

# Transforming Primary Care Event

## November 21<sup>st</sup> 2014

# Voluntary Sector Pilot 'Script Plus'

- Script plus is for older adults who have social care needs which impact on health but fall outside local authority provision
- Being piloted over a 6 month period in 12 GP practices in the south east of the borough, in conjunction with Walsall AgeUK and Walsall CCG



# How does it work?

- The GP will refer to a care co-ordinator who will visit the patient and agree what support/service is needed
- The co-ordinator will put the patient in contact with the relevant organisations or groups from the voluntary and community sector

# Benefits

- Effective GP consultation
- Reduce anxiety / depression
- Increase / maintain independence
- Empower patients to seek support from a range of services
- Increase social participation
- Increase physical activity

# GP Access - Telephone Triage

## Dr Ravi Sandhu, Kingfisher Practice

- Patients requesting a GP appointment are listed to speak with GP
- GP calls back and triages
- Outcomes
  - Advice
  - Script
  - Signpost to other service
  - Diagnostic test
  - Face to face consultation

# Outcomes

- Demand is predictable, allowing easy planning of capacity
- 80% of patients are seen same day, up from 35%
- Average days waited for an appointment has fallen from 5.5 to 1
- Patients, staff and clinicians are happier
- ! Thought it would take 12 weeks to settle to new system, still tweaking parts of system after 9 months

# Using Web consultations

## Dr Dhaliwal, Sycamore Practice

- Redesign of website – move from a static to dynamic design, with self-help advice and links to health apps
- Access to appointments, repeat prescriptions, test results via Emis
- Web consultation – patients can use email to consult with GP or Advanced Nurse Practitioner

# Benefits of web consultation

- Patient has time to think and type exactly what they would like to say
- GP has time to consult patient records before phoning patient
- May result in advice, tests, script, or face to face appointment
- Patients have been positive about the system