

Lister House – New working arrangements



About the practice

We are a medium sized practice with just over 6,700 registered patients. The practice building in Wiveliscombe is modern, light and spacious and overlooks the Brendon Hills.

During 2016 we were faced with something of a crisis in that for a variety of unforeseeable reasons, all 3 GP partners left the practice. Up to that point the practice had maintained a very traditional approach with each GP having a named patient list and the clinical team comprising of mainly GPs and nurses.

Since then we have explored and introduced a wide range of changes which are proving to be popular with patients and helping with our capacity.

Some of the changes we have made

1. Advanced Nurse Practitioner (ANP) and triage

Our ANP provides a telephone triage service. Calls from patients are either directed straight through to the nurse by the receptionists or placed on a list for the nurse to call back. Calls are usually returned within an hour and the nurse provides advice directly over the telephone, arranges to see patients face to face or books patients in to see the GPs or any of the other member of the team based within the practice.

Over the last 6 months over 2,000 calls have been handled by the ANP. This has reduced demand for GP time and allowed us to increase standard GP appointments to 15 minutes and for these appointments to be taken up by patients with more complex conditions★

2. Appointments

We have reduced the time limit for pre-bookable appointments to 1 month in advance.

Our DNA appointment rates for GP appointments have reduced by 30% over the last 6 months.★

3. Pharmacist role

We are now funding a part time pharmacist who is starting in July, 1 day per week. The pharmacist will be involved in patient facing reviews and helping to improve the cost effectiveness and quality of our prescribing.

4. GP Admin role

We have 7 sessions of GP time whereby the GPs support us in a non-patient facing role and deal with GP administration tasks including reviewing test results, correspondence, medication reviews and hospital discharge summary. We think that around 80% of administration that patients' named GPs were doing could be shared by other members of the team in future.

Who to contact to find out more: Emma Spiller, Practice Manager, Emma.Spiller@wivdocs.nhs.uk or Jeremy Smith, Somerset Partnership, jeremy.smith@sompar.nhs.uk



Some of the changes we have made (continued)

5. Working with Village Agents

We have 1 whole time equivalent Village Agent working as part of the practice team of which the practice has funded 21 hours. This is a one year pilot to find out how well patients can be supported with the social, emotional and situational problems affecting their health. We have enabled the Agent to access and write into the patient records with patient consent through an information sharing agreement.

6. Wellbeing Advisor From Taunton Symphony

As part of the Taunton Federation we have 1 day per week of support from a Wellbeing Advisor who works with patients in setting personal goals, developing confidence and motivation and behaviour change. *At present 33 patients are being provided with this additional support.*★

7. In-house talking therapies assessment

We have funded staff time from Somerset Partnership to provide a practice-based primary care assessment of patients with mild to moderate mental health problems. Patients who need additional support are referred to the community Talking Therapies or Mental Health Team

8. In house musculo-skeletal pain assessment clinic

We have funded a Band 7 physiotherapist from Somerset Partnership to offer patients a primary care pain assessment clinic and first port of call for musculo-skeletal problems. Patients who require ongoing support are referred to the community Physiotherapy service. *In the last 6 months over 200 assessments and treatment plans have been completed which have not required input from the GPs.*★

9. Engagement with local patients / online access

We have an active and involved Patient Participation Group and close-nit local community. In total 33%★ of patients have supplied us with an email address and this really helps us when providing updates to patients about changes at the practice. *We also have over 500 requests per calendar month for repeat medications requested online.*★

10. Integration with Somerset Partnership NHS Foundation Trust

The practice has integrated with Somerset Partnership. This is going well and so far has provided a good balance of organisational support, support to innovate and continued local autonomy for the team.