



Wolverhampton Total Health Primary Care Home

March 2017 Newsletter

Over the last few months we have been looking to put some of our plans into action as NHS England funding becomes available.

Your Wolverhampton Total Health (WTH) practices:

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

Access

We have been involved in a number of schemes to try and increase access for patients to GP practices across the city, through providing extra clinics over the Christmas and New Year bank holidays.

We have all seen the news reports of A+E departments not being able to cope with demand and equally the surge of patients waiting to attend GP services after a bank holiday and so we took advantage of the offer of winter pressure money to provide additional clinics at this time. Appointments were available to all patients of WTH member practices for both booked and emergency appointments.

Despite only having a few days to mobilise and advertise the service, we had five practices that opened achieving a 64% utilization of filling the 730 available appointments, dealing with 465 patients in total

The patient survey exercise showed that 97% of patients found the service excellent or good and no-one who responded gave a rating of poor.

When responding to the question "If you did not use this service what would you have done", the responses were –

- 44.2% = Wait for your own GP to open
- 28.3% = Attend A&E
- 15.9% = Ring 111
- 5.1% = See a pharmacist
- 4.3% = No response
- 2.2% = Other

Building on this success we decided to extend this beyond the Holiday period into Saturday opening over January and into March 2017.



Wolverhampton Total Health a Primary Care Home

We are working collaboratively with Wolverhampton's second Primary Care Home (Wolverhampton Care Collaborative) so that together we have a more effective use of funds reaching potentially 100,000 patients who can attend their closest HUB.

We have three HUBS open on a Saturday staffed by local GPs

- Newbridge Surgery
- Grove Medical Centre
- Pendeford Health Centre

As well as Showell Park Health Centre

Patients can ring to book an appointment (please check your practice website or ring to get the answer machine message which will advise you on what you need to do)

In addition 111 can direct you (in the future we plan to introduce the facility to allow them book directly for you)

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. Through doing this we hope to increase the quality of the care that you receive and create more patient centered care closer to home.

Some of the Patient Groups appear to have concerns 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 these 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 offered the choice if you would rather go to certain surgeries that have this equipment and is closer to home instead of the hospital.



Wolverhampton Total Health Primary Care Home

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 who have social problems. We are currently running a trial from Newbridge Surgery to hold social prescribing clinics where there will be someone trained to help patients:

- complete forms
- with advice and assistance having financial difficulties
- access services more effectively
- 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. Please look out for the posters advertising these clinics.

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 helps us identify these people and we would like to invite them for an extended health check. This allows us to look at how we can get support to help patients manage at home better, as well as looking at any changes we can make to medication.

If you get one of these invitations please attend, as we want to try and help make your quality of life as good as possible despite your illnesses.

Diabetic Patients

We will be employing a specialist diabetic nurse (similar to those who work in the diabetes centre at New Cross) These specialist nurses will advise those running the diabetic clinics in your surgery 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 allow us to 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.



Wolverhampton Total Health a Primary Care Home

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.