



Wolverhampton Total Health a Primary Care Home

November 2016 Newsletter

At the end of 2015 a group of 8 GP practices were successful in their bid to become a test site for the Primary Care Home model of care. The Practices have between them 26 GPs, 16 nurses, 8 health care workers and over 100 admin staff.

Participating practices:

- Newbridge Surgery
- Whitmore Reans health Centre
- Fordhouse Medical Centre
- Tudor Medical Practice
- Church Street Surgery
- Caerleon Surgery
- East Park Practice
- Keats Grove Surgery

The aims of the Primary Care Home are to try and maintain the individual GP practices that you know whilst working together as an extended team to share some of the specialist skills that only some practices currently have and to offer new services. We hope to increase the quality of the care that you receive in this way and create more patient centered care closer to home. Some of the Patient groups seemed worried that this would mean that they would be made to travel to other practices for existing care. This is NOT the case. Care will remain in your practice with extra features moved around to your practice either physically as new clinics or virtually in the terms of advice and guidance by more specialist teams for your doctors and nurses so that they do not have to refer you to hospital. As time progresses we may be able to offer more services closer to home but for things needing specialist equipment e.g. heart scans you may be asked if you would rather go to certain surgeries that have this equipment that is closer to home instead of the hospital.

Planned work so far (aim to start April 2017)

High risk of developing diabetes.

We are working with Public Health to help people at high risk of developing diabetes such as people with borderline sugars, polycystic ovaries and those who have had diabetes in pregnancy. This is likely to be in the form of education and exercise sessions which will be made available to you.

Social Prescribing

A high number of GP appointments are used by people that have social problems. We are currently running a trial from Newbridge Surgery to have social prescribing clinics where there will be someone trained to help complete forms, help if having financial difficulties, access services more effectively and help people navigate the voluntary services that may help them. We know that these social issues have a great impact on health and in helping in this way we hope to also make you happier and healthier. Look out for the posters advertising these clinics.



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Frailty Clinics

Many patients as they get older have multiple problems that when added together make them more unwell than just looking at individual illnesses. We now have a computer program that identifies these people and we would like to invite them for an extended health check that will also look at how we can get support to help you manage at home better as well as looking at any changes we can make to your medication. If you get one of these invites please attend we want to try and make your quality of life as good as possible despite your illnesses.

Diabetic Patients

We will be employing a specialist diabetic nurse (like the ones that work in the diabetes centre at New Cross). These nurses will advise those running the diabetic clinics in your surgery if they are struggling to get your diabetes under control. They will also be able to start insulin if you need it without you having to go to the hospital and offer advice and support to patients.

Increasing access to appointments

GP appointments can be difficult to get and we will be training reception staff to help you navigate how to use new members of staff such as pharmacists and advance nurse practitioners. These members of staff will offer appointments and can prescribe drugs for a number of simple conditions and checkups freeing up appointments with the doctors for those that have more complicated problems and may mean that we can offer longer appointments. You may be asked to speak to the pharmacist if you ring with medication problems rather than the doctor. The social prescriber appointment may be offered to you.

In the next 12-18 months:

We aim to set up HUBS within your area that you can access at weekends and evenings for routine and emergency problems. This will involve the practices working together to offer this service. Details are being discussed now so watch this space.

Medical records

With your permission any of the eight practices will have the facility to look at your medical notes if you need to be seen by another practice or pharmacist or if the specialist in another practice needs to give advice. You may be asked for this when you book so that it can be turned on.

Please remember to think about the following services that are already available to you at your practices:

- Accessing and ordering your repeat prescriptions on line.
- Access to your medical records on line.
- Booking appointments online.
- Agree to SMS text message reminders about appointments.

You need logins and passwords to do this so ask your receptionist about these services as they can save you a lot of time.