

NHS Primary Care Contracting

Identifying Change Levers in Primary Care Best Practice Examples

Introduction:

In seeking to identify the levers that drive change in primary care, NHS Primary Care Contracting has collated over 200 examples from within the NHS.

Our database of practice differs in that we've reviewed all submissions, established themed groups based on PSA target criteria and created groups where the drivers would have most impact.

Hard to Reach and Transitional Team

PSA Target Group: Reducing health inequalities, Improving access to care, Improving the patient/user experience

Overview:

October 2004, the aim was to provide a medical pathway for clients who have difficulties accessing healthcare, for example the homeless and asylum seekers.

Objectives:

- Fast access to the most appropriate service in a different setting
- Safe, well-integrated and better quality services

Key Drivers:

The need to reduce health inequalities

Results:

Evaluation ongoing, but several favourable comments from clients and partner services in terms of patient satisfaction.

PCT / Practice Name: Baker Street Clinic, Reading PCT
Title of Initiative: Hard to Reach and Transitional Team
PCT / Practice Reading PCT

What was the main prompt for this initiative?

Working towards standards for better health

Managing Variation

What do/did you hope to achieve from this initiative?

Providing a medical pathway for clients who have difficulties accessing healthcare, for example homeless, asylum seekers

What is perceived as the key lever/driver for this change?

The need to reduce health inequalities

When did the initiative start?

October 2004

When does/did the initiative end?

Ongoing service which has been mainstreamed

Did your initiative address any of the following targets?

Reducing health inequalities

Improving access to care

Improving the patient/user experience

Does your initiative meet any of the following strategic tests for Primary Medical Care Contracting?

Improve the patient experience

Of which areas did your initiative support system reform?

Fast access to the most appropriate service in a different setting

Safe, well-integrated and better quality services

In which other areas has your PCT/practice's initiative made a significant contribution to primary care development?

Development of healthcare roles in primary care settings

Innovative scheme positively evaluated as bringing benefit

What criteria did you use to assess the success of the development: what were the outcomes?

Patient satisfaction

Health outcomes improvement

How did the initiative fare against these criteria?

Evaluation ongoing, but several favourable comments from clients and partner services in terms of patient satisfaction.

What were the set-up costs of your initiative?

£132,000

Where did the funding come from?

PMS Pilot funding and some mainstream PCT funds

What contractual mechanism(s) was your initiative set-up under?

PMS contract

Can you provide examples of how your initiative provides value for money:

Saving potential time at Casualty as minor ailments are seen and treated at the clinic. Outreach work catches clients who might otherwise be missed and would present with more serious needs elsewhere. Fulfilling the priority of providing fair access to health care for all parts of the community. Nurse led service, with prescribing capability, reducing the need for more expensive GP input. Skill mixed team.

Can you provide examples of cost savings (directly or indirectly) as a result of your initiative?

Not yet

What were the main difficulties in setting up and implementing your initiative?

Finding suitable premises, getting necessary planning permission

How were they overcome?

Extensive searching

What factors do you believe were the most important to the success of the initiative?

Support of non statutory agencies, like the Salvation Army, Churches in Reading etc. Building good credibility amongst the client group, committed staff with an interest in the diverse and sometimes challenging client groups and financial

support.

What were the main benefits of the initiative?

Many diverse groups are now accessing healthcare services who previously would not have done. Joint working has led to an improved quality and faster response for clients.

With the benefit of hindsight, are there aspects of this initiative you would have approached differently?

Getting relevant paperwork for planning permission right first time

FOR FURTHER DETAILS ON THIS AND OTHER SIMILAR SAMPLES, CONTACT
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