

Southampton Primary Care Limited (SPCL)



Southampton Primary Care Ltd.

SPCL is:

- A Limited Company formed by local GPs in 2014 (24 out of 26)
- The 24 practices are owners and shareholders

SPCL was developed to:

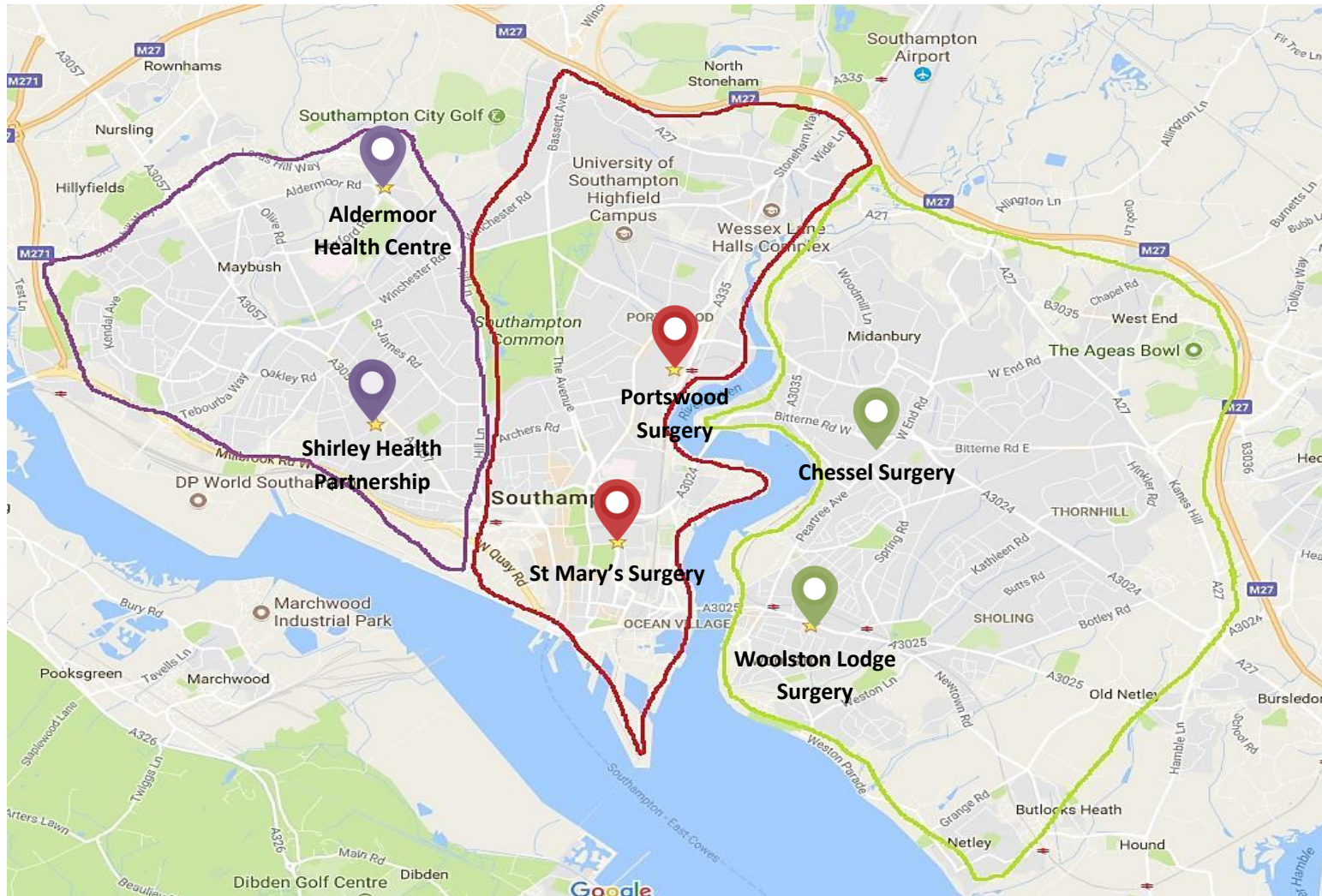
- Strengthen the capacity of practices and develop/tender for new services
- Make efficiency savings by economies of scale
- Strengthen and improve clinical governance and be able to demonstrate the quality and safety of our services
- Develop training and education capacity by central coordination
- Improve local service integration across practices and other providers (aligns with Better Care Fund)



Number of patients covered: 285,000

Number of practices participating: 26

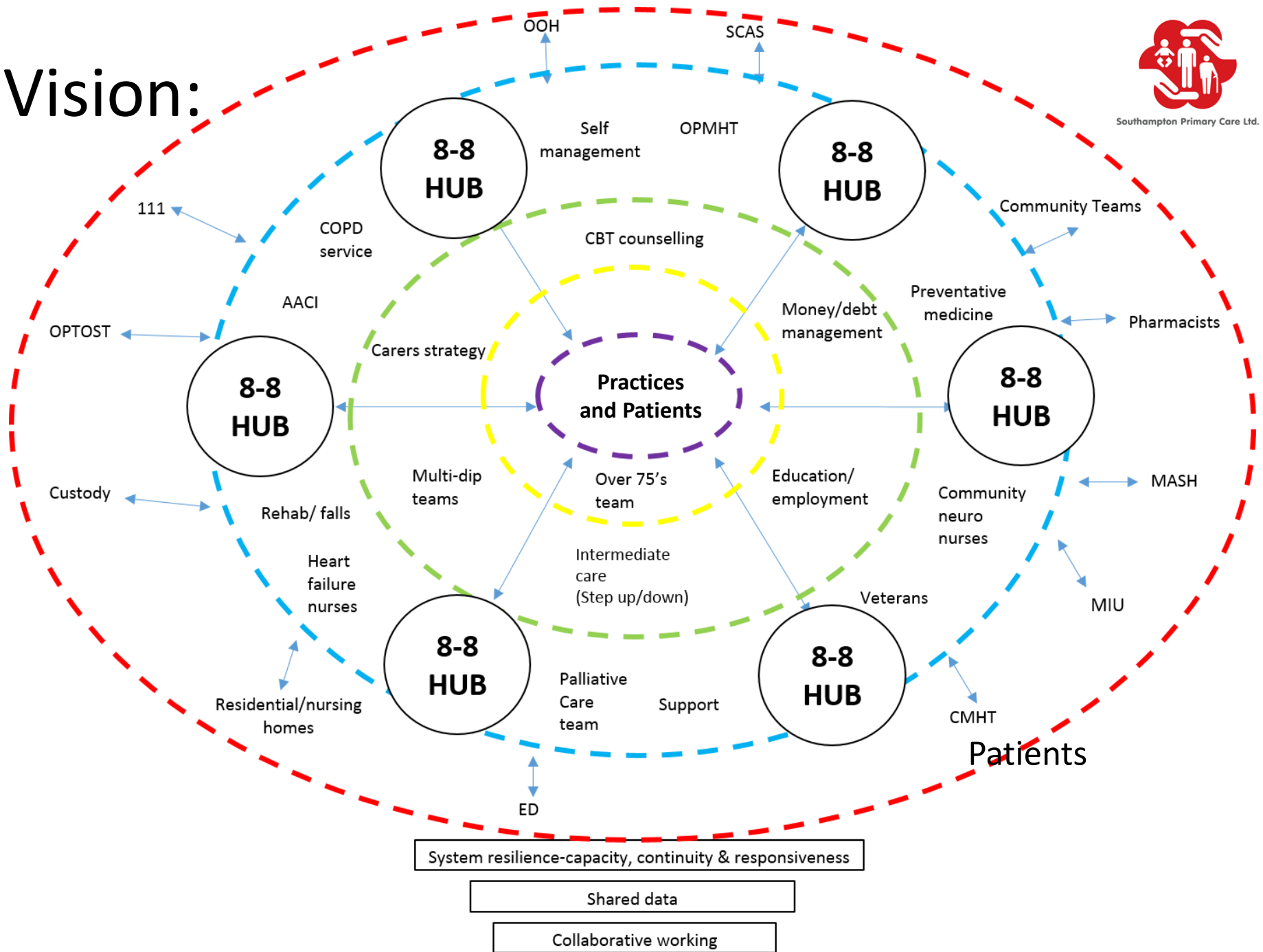
Clinical Commissioning Group covered: 1



Vision:



Southampton Primary Care Ltd.





Southampton Primary Care Ltd.

SPCL current services

- Enhanced Access 0800 – 2100, 7 days per week
- Winter Pressures (ORG : additional demand management)
- ED streaming – GP Hub operating alongside ED
- Physiotherapy (self referral primary care)
- Acute Visiting Service
- Enhanced Health to Care Homes (including acute home visiting to Care Homes)
- Dietetics (IBS)
- LARC (Contraception)
- Advice / guidance line SCAS , community providers
- Multi-community provider hubs (SCC and SCA)
- Training college (All stat and Man , Clinical supervision and Peer review)
- Workforce development (4 ANP prescribers, 3 NVQ 4 and 1 PA trained)
- GP retention scheme
- International Student GP scheme
- Bid writing for practices / clusters (AVS (central), LIS (West), GPAF (East))
- DPO services
- Child Protection quality assurance CCG. SCC and CQC
- Policies and Procedures (HR, GDPR)
- Cluster Project Management, administration and data analysis

Hub system objectives

- Increase access to Primary Care services
- Integrating health and social care with provision specific to need
- Full access to medical records
- Improve quality of care and patient experience
- Increase efficiencies and sustainability of primary care services
- Reduce duplication and centralise coordination
- Provide robust governance, quality assurance and audit reporting
- Use economies of scale to improve system resilience
- Make Southampton a better place to be a patient

Benefits for patients.....

- Increased access (time and place)
- Community based (familiar setting, more reassuring)
- GP led : experience of local services
- Wider range of services offered
- Integrated working : single story and coordination of care to include specialist services
- Increased patient safety



Supporting patients.....

- Workers
- Patients with low level mental health problems
- Young people with sports injuries
- Patients needing dressings
- Support for Nursing and Care Homes
- Patients calling 111



Supporting patients.....

- Support for the Ambulance service
- Long Term Condition management
- Additional Primary Care Service in Emergency Department
- Contraception services
- Home Visiting for practices
- MDT Care Home Service



Benefits for practices

- Workforce : more efficient use resources (skills and sites)
- MDT holistic approach (upskilling and diversifying)
- Working at scale : access to local specialist skills
- Strength of collective GP experience to drive and effect change – service redesign
- Wider range of services offered
- Reduction in workload



Supporting practices.....

- Training college
- Cluster and MDT support
- Centralised bidding
- Single voice for Primary Care in system level dialogue
- Clinical and Administrative support to practices struggling with recruitment and staff sickness



Patient Feedback

- FFT Average for Extremely Likely / Likely is over 96%
- This is a brilliant service - worked really well for me, when I had to have my leg packed daily. Recently I felt unwell I couldn't get an apt at my surgery - but was able to see a nurse practitioner at a Hub later on the same day - and they can access your records. Excellent service :-)
- “Useful opening times especially as I get home late from work and cant see my doctor in regular hours some days”
- “I couldn't get an appointment with my GP so was offered an appointment at your Hub. I'd never heard of it until then - I was really impressed, the whole experience was great. The doctor didn't rush, the receptionist was chilled and chatty. And if it helps relieve the pressure on A&E then it's a double whammy!”
- “this hub is a fantastic and accessible idea to meet the needs of working people”
- “Very welcoming and friendly staff
- very good service would def recommend”
- “Really helpful to be open weekends”





Practice Feedback

- “A.V.S. and extra hub app’s very helpful to us. THANK YOU.”
- “I just wanted to say thank you for your efforts yesterday sorting out the Physio appointment at the Adelaide for our patient. It was very kind of you to ‘go that extra mile’ and also to phone the patient and explain the situation to her. What a great service!”





Southampton Primary Care Ltd.

Thank You

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