

Prime Minister's Challenge Fund

In October 2013, the Prime Minister announced a new £50 million Challenge Fund to help improve access to general practice and stimulate innovative ways of providing primary care services.

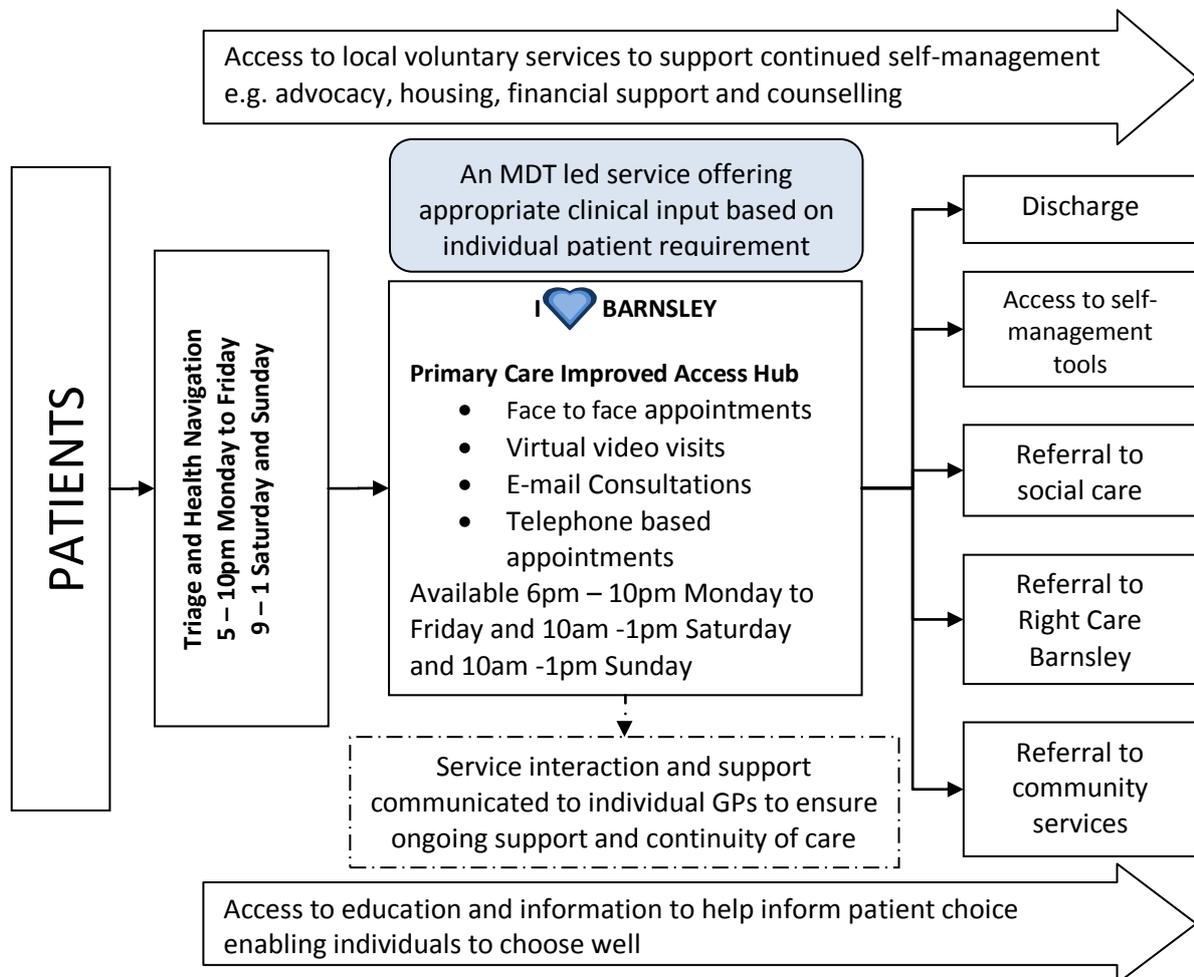
On 30 September 2014, the Prime Minister announced a new second wave of access pilots, with further funding of £100m for 2015/16. The Government has asked NHS England to lead the process of inviting practices to submit innovative bids and overseeing the new pilots.

An application was made by Dr A Mistry on behalf of the patients of Barnsley to provide innovative methods of primary care delivery and extend the hours of appointment availability.

Our Model

I HEART BARNSLEY

(Improving Health, Equality, Access, Responsiveness and Treatment Barnsley)



Face to Face Appointments

Being able to access clinical services 'in person' outside of core hours is a significant part of the I HEART Barnsley model. Patients have a clear expectation, determined through local engagement, of wanting a face to face appointment.

The new service will complement existing core and out of hours services ensuring appointments are available with GPs, nurses or pharmacists across Barnsley during the following times 6pm – 10pm Monday to Friday and 10am - 1pm Saturday.

The introduction of Sunday face to face appointments, between 10am – 1pm, will be evaluated through patient engagement. If face to face appointments on a Sunday are required these will be implemented by month 6 of the pilot.

Virtual Video Visits

To increase capacity and service access virtual consultations will be available through Skype (or similar video technology) to provide face to face remote appointments. Appropriate governance will be in place covering data protection and privacy.

The introduction of virtual visits will allow patients to be seen in their own home without the need for travel. This will help to minimise the number of missed appointments and allow patients who are too unwell to travel to access appointments without the need for a home visit.

Telephone Consultations

For those patients without access to video technology the service will provide telephone consultations with appropriate health care professionals.

E-mail Consultations

E-mail consultations will allow timely responses, 24 hours, by an appropriate healthcare professional to non-urgent patient queries.

Education for Patients

To ensure patients are able to make informed decisions regarding their care; where and when to access the most appropriate service. Building on the Choose Well Campaign I HEART Barnsley will develop localised educational packages for patients, specifically targeting the reasons for inappropriate A&E attendances and frequently asked questions.

Support for Care Homes

The population of over 65s in Barnsley is increasing; it will be a fundamental principle for the I HEART Barnsley service to support this cohort of patients. Building on existing pilot programmes I HEART Barnsley aims to provide robust integration with local care homes, allowing residents improved access to general practice. Through the challenge fund we aim to provide new equipment for each care home to allow residents the option of using virtual visits, e-mail consultation and on-line self-management tools.