

Copeland Same Day Health Centre

NHS North Cumbria Clinical Commissioning Group
Cumbria Health Scrutiny Committee
7 October 2019

Background

As part of the growing pressures on GP Practices in Copeland – increasing demand, vacancy rates at nearly 40 per cent - innovative ways of offering improved access to patients have been considered collectively by the seven practices. The practices support this new offering with resources proportionate to their list size.

The Same Day Health Centre (SDH) was planned and went live in February 2019.

Ambition

The Same Day Health Centre (SDH) is an important step in building an urgent care hub and a fully integrated health and care system for West Cumbria.

The SDH Centre is led by Copeland GPs and is based in the Outpatient Department at West Cumberland Hospital (WCH). This allows the development of a connected network across primary and secondary care, and a multispecialty model for primary care in Copeland.

This model of care strengthens local GP practices by moving some same day urgent appointment requests to the integrated SDH Centre, providing Copeland GPs with increased capacity to deal with routine and long-term conditions care.

The improved access to same day services ensures timely interventions, when required, shortening the patient journey and decreasing potential inappropriate demand on acute services.

Primary Care is under significant strain with a high GP vacancy rate in Copeland. The SDH Centre offers support for all Copeland practices and a safety-net to single handed GP practices, and their registered patient population.

How does it work?

The seven Copeland GP practices have access to an electronic cross-organisation appointment system for urgent on the day appointment requests. Patients are triaged by their registered GP practice and directed to the SDH centre.

The service is offered Monday to Friday between 2-8pm and provides urgent GP, nurse practitioner and extended scope physiotherapy appointments. From 5pm routine cytology, practice nurse and healthcare assistant appointments are also offered.

There is full access to primary care medical records to the GP and health practitioners based in the SDH centre.

Patients remain under the care of primary care, and simple standard operating procedures have been developed with acute specialities to ensure onward timely access to advice and diagnostics where appropriate.

This integrated model of service delivery includes extended hours and same day urgent primary care for Copeland. The service offers in the region of 1,300 appointments per month. Utilisation of the service is currently running at 85% of capacity provided, with a 4% 'did not attend' rate.

Patients from all Copeland practices have accessed the SDH centre with the highest proportion of patients attending from Fellview Healthcare (44%) and the lowest proportion attending from Distington Surgery (3%). Attendance figures are consistent with practice populations and GP vacancy rates.

Fellview Healthcare <ul style="list-style-type: none"> • Flatt walks Clinic, Whitehaven • Beach House, Egremont • Cleator Moor Health Centre • Griffin Close, Frizington 	43%
Lowther Medical Centre, Whitehaven	29%
Mansion House Surgery, Whitehaven	12%
Queen Street Surgery, Whitehaven	7%
Seascale Surgery	4%
Westcroft House Surgery	3%
Distington Surgery	2%

Patient feedback

Patient feedback for the service has been overwhelmingly positive. Patient feedback is sought after their appointment at the SDH Centre and of the questionnaires returned 97% of patients gave the service a 5-star rating with 3% rating it 4-stars.

Patients are also asked what they would have done if they had not been seen at the SDH centre. 40% of patients tell us they would have attended CHoC, with 25% of patients reporting that they would have attended A&E. The remaining 35% tell us that they would wait to see their GP on another day.

Plans for the future

Future SDH centre developments include a paediatric nurse practitioner and further progression in the integration of primary and secondary care services.

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