Changing the skill mix in General Practice
Overview

• Background of Beacon

• Changing the clinical skill mix
  – Dermatology and Orthopaedics GP-led service
  – Urgent Care Team
  – Care Homes (Clinical Pharmacist)

• Above and beyond clinical skills
Merged April 2014
5 sites, 39k patients
Rapid test site Primary Care Home

Increased
- Staff morale
- Patient feedback
- Immunisations

Reduced
- GP waiting times
- Length of Stay
- Cost of care
Dermatology and Orthopaedics

Significant impact for patients, waiting times, costs, clinician satisfaction, system safety, prevention………

Steps:
- Offering opportunities to GPs to diversify their skills
- Courage from commissioners to invest
- Co-operation from secondary care

Beacon Medical Group E-Referrals v Western
Changing the clinical skill mix

**WELCOME TO THE NO WAITING ROOM**

Advanced Paramedic Practitioner, Clinical Pharmacist, Nurse Practitioners, Minor Illness Nurse, GPs, Duty Patient Advisor

Steps:
- Patient engagement
- Team engagement
- Clinical supervision
- Rapid learning cycles
- Proactive Comms

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**Impact of introducing Urgent Care Team Model to access to care for Chaddlewood patients**

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<th>Post-UCT</th>
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Appointments Offered
Headlines from our pharmacist led care homes service

- The growth rate in A&E admissions fell
- The average length of stay for admitted care home residents dropped
- £83,364 savings from 514 medication reviews where medicines no longer needed to be taken. Improved Medicines Management
An improved general experience for residents in care homes and their families. Residents in care homes received the best possible care in the right place and at the right time. Supporting the patients to live as independently for as long possible and providing a better understanding of their conditions and treatment plans.
Example from our workforce strategy: Reception Team

- **Traditional GP receptionist**
- **Channel shift**
  - Patient supported to self-serve for as many services as possible. Outreach information via email, text, website
- **Early care navigation**
  - Understanding patients’ needs and early signposting to interventions or support. Maximising existing practice and community offer to patients
- **A productive high functioning team**
  - Prescribing hub, telephone hub, front of house staff providing excellent customer care, enhanced engagement with patients, staff engagement in teamwork and innovation
- **Customer care focus**
  - Telephone hub, customer care training, defined roles inc management, introduced online and SMS services
- **Extended healthcare support (and breathe out)**
Above and beyond clinical skills

The skill mix needs planning in every team
Recognition is well deserved in all areas