

Report on the HOSC of November 18th for December O&S from Cllr Dilys Neill

The first item was a report on the Integrated Urgent Care Service (IUCS) which combines NHS 111 phone & online services, senior GP led clinical assessment service (CAS) & the GP out of hours (OOH) & home visiting service. This provides 24/7 cover with the aim of providing the right care, first time, closer to home. A partnership has been agreed with IC24 which is a national organisation which handles the 111 service & provides remote GPs for the CAS.

In the last year,

- NHS 111 handled 192,900 phone calls & 7961 online cases
- CAS assessed nearly 80,000 patients. 70% calls managed without OOH appointment or visit
- 2,008 home visits & 16,035 OOH appointments arranged
- Improved integration with acute hospitals, community teams & ambulance service
- Video triage & remote prescribing
- Better ability to predict & manage surges in demand.
- High levels of patient satisfaction

Challenges are workforce recruitment, continuing to improve integration & demand peaks.

Five Year Plan – get ready for the future

The aims continue to be

- the move from treatment to prevention &
- from hospital to community & local
- Equity in access
- Creation of a one Gloucestershire Workforce
- Ensuring that services are sustainable, safe & timely
- Transforming care through technology & effective use of the Trust's estate.

There is a recognition that most of the population are healthy. The majority of demand comes from groups with complex care needs, especially frailty. The aim is to provide input to these people to reduce the frequency with which they need to contact health care personnel. Dynamic population modelling has been carried out to predict future health care needs in the county.

Getting ready for the future engagement activities are taking place.
online survey is available at: glib.participation@nhs.net

Gloucestershire GP collaborative

Works with all GPs on the county to provide a united voice, to look at innovation & to set strategic directions.

Ten year health plan for Britain describes three shifts in focus

Hospital > Community

Sickness > Prevention

Analogue > Digital

“Neighbourhood Health” - reinforces integrated working between NHS, local government & social care with the aim of creating healthier communities