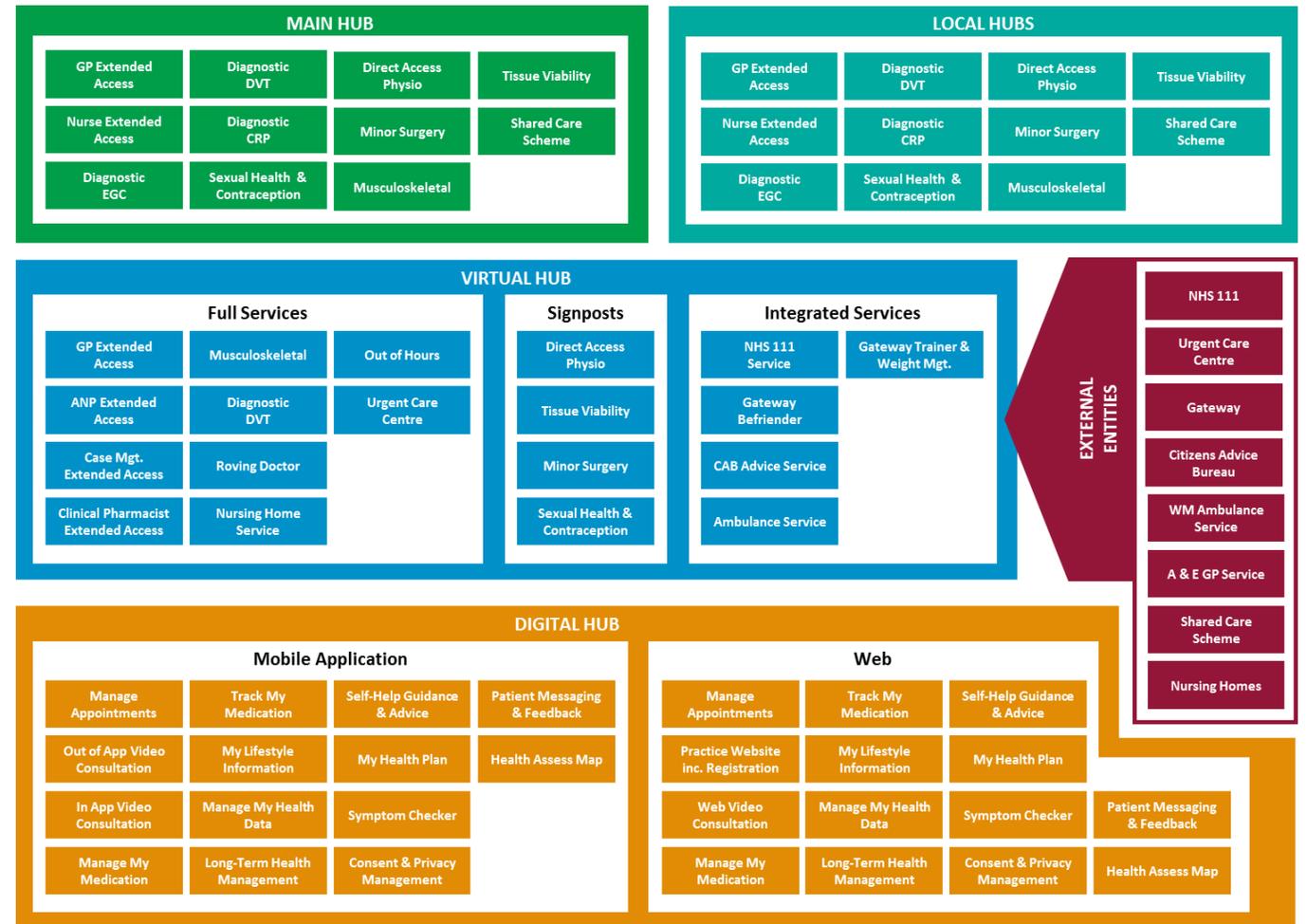
MyHealthcare Hubs and Practices



Background

Full Service Model

- The original PM GP Access Fund service model has been deconstructed to include greater definition of clinical / operational services and digital services
- The full service model has helped support planning and tracking of the delivery
- The delivery of the services within the model are underpinned within detailed planning work stream planning and tasks and resources



Delivery Progress

Programme Highlights & Achievements

The MyHealthcare team have achieved the following since commencement of the programme:

Main & Local Hubs

- Our main hub at West Heath Medical Centre successfully went live in July 2015
- Our two local hubs at Fernley Medical Centre & River Brook Medical Centre followed in Sept 2015.
- All 23 practices are now able to view and book the extended hours appointments in the 3 Hubs.
- Patients are able to choose which hub they prefer to attend.
- Feedback from our practices and patients is extremely positive.

Virtual Centre & Integration

- The Roving Doctor service within our virtual hub went live in Sept 2015. Evidence suggests that the service is already ensuring that patients are more effectively managed in primary care thus avoiding the need to use emergency services.
- The Virtual Hub went live on 1st Nov 2015. All 23 practices can view and book the GP, Advanced Nurse Practitioner and Pharmacist appointment slots, and the patient will receive a call back from the clinician at the agreed time.

Digital / Technology

- Connected patient records for all 23 practices to the hubs enabling fully informed consultations & feedback from hub consultations.
- Robust IG Agreement produced in conjunction with the BSCCCG / CSU and reviewed by National Team enabling clear consenting model for patient access to services.
- Commenced detailed specification and design of initial digital services within our Service Model Roadmap

Benefits to Practices

- Able to meet the Government agenda of offering 12/7 services
- Access to additional face-to-face appointments delivered from local hub
- Access to Virtual GP, Pharmacist and Advanced Nurse Practitioner services
- Access to Roving Doctor Service
- Clinicians delivering services are able to 'see' patients full medical records
- Add details of consultations into patient's records
- Part of a coordinated Winter Pressures Plan
- Better management of periods of peak demand

Benefits to Patients

- Wider choice of face-to-face appointments delivered at convenient times
- All sites within 3 miles of patient's registered practice
- Access to additional advice and support via virtual services
- Access to wider range of services which may not be available at registered practice
- Medication reviews and advice from Pharmacists (including prescriptions)
- Rapid assessment and treatment of housebound patients by the Roving Doctor during the busy working day is reducing the numbers of avoidable admissions to secondary care
- High patient satisfaction levels

Delivery Progress

Patient Feedback

Main & Local Hubs Patient Feedback Forms generated the following comments from based on our available services?

Great service and handy due to extended hours as would not be able to attend GP...



I work full-time and your opening hours are perfect...



Fantastic service, quick and efficient, Dr and Nurse really good manner...



Came for blood test, painless and friendly service, very quick...



Next Steps

- The MyHealthcare website went live this month and electronic self help apps are being developed
- Gateway Healthy Futures service is being rolled out across all MyHealthcare practices
- Physio First and Wound Management Clinics are being trialled at the West Heath Hub before being rolled out across all MyHealthcare practices
- ECG and Minor Surgery (cyro, cautery and joint injections) will be available from all 3 hubs later this month
- DVT & CRP services are being developed
- Virtual links with Care Homes are being established to improve clinical care and reduce avoidable admissions to secondary care

Expansion of the model

- MyHealthcare and Birmingham South Central CCG are working collaboratively to improve access to all patients registered with their practices.
- Joint working across the 2 organisations has led to the expansion of the scheme as part of the Seasonal Pressures initiative
- Additional appointments have been made available at the 3 existing hubs, and 2 mini hubs have been established in Edgbaston and Small Heath. The 5 hubs offer a combination of in-hours and out of hours appointments and the scheme has been extended across an additional 18 practices
- The Seasonal Pressures initiative was initially scheduled to operate from mid December until the end of March but has recently been extended until the end of May 2016
- This approach not only ensures that patients have a much wider choice of services delivered from their preferred location by clinicians who have access to their full medical records but also represents the best possible use of the financial and human resources available to us

Any Questions?