Innovative models of general practice

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The Kings Fund
Why did we do it?
Innovative models of general practice

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So where now?

More of the same?

Something else?
What’s general practice supposed to do?

Figure 1 The core attributes of general practice

- Accessible care
- Continuity
- Person-centred, holistic care
- Community focus
- Co-ordination
The models

- Team based working
- Digital innovation
- Community-centred approaches
- Segmented models
- New roles
- Whole system redesign
Design principles

- Building and maintaining strong relationships
- A shift from reactive to proactive care
- Developing skill mix
- Using technology
- General practice working within a wider health system
- Supporting general practice to change
What next?

An alternative day in the life of a GP

7.30am - 8.15am
My day starts with 45 minutes of paperwork: looking through correspondence, discharge summaries, out-of-hours reports and test results.

8.15am - 9.00am
I spend 45 minutes taking telephone triage calls for people requesting same-day appointments, requesting home visits or chasing test results.

8am - 8.30am
My day starts with a coffee and informal huddle with the members of my micro-team - nurse case manager, health care assistant and administrator. We talk about the patients due to be seen that day, any issues that came in yesterday from other health and care professionals or from patients via phone and email.

9.00am - 1.00pm
Morning surgery: a total of 18 patients are booked in; the first patient arrives at 9.00am.
Thank you

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