



PRACTICE CAPACITY

HOW DID WE WORK WITH YOU?

We have been talking and listening to local people, practice teams (clinicians and staff) as well as people in community areas such as the Idea Stores to understand what is driving demand in primary care, and how we can address these issues. We have attended Patient Participation Group meetings and we have also been reaching out to people in the voluntary sector and in other organisations such as the Council, Housing Associations, Public Health, Health Watch, Vanguard and the Royal College of General Practitioners and attending workshops and seminars, run for example, by the Tower Hamlets Council for Voluntary Service and Resurgence Festival of Wellbeing.

WHAT DID YOU TELL US?

You told us about some prominent challenges to capacity in primary care which are all too familiar, and you highlighted some recommendations alongside each issue.

INAPPROPRIATE USE OF APPOINTMENTS AND REPEAT ATTENDANCE

- + Group and peer led interventions
- + Support for patients accessing services multiple times to access care in the right place and at the right time

LIMITED HEALTH LITERACY

- + Less didactic ways of sharing information with local people patients
- + Information pitched at the right level for the general population
- + Realistic consideration for the use of digital communications

FRAGMENTED COMMUNICATION WITH OTHER PROVIDERS (SECONDARY CARE, HEALTH VISITORS, CHS ETC)

- + Shared responsibility of health between Public Health, Local Authority and Secondary Care
- + Flexibility to choose partners that will best improve health of local people
- + Co-commissioned services that make sense to patients

However, the focus of our work has been to find examples of where solutions to these issues have been implemented. By sharing them with you, we hope to ignite a vision of what primary care could look like in the future. We also hope to be able to support practices to try alternative ways of delivering care in a way that meets the demands of primary care.

EXISTING EXAMPLES FROM THE BOROUGH

These examples are by no means the full catalogue of things happening in the borough, just an example of interventions you've told us about. If you'd like to share examples from your own practice with the rest of the borough, or hear more about any of the examples listed below please get in touch with your Network team (see **How can you get in touch?**) and we will connect you with the right people!

ENCOURAGING APPROPRIATE USE OF APPOINTMENTS

Practice/Location	Project Title	Project Summary
Women's Health and Family Services	Maternity Mates	Peer led groups of ante/post-natal women to provide support to other mums. http://www.whfs.org.uk/index.php/what-we-do/maternity-mates
Multiple Networks	Nurse Practitioners	Upskilling Practice Nurses to be able to prescribe therefore increase the skill mix within practice teams
Multiple Networks St Paul's Way Health Centre	Doctor First Appointment System	Each incoming call triaged by a GP and booked into the most appropriate appointment. http://www.productiveprimary-care.co.uk/doctor-first.aspx
Bethnal Green Grove Road Tredegar	Well-Point Kiosks	Automated New Patient Health Checks and NHS Health Checks
Bromley by Bow Health Centre	Patient Assistant Buddies	Each doctor is paired with a member of the 'Patient Assistant' (receptionist) team. For patients that need to be called back in or booked future appointments, the Patient Assistant Buddy is responsible for booking the patient in with the right person at the right time
Island Health	Extra Care Project	Inviting patients who use GP services most frequently for an in depth review of their health, with emphasis on where else support may be sought for that patient

Mission Practice	The Menopause Group	Patient initiated group for women experiencing the menopause to support each other
Blithehale Jubilee Street Limehouse St Paul's Way St Stephen's	Microteams	Structuring teams in such a way that delivers relational continuity of care particularly to patients with co-morbidities or extra needs.
Docklands St Paul's Way XX Place	Web GP	Online access to your own GP via an e-consult. Also self-help content, sign posting options, symptom checkers, access to 111 clinicians http://webgp.com/
St Stephen's	Frequent attenders / Triage system	'Alert' system for frequent attenders so they are diverted to a senior administrator who has a quota of appointments and can ensure continuity of care takes the pressure off receptionists and cuts down on the number of appointments required

IMPROVED HEALTH LITERACY AND PATIENT INFORMATION

Practice/Location	Project Title	Project Summary
Network 2 – East End Health Network	Awareness Events	Community outreach events to promote health and well-being in partnership with community health organisations http://www.eehn.co.uk/
Network 6 - MEEBBB Health CIC	MEEBBB Health Literacy	Understanding that most written health information is pitched at too complex a level. Working with local people to redesign health information and developing face to face information guides

Bromley by Bow Health Partnership	DIY Health (0-5)	Co-produced health education sessions aimed at parents of children under the age of 5 to support appropriate management of minor ailments http://www.uclpartners.com/our-work/academic-health-science-network/integrated-children-young-people-and-maternal-health/diy-health/
St Paul's Way	Morgan Stanley Healthy London Project	Run in conjunction with C3 Collaborating for Health and focusing on interventions for young children and their families eg fresh fruit and vegetables and play. http://www.c3health.org/c3activities/communities/c3-community-projects-portfolio/morgan-stanley-healthy-london/

IMPROVED COMMUNICATION AND PARTNERSHIPS WITH OTHER PARTS OF THE SYSTEM

Practice/Location	Project Title	Project Summary
Tower Hamlets Council	Young@Heart	A programme of activities for the over 50s in sports and leisure centres throughout the Borough http://www.towerhamlets.gov.uk/lgn/leisure_and_culture/sport_and_physical_activity/current_programmes/partnership_programmes/50_activities.aspx
Tower Hamlets Council	Walking Football	A slower paced version of the beautiful game played on Sundays at the Mile End Stadium
Network 7 – Poplar & Limehouse Wellbeing Network CIC	Holistic, family health	In conjunction with Tower Hamlets Family Intervention team and Stalwart Communities, delivering family centred support / education ('family' including community) with family champions / mentors

XX Place Health Centre	Pharmacist Partnerships	Building partnerships with pharmacists who deliver services from practice venues eg. Asthma health checks, medication reviews etc
Chrisp Street/St Stephen's	Benefits Advice	The Practice offers in house appointments with a Benefits Advisor