

KCCG Primary Care update Kingston HealthWatch

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30th November 2016

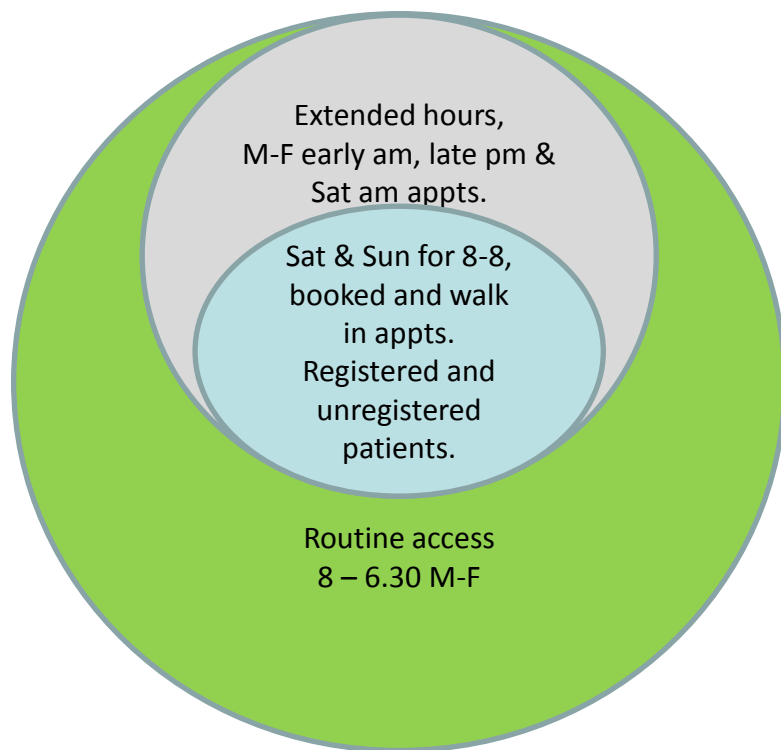


Lots happening in primary care

- 1) Access to primary care services
- 2) Commissioning areas
- 3) Single point of access
- 4) Risk stratification
- 5) The GP 5 Year Forward View
- 6) IT & enablers
- 7) Regents Wing
- 8) KCAS review



Access to general practice



Currently '0000s patients looking for appointments

Delivers:

- Increased routine GP & Nurse capacity to manage LTC's & frail elderly within primary care
- Increased capacity to provide appts. = reduced avoidable attendance at A&E for under 5 & 25-44 years old
- Increased weekend & eve capacity = reduced avoidable attendances at A&E by the 25-44 cohort
- Dedicated same day children's appts. = reduced avoidable 0-5 year old attendances at A&E
- Increased general practice capacity to manage routine appts. Including management of LTCs.

X no of appts available

- Those that can't access appts attend A&E, seek alternative help and/or go home
- Proposed model provides capacity to offer appts to 0-5's and 25-44 year olds
- Reduces avoidable attendance at A&E
- Increased capacity to support management of patients with LTCs combined with the locality teams prevents crisis & NEL



Weekend Primary Care Services

Primary Care Access Service:

Surbiton Health Centre:

- Opened 1st October, weekend service 8 to 8,

Two more planned:

- Aim to be in place by 1st April 2017
- North Kingston
- Chessington/Hook or New Malden



Need urgent treatment at the weekend?

You can now see a GP or primary care nurse at our **new Primary Care Access Walk-in Service at Surbiton Health Centre**

From Saturday 1 October you can walk in and wait or make a same day appointment to see a GP or nurse between 8.00am to 2.00pm on Saturdays and Sundays.

The Primary Care Access Walk-in Service will be able to see and treat urgent conditions at the weekend that you would normally go to your GP practice for. If you have emergency and life threatening symptoms please see A&E.

If you have a **minor illness or minor cuts, strains or sprains**



and wait, or if you prefer book an appointment on **020 3841 9942**

Services are available between 8.00am and 2.00pm (appointment line opens from 8.00am) and will be accepted 30 minutes before

Need urgent treatment at the weekend?

The Primary Care Access Walk-in Service at Surbiton Health Centre is **now open**



Extended Primary Care access

Saturday morning GP clinics

- Berrylands Surgery
- Canbury Medical Health Centre
- Chessington Park*
- Churchill Medical Centre
- Claremont Medical Centre
- Fairhill Practice
- Groves Medical Centre
- Holmwood Corner
- Kingston Health Centre
- Manor Drive Medical Centre
- Orchard Practice
- West Barnes Surgery

Same day GP consultation for Children under 5*

- Berrylands Surgery
- Brunswick
- Canbury Medical Health Centre
- Groves Medical Centre
- Orchard Practice

GP in A&E



5 Commissioning Areas

1) Access

- Access to primary care appointments
- Single point of access & triage

2) Outpatients

- 20% reduction in total OP referrals (this includes follow up and C2C)
- 11% reduction in number of GP initiated referrals to OP
- Reduction in the variation across practices in referral to OP

3) Non elective admissions

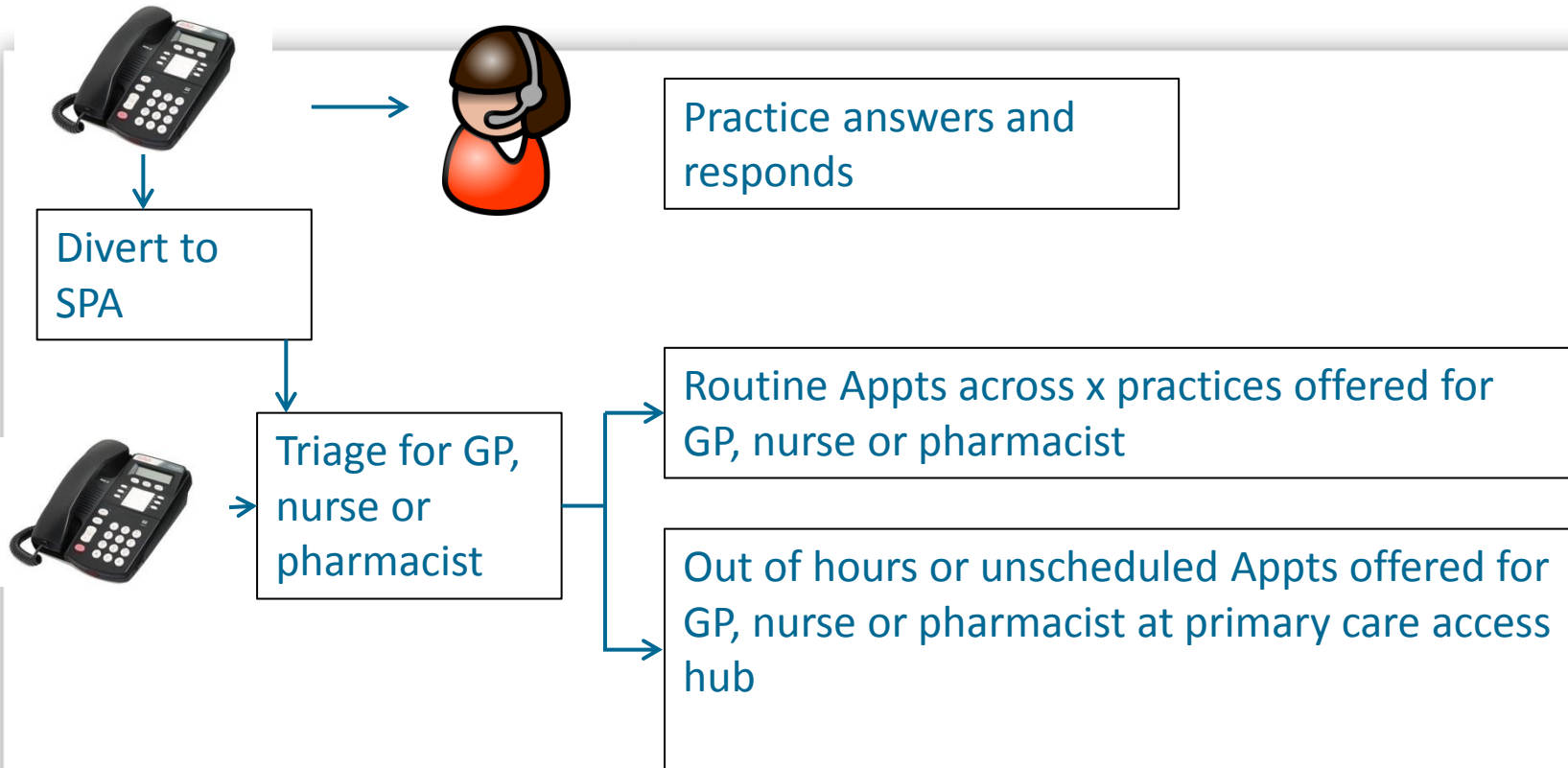
- Reduction in Non Elective Admissions supported by Locality Teams

4) Prevention

5) Mental Health



Single point of access: shares capacity & directs to appropriate services



Two enablers: EMIS & VOIP

EMIS: clinical records are shared across all practices, including primary care weekend hubs.

VOIP: provides the ability to connect all practice phones.



Risk Stratification

- KCCG has procured a new Risk Stratification tool called Sollis ACG tool
- This allows you to see a rolling 12 month history of patient's primary and secondary care activity as well as associated costs
- KCCG and Chambers will be able to view trends across practices
- All will be able to develop searches to identify cohorts and trends
- Each practice has been provided with 2 user accounts, 1 for a practice manager and 1 for a named GP
- A LCS has been created to support practices using the tool
- The Risk Stratification tool will be a key enabler to link patients from general practice to the locality multidisciplinary teams being established as part of Kingston Coordinated Care
- Using this tool will help you identify patients to be referred to the locality teams



The GP Forward View 10 high impact actions



1 Active signposting

Online portal

Reception navigation



2 New consultation types

Phone
E-consultations

Text message
Group consultations



3 Reduce DNAs

Easy cancellation
Appointment reminders
Patient-recording

Read-back
Report attendances
Reduce 'just in case'



4 Develop the team

Minor illness nurses
Practice pharmacists
Therapists

Physician associates
Medical assistants
Paramedics



5 Productive work flows

Match capacity & demand
Efficient processes

Productive working
environment



6 Personal productivity

Personal resilience
Computer confidence

Speed reading
Touch typing



7 Partnership working

Productive federation
Specialists
Community services

Nursing homes
Urgent care network



8 Social prescribing

Practice based navigators

External service



9 Support self care

Prevention

Acute episodes
Long term conditions



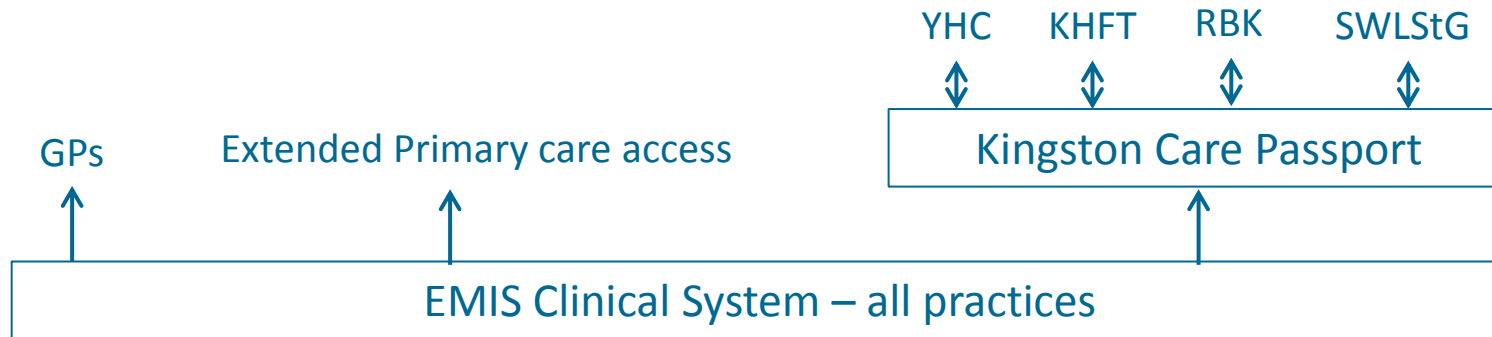
10 Develop QI expertise

Leadership of change
Process improvement

Rapid cycle change
Measurement



IT Enablers



SWL IT bids:

Patient e-consultation and MDT video conferencing

- SWL Interoperability Solution
- Deployment of iPlato SMS application
- Kinesis
- Digital document sharing via cloud solution

Joint KCCG/Chambers bids below are also through to the next stage:

- DXS
- VOIP



Enablers

Kingston CCG has invested in a number of system enablers:

- Kinesis will support practices making decisions on out patient referrals
- DXS provides a systematic way of ensuring onward referral to the appropriate service & evidence based
- CCG provided practice level data enables practices to see if they are an outlier in any of the above areas
- Risk Stratification tool enables identification of patients at risk on a non-elective admission
- Introduction of social prescribing provides significant additional capacity to strengthen the preventative and proactive primary care work



Summary of the SWL technology bids

Bid	Descriptor	Bid lead	CCGs included in joint SWL bid					
			C	M	S	K	R	W
Tactical solution	Interoperability solution utilising existing integration technologies in SWL (Graphnet, MIG, Cerner HIE) to give all UEC settings, including 111 and OOH, access to a view of the GP record from all SWL practices, and allow all practices to view information about their patients held on digital hospital records.	SWLCC (Greg Penlington)	Yes	Yes	Yes	Yes	Yes	Yes
Docman Vault	Upgrading Docman to a cloud-based storage solution allowing electronic discharge summaries to be accessed by primary care from any setting, supporting primary care at scale.	Sutton (Sian Hopkinson)	Yes	Yes	Yes	Yes	Yes	No ¹
Kinesis	Roll out of single GP to OP e-consultation software across SWL to reduce referrals; will standardise this process for GPs and hospitals across SWL.	Merton (James Corrigan)	Yes	Yes	No ²	Yes	Yes	No ²
iPlato	SMS and app-based (MyGP) solution for GP appointment scheduling, patient information and provision of basic telehealth.	Wandsworth (Majid Saber)	Yes	Yes	Yes	Yes	Yes	Yes
Patient and MDT e-consultation	Skype for Business (software plus hardware) enabled in all SWL practices and hubs for patient-to-GP e-consultation, and MDT video conferencing.	Wandsworth (Majid Saber)	Yes	Yes	Yes	Yes	No ²	Yes

Regents Wing: EETF Estates

- Regents Wing on the Kingston Hospital site
- £3.6 million bid
- Integrated primary care & community service
- March 2019



KCAS review

Reviewing & updating the role / function of KCAS

Survey online at:

<https://www.surveymonkey.co.uk/r/KCASSURVEY>

- Established 2006
- C45% of GP referrals to out patients go through KCAS
- Appointments booked through e-referral
- Clinical triage for IFR & ECIs
- Review of the Locally Commissioned Services
- Need to step change referral management



Questions?

