



MY
CARE

The Family Practice PPG Continuity of Care Project

9 December 2019

This evening.....

- Share why and when it is important for some patients to see their Usual GP
- Learn about how The Family practice is working with 8 other practices to develop continuity of care tools for GP practices
- Hear your views on how PPGs can support the project

Continuity of Care – what is it?

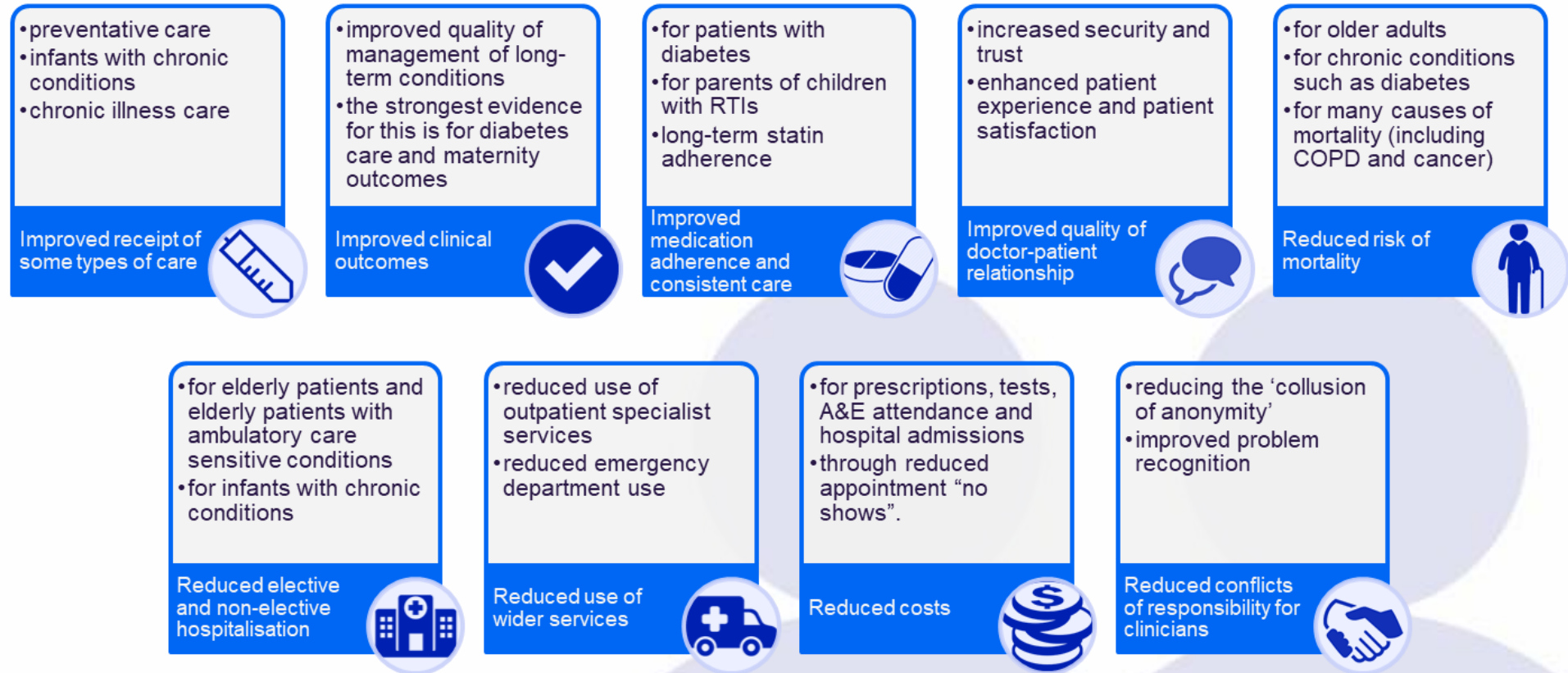
Kevin Haggerty, GP Weston Super Mare:

“seeing a clinician that you know and trust – who knows and cares about you”

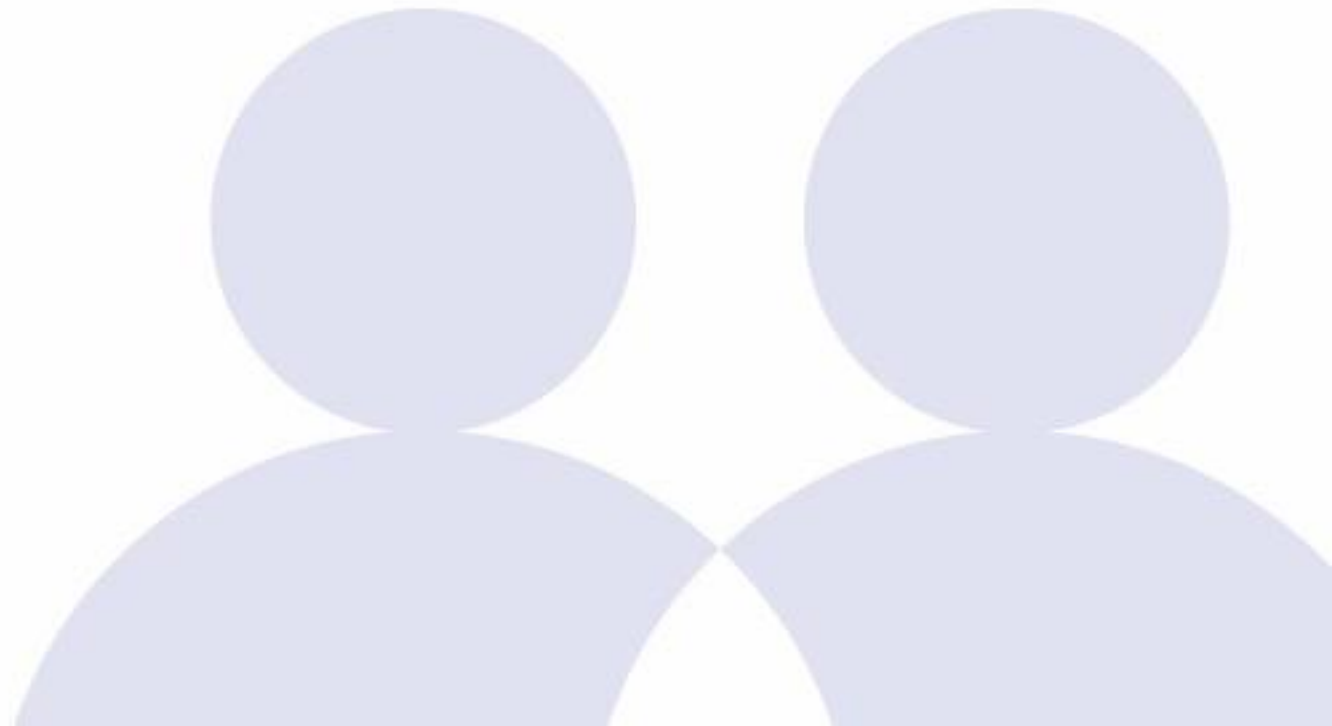
David Shelton, Patient, The Family Practice

“I find it reassuring to know that a GP has an overview of my healthcare”

Continuity of care – why is it important?

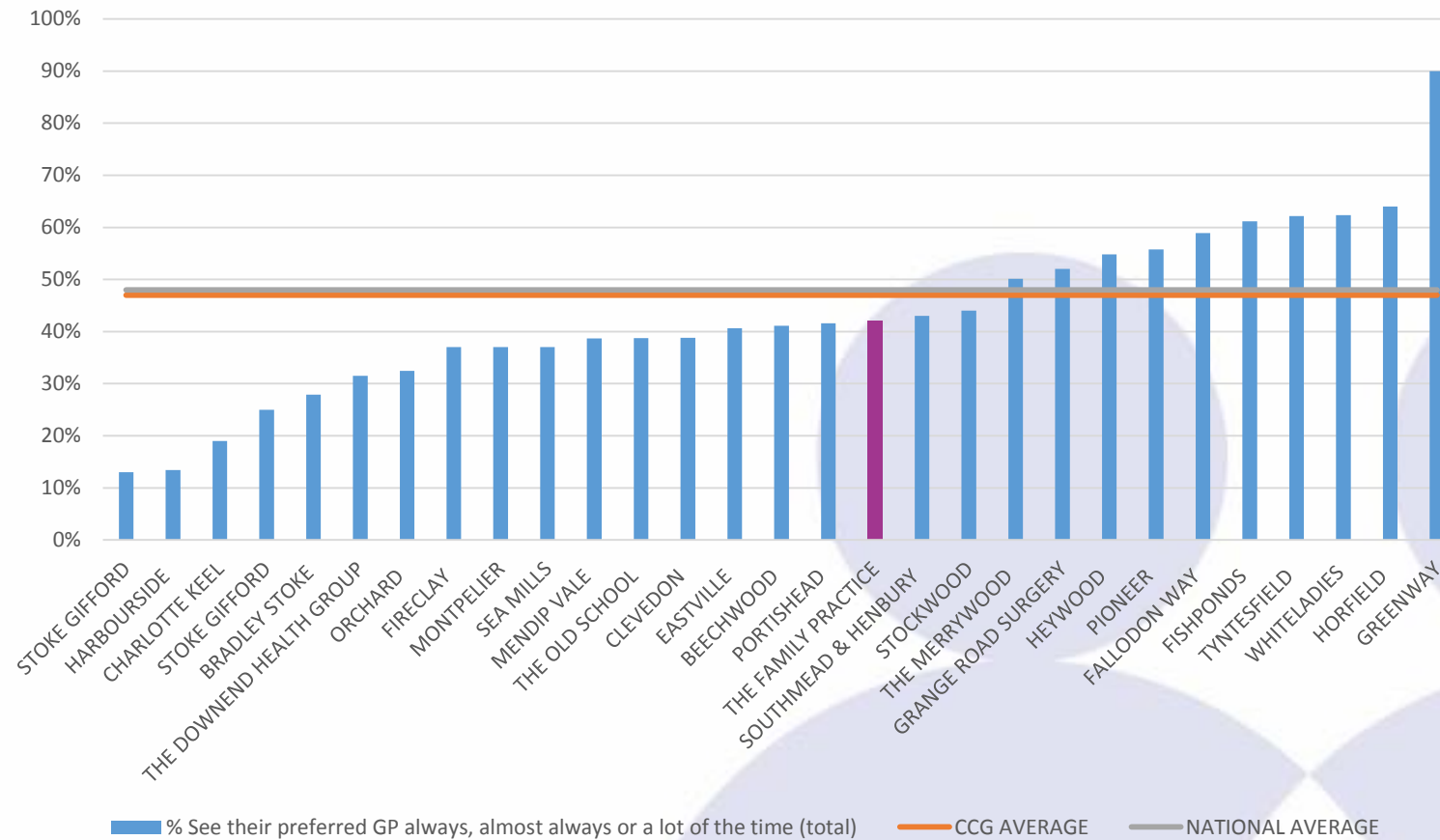


Continuity of care – when is it important?



GP Patient Survey Result 2019

% of respondents who see their preferred GP always, almost always or a lot of the time



Continuity of Care – who supports it?

Royal College of
General Practitioners



onecare.org.uk/mycare

BNSSG
Healthwatch



Nuffield Trust



The Kings Fund



Overview of One Care Continuity of Care Project

The Health Foundation

Award to 5 sites:

Timeline - Jan 2019 to Dec 2020

Evaluation Report by The Health Foundation due April 2021

One Care (BNSSG) Project

- Cover c.400k patients
- Relational Continuity
- Practice Led Approach
- Develop the Toolkit

Roll Out

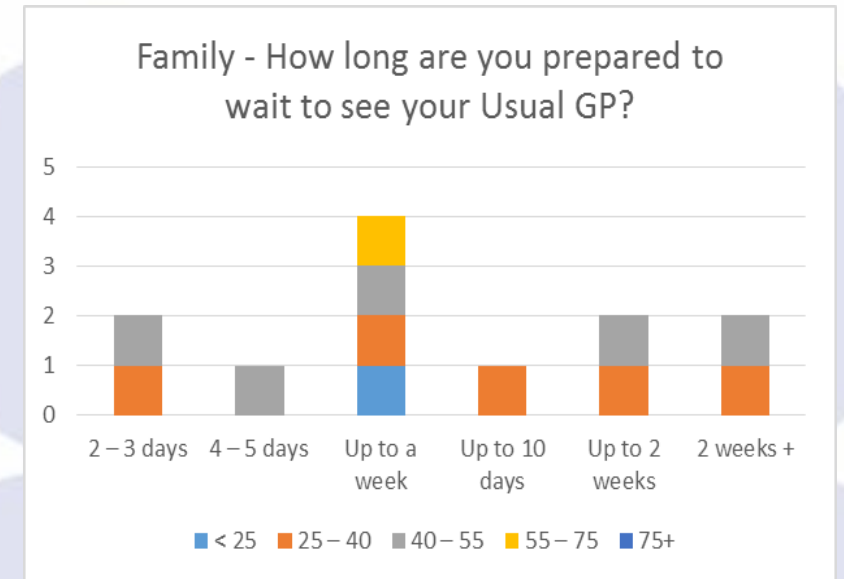
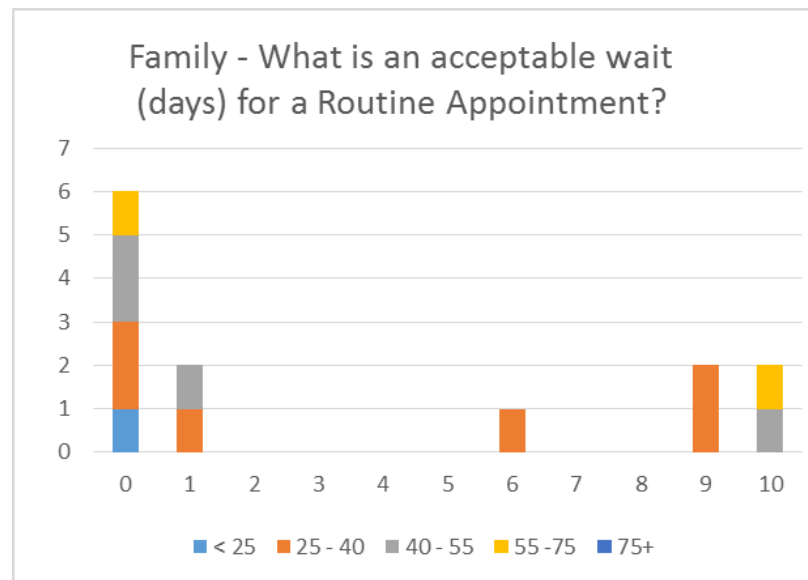
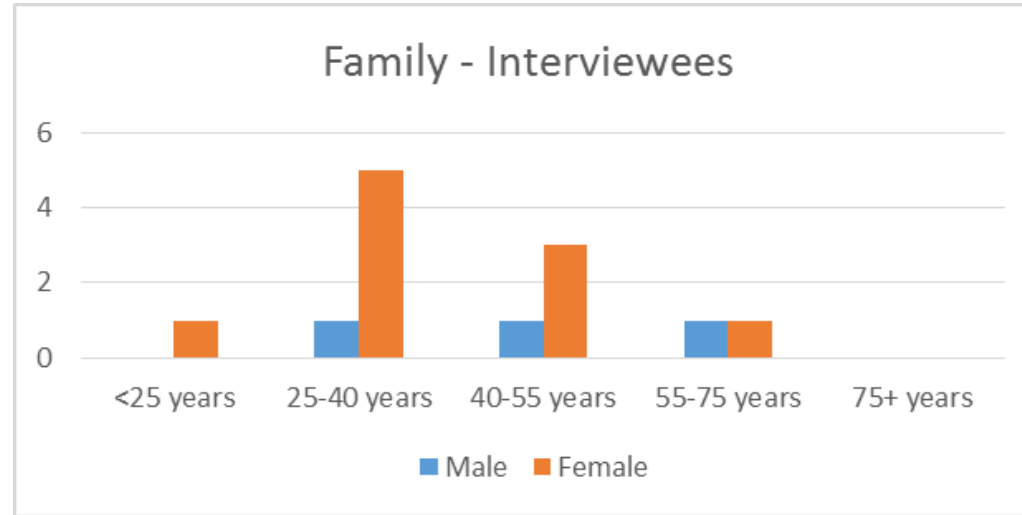
Wave 1: 9 Practices
Implementation prepping

Wave 2: 8 Practices
Implementation planning

Wave 3: 9 practices
Initial visits underway

The Waiting Room

What did we learn?



The Waiting Room Patient Comments

“I don’t mind seeing 2 or 3 GPs all as my “usual GP” having just 1 usual GP would be the gold standard but probably not achievable.”

“It makes absolute sense to see the same GP as they know you. It is a relationship. Even better if the GP knows the whole family.”

“This exercise demonstrates the surgery does actually care about patients in a personal way. It doesn’t just see them as numbers on a conveyor belt.”

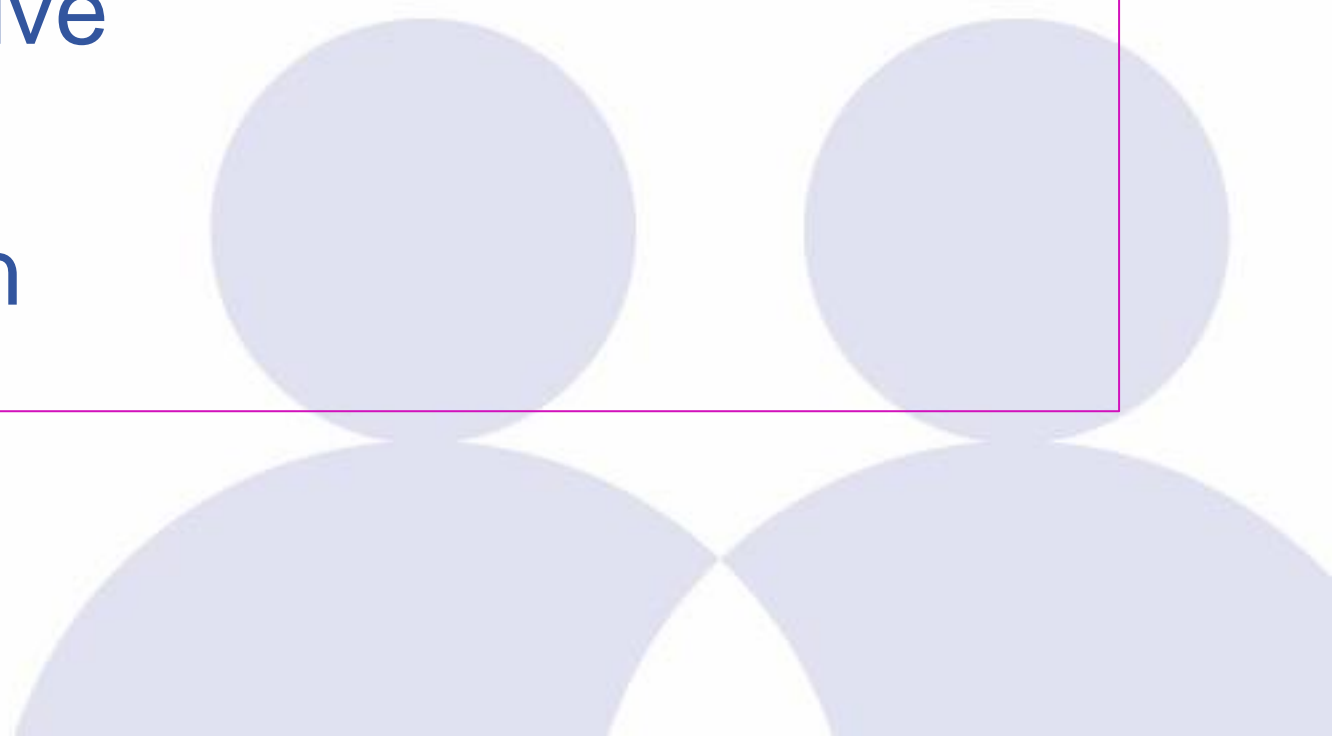
Continuity of Care – what we are doing?

- Golden Thread
- GP Led
- Duty Doctor
- How will we know it has made a difference?

And finally.....

We welcome your thoughts on:

- Continuity of Care initiative
- Feedback on this session



Thank you for your time

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