

ALTERNATIVE PROVISIONS PLAN 2017

Provision		Description	KPI's to Evidence	Milestones	STATUS	Additional Capacity per day in LWCCG 1st Dec 17	Target Additional Capacity per day in LWCCG
1. GP Appointments and Access		Responsible Person : Sarah Button				5 days	7 days
1.1	GP Optimisation	Reduce GP admin time; create up to 6 GP appointment per day	Training to provide up to 6 Extra Appointments Per Day per GP	Planned; 50% Dec 17 to 50% Jan 18	AMBER	-	99
1.2	Same Day Access for Urgent Need	Arrangements to ensure patients are seen appropriately to meet their clinical need. Develop by sharing best practice.	100% confirm arrangements for review of patients requiring urgent same day treatments when appointments are limited.	In Place	GREEN		
1.3	Extending clinical skills in the Primary Care team	Includes Utilising community pharmacists for medical issues	4 Additional Pharmacists with 1 further appointment.	In Place	GREEN	40	50
1.4	Care Navigation Training and sharing best practice models	Ensure practices are signposting patients to the most appropriate help and support. Will free up appointments by avoiding unnecessary ones.	120 receptionists trained across 33 practices	Full coverage by the end of March 18	AMBER		
1.5	City Centre Practices Provision	Identified 1 GP practice that is struggling to match local demand and service capacity. Plan in place to mitigate this risk which will if required, include refresh GP boundaries to take account of changes in demographics, local demand and service capacity	Remedial plans or revised boundaries	Planned;	AMBER		
1.6	8-8 - 7 days a week planned care	GP Surgery: Hub: Group of Hubs.	120 Additional Hours across 33 Practices	Planned Apr-18 - Apr-19	AMBER	-	69
1.7	Continued action on reducing DNA rates	Practices utilising proven methods to prevent high DNA rates eg. pre-appointment reminder text and comms to let your GP practice know if you can't make your appointment etc	DNA rate reduction per practice	All Practices confirm best practice actions taken	GREEN		
1.8	Implementation of Neighbourhood Teams	NT at each (4) localities including community nurses, mental health professionals and clinical pharmacy; Enable "homeless patients" and those supported by local third sector to better access primary care	A&E attendance avoidance and reduce ambulance conveyance	Gainsborough established; South Lincoln Federation in place; IMP and City dates TBC	GREEN/AMBER		
2. Urgent Primary Care / GP Out of Hours / WIC Transition / CAS		Responsible Person : Wendy Martin					
2.1	GP Out of Hours Service	Provides Urgent medical care outside normal GP hours (evenings, weekends and bank holiday)	NQRS standards maintained	In Place	GREEN		
2.2	111& CAS	Provision of 111 and CAS capacity	A&E attendance avoidance, reduce ambulance conveyance, OOH appointment reduction, reduction of unnecessary face to face	In Place	GREEN	20	20
2.3	A&E Attendance Avoidance	Including Home First; EMAS Pathfinder & See and Treat capability; CAS (Care Home Support - Advanced Care Planning; Star 6 and Pharmacist and Consultant Geriatrician support)	A&E attendance avoidance and reduce ambulance conveyance	Programmes in progress	AMBER		
2.4	Emergency Medication (Prescriptions & Advice)	Community pharmacy supports 111 and CAS (via 111)	50 participating pharmacies across Lincolnshire; Hours coverage incl. bank holiday cover	In place	GREEN	20	20
3. University of Lincoln Practice Plans		Responsible Person : Sarah Button					
3.1	Additional clinical rooms	Plans to develop the GP practice premises	3 Additional Consulting Rooms	In development from 1 Apr 18	AMBER		
3.2	Access to Routine Appointments	Review of clinic times and access. (Increase in student registration from last year is 3,150)	Additional appointments	From Dec 17	GREEN	5	5
3.3	Access Choice	Skype Utilisation	Skype Utilisation	Pilots Complete; Other pathways to use skype	GREEN	5	5
3.4	Clinic in Bishop Grosseteste University	Deliver services at BGU campus	1 additional consulting room	In development	AMBER	-	5
4. Clinical Advice and GP Access for Children		Responsible Person : Wendy Martin					
4.1	Same Day Access for Children	Ensure arrangement are in place for Same day access for Children (and Urgent)	100% confirm arrangements for review of patients requiring urgent same day treatments when appointments are limited.	In place	GREEN		
4.2	Children's Centres	Local hubs for family support; health visitors appointments	8 Children's Centres across Lincolnshire	Planned pilot Birchwood goes live 4th December 17; 4 in total across Lincolnshire by end of March 18	AMBER	-	9
4.3	Telephone Line for Children	The CCG did consider introducing a telephone line specifically for children, but thought this would cause further confusion with the nationally supported lines of 999 for emergency need and 111 for urgent health care need and advice.	111 urgent care line in place; communication plan implemented to promote 111 for urgent care need	In place	GREEN		
5. Homeless and Vulnerable Patients		Responsible Person : Sarah Button					
5.1	Community Clinic for Homeless / Violent Patients (<0.5% of attendance)	Opportunity to link the services provided at Nomad Trust with Primary Care by engaging their ANP's to give them access to routine GP appointments, signposting and support services access including NHT	Increased Provision	Planned	AMBER		
6. Comms and Engagement		Responsible Person : Wendy Martin					
6.1	Comms Plans	using media, GP practices; social media channels;	Full plan underway. See Appendix 3 and 4	Ongoing	GREEN		
6.2	Engagement Plans	Including Alternative Provision Plans	Full plan underway See Appnedix 5	Ongoing	GREEN		
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