Lewes Primary Care Home

General practice in Lewes is evolving services into different teams to deal with different patient groups who have different needs. This will allow more individualised care for those who most need it and integrate with other providers of care in the wider local health community to provide a single point of access for health and care needs.

Using the principles of whole system flow and a value-based approach at a local level Lewes primary care home have set up project development teams which are evolving innovative ways of working:

- Providing a mechanism for change and continual improvement
- Providing staff structure and dedicated time for system improvement
- Producing cultural change in the primary care team
- Encouraging staff engagement in change management
- Implementing organisational change rapidly in measurable steps
- Engaging patients with system redesign
- Using evidence based ‘lean’ and ‘big room’ system change methodologies

Outcomes from the project development teams have enabled us to radically redesign the way our practice is organised.

- Acute team - managing patients who are generally well with new problems staffed by nurses and GP’s. This is enabling us to evolve an urgent treatment centre and offer appointments for all patients the same day if needed 8-8 7 days a week.
- Continuous care teams - care for patients with chronic and complex problems based around a micro team of GP’s.
- Multi Agency Team –Caring for the most complex patients requiring active case management