

Stay up to speed on pilot schemes

This is the first of a series of regular newsletters to let you know how the GP pilot schemes are progressing. Information will also be posted on the OCCG website www.oxfordshireccg.nhs.uk

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GP FEDERATION CONTACTS

North, North East, West and South West Oxfordshire

NOxMed, OneMed, ValeMed and WestMed, supported by Principal Medical Limited – Helen Robins, Director, helen.robins@principal-medical.co.uk

Oxford City

For OxFed (Oxford City), please contact Dr Louise Bradbury, Dr Ben Riley or Dr Rebecca Hollaender at oxfed.admin@nhs.net

Abingdon and surrounding area

Abingdon Health Federation, David Ridgway, Malthouse Surgery Practice Manager, david.ridgway@nhs.net

South East Oxfordshire

SEOX, South East Oxfordshire Federation, Dr Mark Bish, markbish@nhs.net

Website:

www.oxfordshireccg.nhs.uk/about-us/work-programmes/GPpilot schemes

GPs pilot schemes supported by national Prime Minister's Challenge Funding begin



Pilot projects to test ways of offering more primary care services to patients in Oxfordshire begin this month following a successful bid to the Prime Minister's Challenge Fund earlier this year.

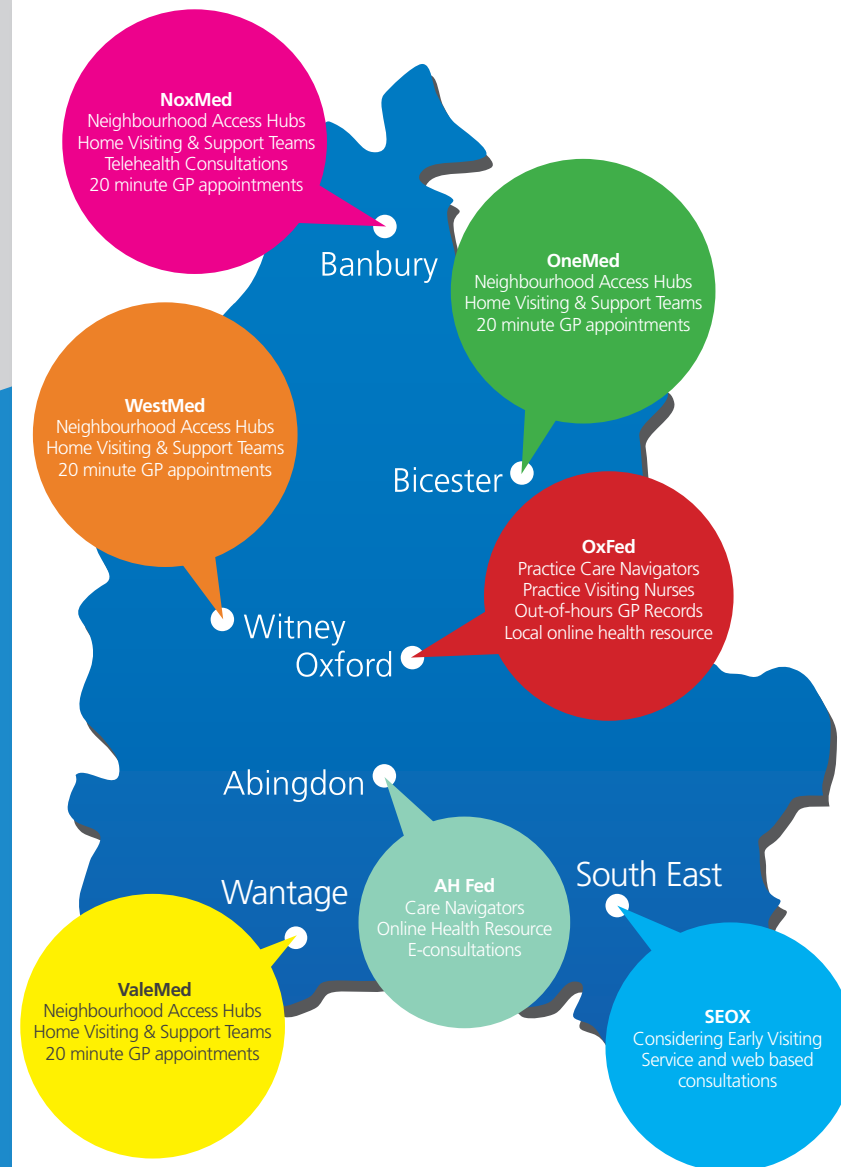
GPs across the county, working as four federations, secured £4.9 million of funding to trial a number of projects during 2015-16, to see which best improve patient care and keep people out of hospital.

The projects include; Neighbourhood Access Hubs; Home Visiting Teams; Care Navigators; Email Consultations and an online project offering a Local Health website. All schemes are set to begin during the summer.

It is estimated that through these measures an additional 70,000 appointments, consultations or assessments will be offered this year and 1,000 hospital admissions and 3,000 A&E visits will be avoided.

The pilot projects target populations in the county that need greater health care support, respond to demand for more out of hospital urgent care and offer further options for patients to get health care advice and take greater responsibility for managing their care.

At the end of the year, the pilot projects will be evaluated and their impact analysed by GPs and commissioners to ensure the lessons learned can be applied across the county.



GP Pilot schemes around Oxfordshire

Each pilot project is designed to support patient populations that need greater health care support. The map illustrates where the projects are being rolled out.

Involving patients

Patients across the county are lending their support as GP federations develop the pilot projects.

During April and May, patients have shared their views on project plans.

North Oxfordshire

In North Oxfordshire, Principal Medical Limited, discussed pilot projects to run in the north of the county and gathered useful feedback from patients at the North Oxfordshire Patient and Public Locality Forum.

Oxford

In Oxford, OxFed are discussing their plans for new services with the City Locality Patient forum, ensuring their schemes will be responsive to the needs of patients and carers. They will also be providing information on options for patients to make their medical information more available to local emergency GPs when their practice is closed, to improve the safety and quality of their care.

Abingdon

In Abingdon, Abingdon Healthcare Federation are leading on a project to develop an online health resource. Regular patient feedback and input to recent surveys identified the need for such a resource to better signpost and support patients, carers and families. Initial responses to the proposal have been positive and patient representatives are part of the team involved in working with the software developer to create the website.

Snapshot of Pilot schemes

Neighbourhood Access Hubs – The hub will provide same day urgent appointments between groups of practices for patients unable to get an appointment at their own practice. Additionally, more 20 minute appointments will be introduced by participating GP practices for patients with more complex conditions to focus on preventative care. This will run in Banbury, Bicester, Wantage and Witney initially. Phase two: Chipping Norton, Carterton, Faringdon, Kidlington.

Early Visiting and Home Support Teams – These teams will help GPs to respond to requests for urgent same day home visits. The aim is to provide a more responsive service for patients at risk of admission, visit in a timely manner and identify early support before their condition deteriorates and they need to be admitted to hospital. This service will work closely with the Neighbourhood hubs and with colleagues from other community health and social care services, offering greater support to patients.

The teams will consist of emergency care practitioners who will have remote access to the medical records of the patients they are visiting. These teams will operate in North, West and North East Oxfordshire, Oxford City and could later be extended to South East Oxfordshire. In Oxford, a team of advanced nurse practitioners will help GPs assess housebound patients more quickly, enabling earlier treatment and avoiding hospital visits, as well as providing additional preventative care.

An online project will test the impact of an online health resource to empower and coach patients to use appropriate 'e' health information, apps and advice to better manage their care and health needs, initially in the Abingdon area and will then be rolled out countywide.

A skype-type consultation service will also be trialled with care and nursing homes around Banbury. GP practices in South East Oxfordshire (SEOX) are examining the work underway in Abingdon with a view to looking at how this type of web based consultation service might be offered in this part of the county.

Access to GP records Out-of-hours access to GP records will be trialled in Oxford. This will give GPs working during evenings and weekends access to the medical records of patients with personal care plans, improving coordination of care and safety.

Practice Care Navigators – GP practices in Oxford will work with staff in hospitals and social care to offer better, joined up care for patients registered with city practices with the most complex conditions. Practice Care Navigators will co-ordinate support for these patients and liaise with their GPs, families and carers in practices and in patient's homes to ensure care is proactive. There will be six Practice Care Navigators working in GP practices in Oxford. While in Abingdon, Care Navigators will be supported by the new online health resource to provide an information and signposting service, liaising with patients, their GPs, families and carers in the Abingdon and Malthouse Practices to support better self care and improve health literacy.

E-consultations will also be trialled in Abingdon, where patients will be able to book quick response e-consultation appointments during the early mornings and evenings and Saturday mornings. Additional routine 'e' consultation appointments with a 1 day turnaround will also be available during normal opening hours.



Schemes coming online

E-consultations

This month sees the start of the e-consultation trial in two practices in Abingdon. Both Abingdon and Malthouse surgeries will offer patients urgent appointments by email. Appointments will be booked online at set times early morning, early evening and Saturday mornings outside of the practices normal opening hours, with a two hour response target from the appointment time. Alongside the new urgent service they will also introduce a routine in hours email consultation service. If the email consultation pilot proves a success and is found suitable for a significant number of patients, it could be expanded to other practices and drive change in the balance of appointment slot type for GPs that would allow longer appointment times for those patients where a face to face consultation is necessary.

Home Visiting Teams

On Monday 1 June, the first visits were made to patients by these newly formed teams in Banbury and Chipping Norton. By the end of June, around 260 patients will have been contacted by the team. The team consists of Emergency Care Practitioners who carry out home visits requested by practices to reduce avoidable admissions to hospital and free up GP time to care for patients with complex conditions.

Watch this space

Further pilot projects will be coming online in July and August:

Home Visiting Teams

From June to the end of July, the Home Visiting Team service will be rolled out to support GP practices in West, North East and South West Oxfordshire.

Online Health Resource

The health website, being developed by Abingdon Healthcare Federation on behalf of all GP Federations in the county, is set to launch in Abingdon in August supported by care navigators. The website will be rolled out across Oxfordshire in September.

Care Navigators

Later this summer in Oxford, Care Navigators will help coordinate care for patients who are elderly, frail or just out of hospital, linking up practice teams with other health and care agencies.

Future editions of this newsletter will feature updates on the pilot schemes. See also www.oxfordshireccg.nhs.uk/about-us/work-programmes

What is a GP Federation?

A GP Federation is a group of GPs who have come together to enhance the delivery of health and social care services locally. They are a membership organisation formed from a number of GP practices. The federation operates as a hub for member practices, to enable them to offer better access to service and deliver economies of scale by working together to share resources such as back office functions including administration and finance support.