



# ***Felixstowe Project***

## ***Collaborative Working Across 3 Practices***

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**Chair and Medical Director - Suffolk GP Federation**

**Principle GP - Haven Health Medical Centre**

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# *On the Day*

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Howard House – 8000, Haven Health – 7500, Walton – 4500

- Calls from 3pm → Central location – Felixstowe General Hospital
- Covered by GP and Practice Nurse / Nurse Practitioner
- 3 monthly rotation (Haven/Howard 2 days, Walton 1 day)
- Access to GP notes on SystmOne
- Telephone Triage and Base appointments
- Now all surgeries on SystmOne (previously 1 EMIS)
- Home visit if necessary
- Can pass back to own GP surgery if necessary (nil to date)
  - Different approach
  - Access own surgery

# ***‘Banned’ List***

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**Table 1. Not to be filtered to OTD team – “banned list”**

<b>Request</b>	<b>Preferred call disposal</b>
Repeat medication requests	Request on line Call next working day after 10am If on repeats, community pharmacy (at their discretion) can dispense a short supply whilst awaiting a new script
Staff who would see their own employer working as a doctor in OTD team	Receptionist negotiates alternative
Med3	Call next day
Routine follow ups	With own GP next available day
Dental issues	Patient to ring own dentist Or ring 111
Medication issues except acute reactions e.g.; rash All script enquiries	With own GP next day
Results	With own GP next day
Letters	With own GP next day
On-going problems that do not require urgent advice	With own GP next day
End of Life	Pass call to own GP
Methadone related enquiries, patients with substance misuse problems	With own GP next day
Social care background enquiries – usually a fax	With own GP next day

# Data Collection

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## Telephone Triage

Week Beginning:	Howard House	Haven Health	Walton
06/11	11	17	7
13/11	6	20	7
20/11	10	18	11
27/11	17	15	7
	44	70	32

## Base Appointments

Week Beginning:	Howard House	Haven Health	Walton
06/11	5	8	1
13/11	1	7	1
20/11	6	11	4
27/11	2	4	1
	14	30	7

# *Learning*

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- Preparatory work needed
- Facilitated meetings
- Reception must be involved
- Flexible supportive approach
- Practice commitment
- IT problems - support needed onsite for first 2 weeks

# *Domiciliary Care Team*

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- 2 Practice Paramedics
- Job share
  - 2 x 3 days
- Employed by Haven Health on behalf of the other practices (pay pro-rata list size).
- Calls triaged by GP
- Feedback to Practice/Prescriptions issued
- Currently 1 hour appointments (includes admin time)
- Practice tutorials
- Booked onto appointment list on SystemOne

# Results

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	Haven Health	Howard	Walton
August	28	40	18
September	21	43	19

## Comments:

- Good for early visits and afternoon visits
- Positive patient feedback
- IT issues
- Needs to speed up