



One Care Consortium

North Somerset CCG Stakeholder Event
2nd July 2015

What is One Care?

- Borne from a successful bid to the Prime Minister's Challenge Fund (PMCF) to improve access to general practice/primary care
- One of 20 Wave One pilot sites; now one of 37 Wave Two pilot sites
- Awarded £5m over 2 years in April 2014 and a further £4.4m in March 2015
- Initially partnership between BrisDoc, GP Care and 24 practices across Bristol, North Somerset and South Gloucestershire
- Now extended to all practices across BNSSG

Challenges facing General Practice



Frustrated patient



Stressed receptionist



Exhausted GP

Developing integrated and responsive 24/7 access to GP and primary care



Our vision



Developing integrated and responsive 24/7 access to GP and primary care



Our vision

“...collaborating to provide **innovative**
and **responsive 24/7** primary care.”

Your usual GP

Workflow View | Config | Change Owner | view history | Add Note | Print | Delete Note | Confirm Consent

Registration - 1 | SCR - 1

! 1 workflow modules have insufficient escalation administrators, click this link to assign administrators.

JONES, Jones (Ms) Born: 01-Jan-2001 (11y 3m) Gender: Female Usual GP: IAN, Clinic (Mr) Active Patient

EMIS No.: 3893

Effective Date	Patient Name	Date of Birth	NHS Number
22-Apr-2012	JONES, Jones (Ms)	01-Jan-2001	943 061 2751

- Confirm Consent
- Change Owner
- Add Note
- Delete Note
- Print

TEST, Emis (Dr) <<

Tasks	0,0
Pathology	0,0
Registration	1,0
Medicine Management	0,0
GP2GP	0,0
Document Management	0,0
Referral Management	0,0
Test Requests	0,0
SCR	1,0
Inbox	

Our plan

Two key work streams focusing on:

- Building a **shared service delivery platform** for One Care members better technology to help us deliver our core primary care services
- Developing and piloting **new services** on the platform to help manage patient demand and deliver continuity of patient care

Benefits for patients and practices

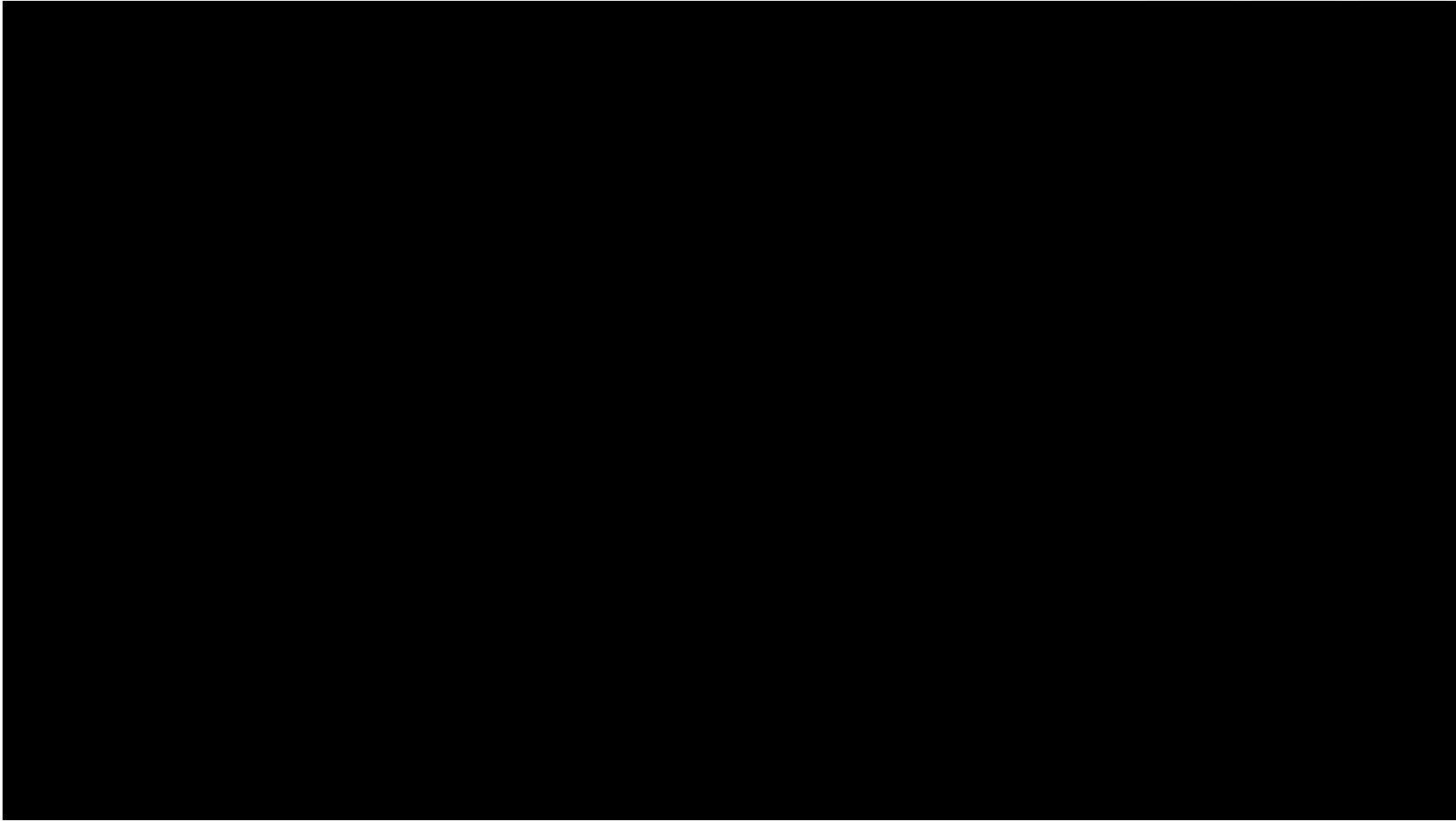
Here and now

- Refer patients for weekend reviews
- Funded practice intranet solution
- EMIS support and training

Coming very soon

- Physiotherapy see/hear and treat pilot
- Patient record shared with OOH service
- Repeat prescribing process – shared best practice
- Centralised note summarisation
- Patient telephony pilot

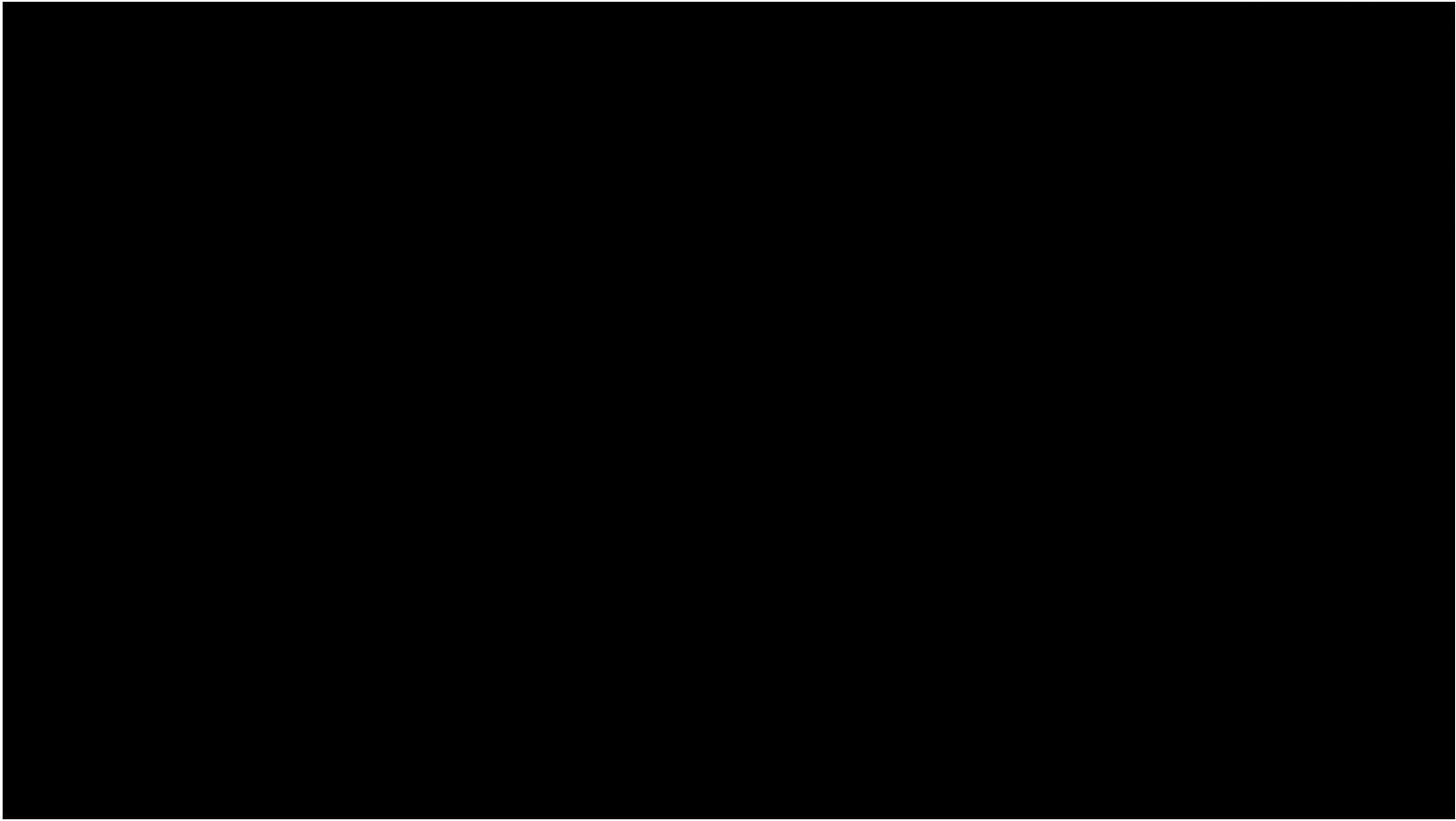
Web-based access



Collaborating to provide innovative and responsive 24/7 primary care



Seven-day access



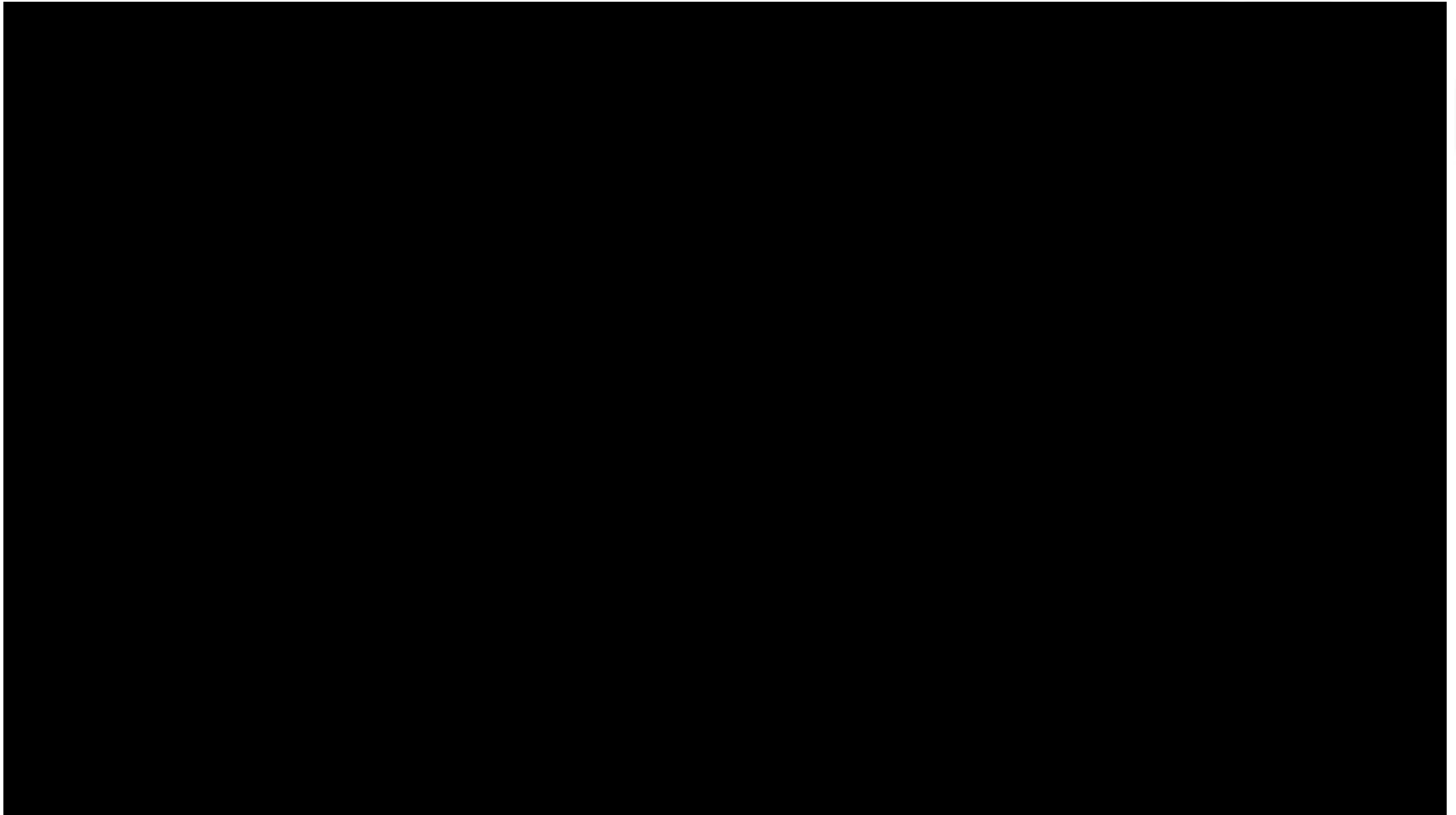
Collaborating to provide innovative and responsive 24/7 primary care



Further opportunities for practices or federations

- Local clinics/service developments can be delivered using One Care platform
 - Shared clinics across clusters of practices via shared record and appointment booking system
- One Care resources shared across practices
 - EMIS super-users, process improvement methodology
- One Care will share best practice across practices to improve business efficiency
 - Repeat prescribing

Telephone overflow



Tell us what you think

- How could One Care help improve access to primary care or manage demand for GP services in North Somerset?
- What are your service users telling you?
- Any questions or feedback, please contact ruth.taylor20@nhs.net



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