

April 2014

24 practices

GP Care and BrisDoc came together as One Care Consortium and were awarded £5m to improve access to general practice

March 2015

1 million

patients served by the 95 practices across Bristol, North Somerset and South Gloucestershire, which an additional £4.4m enabled us to work with

June 2016

95%

of practices voted for One Care to continue as an organisation owned by GP practices as its shareholders, now trading as One Care (BNSSG) Ltd

31 March 2017

End

of the One Care Consortium programme; future funding for successful pilots secured

Communications and engagement



Discover

In 2014, we started the programme with a series of 'discovery interviews' to understand our practices' priorities and concerns



Engage

From here, we continued to build the relationships and engagement that we found to be essential for collaborative working



Involve

Our patient reference group (PRG), made up of representatives from 41 practices, helped to design pilots and supported practices



Collaborate

We worked together with NHS England, three local Clinical Commissioning Groups, community providers, the local out of hours provider and local healthcare researchers



Evaluate

Our evaluation showed the importance of intuitive and reflective leadership

"Without the IT infrastructure to support increased capacity through access to other clinical specialities and cross-organisational bookings, access will always be limited by location" – **Staff feedback, 2017**

Providing IT infrastructure



95 practices

- viewing a shared patient record
- using a shared appointment book
- accessing a shared reporting platform

We supported practices to implement a **cloud-based telephony system** that facilitates collaboration over multiple sites (we now have funding to roll this out over every practice)

£2.9k for every practice to update **technology** including **screens, tablets, WiFi and clinical machinery**

We tested an **online collaboration portal** (intranet) but found it did not have the functionality required – we have since successfully relaunched this project

This work was supported by **robust information governance processes**, including the signing of data sharing agreements. This process was lengthy and it took time to build the required trust, but all data sharing agreements were in place by March 2017.

Projects

We focused on two main areas of work:

Building a **shared service platform** for One Care – better technology to help us deliver better core primary care services

Developing and piloting **new services** on the platform to help manage patient demand and deliver continuity of patient care



Shared service platform

including access to a shared patient record and appointment book, support to optimise practice computer systems, a cloud-based telephone system, an intranet and money for each practice to update technology



Piloting new services

including online consultations, self-care, mental health nurse specialists working in general practice, rapid access to physiotherapy, introduction of healthcare navigators, support with back office processes, additional appointments in the evenings and at weekends

"Thank-you for inspiring my super reception team, you have given them a new burst of energy!"

GP partner, 2017

Workforce and organisational development

31 practices

developed and tested best-practice processes for two important back office functions: repeat prescribing and notes summarising

700 staff

across 58 practices completed frontline customer service development programme, consisting of training and confidence building for reception staff

11 practices

participated in a pilot of a Healthcare Navigator programme, directing patients to the most appropriate service. The learning from this pilot has informed the development of training programmes which are being offered to all practices with great success

We extended the practice team by introducing **mental health nurse specialists and physiotherapists** – **direct employment across practices was the most successful and cost-efficient way of working.**

Working together

18 clusters of practices

across Bristol, North Somerset and South Gloucestershire – each working together to offer additional appointments in the early mornings, evenings or at weekends

36 practices

were part of a research study about e-consultations, contributing to the evidence base on alternative primary care consultations

500,000+ patients

over 44 practices across the area were able to access a same-day physiotherapy service

12 mental health nurses

worked across 19 practices

We facilitated new relationships and sharing of learning across groups of practices.

"Through One Care's projects and approach, I can now see the opportunities that collaborative working will bring to general practice. It is the only way for us to be sustainable."

GP talking about One Care, 2016