

Transforming primary and community care services in Islington

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Patients from Central Locality



Why we're here

Thank you for inviting me.

Today we would like to:

- Introduce our Transforming Primary Care programme
- Talk to you about some of our ideas
- get your comments on our early thinking to help us to plan for the future

Transforming Primary Care

- **is about** ensuring quality services are easily accessible for people who need to see a GP, visit outpatient services, receive treatment for a long-term condition or minor illness, or require urgent care
- **and** concentrating services in hospitals so that they provide specialist treatment for people who are very sick, badly injured or whose life in danger.

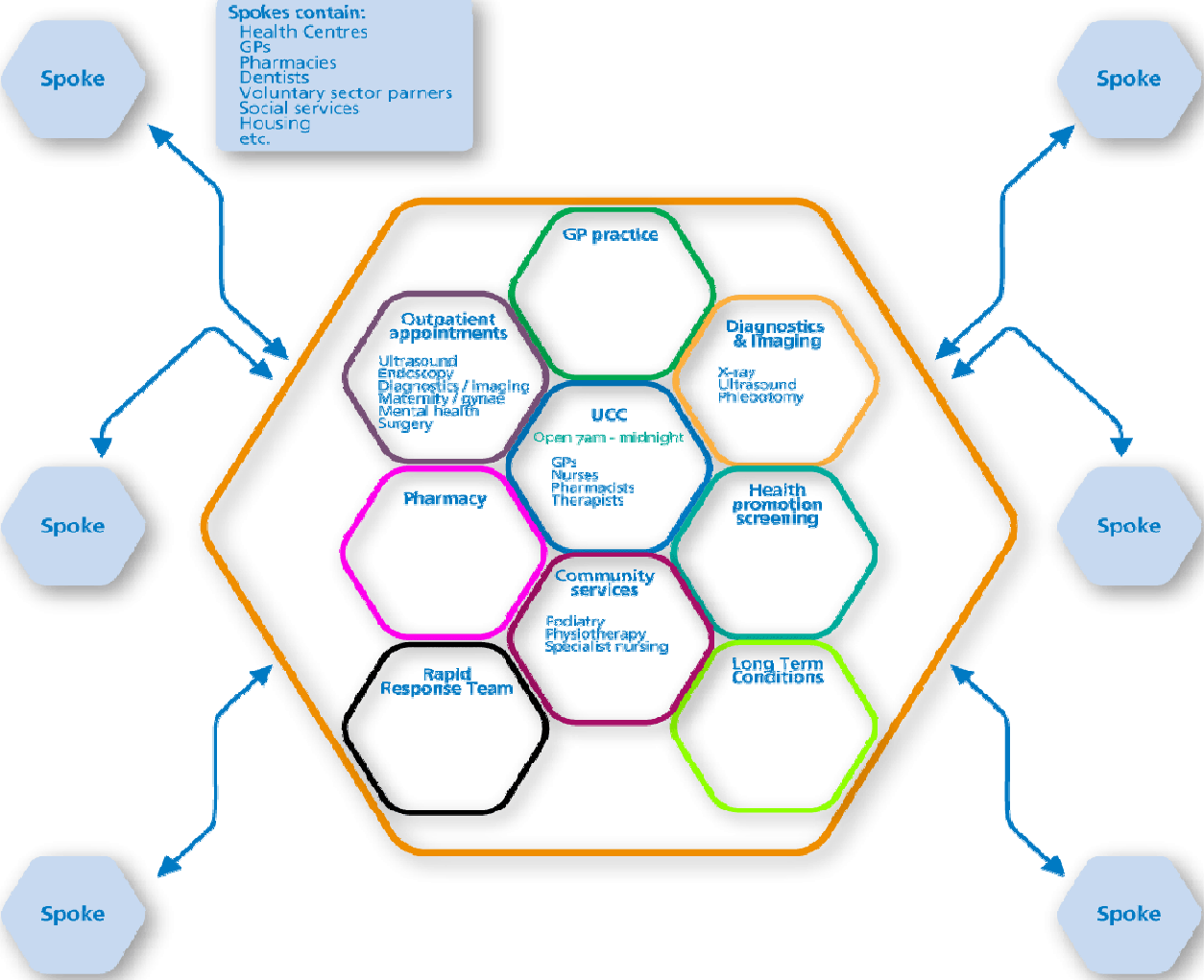
Why things need to change

- Need to ensure the full range of quality primary and community care services are consistently available
- ‘big’ health inequalities, including low life expectancy, grip the borough - need earlier detection, better targeting of resources
- All services need to work better together. This means better working between GPs, pharmacists, district nurses, therapists – and between hospitals and social care

Polysystems

- Polysystems bring together a range of services, including extended GP access, pharmacy, diagnostics, outpatients, help to quit smoking, improved access to psychological therapies and self-help groups.
- Some of these services might be located under one roof – which is called a ‘hub’ or ‘polyclinic’ – and some might be located in other health or community centres, or general practices in the local area.
- The polysystem hubs are linked to a network of local primary care services – or ‘spokes’ – including GPs, pharmacists, rapid response teams etc

Polysystem



Polysystems

1. **North** Islington – Polyclinic with an Urgent Care Centre at the Whittington Hospital as the hub (opening Spring 2011)
2. **Central** Islington – Completing business case for Polysystem or GP led Health Centre (opening Spring 2012)
3. **South** Islington – a polysystem with polyclinic hub (opening Summer 2012)

The Benefits

- Easier access to services
- Treat people earlier with long term conditions
- Link in with other services such as social care etc.
- Easier to get an appointment or be seen

A&E

- Accident and Emergency is used by 36,000 people a year from Islington
- Out of this 21,600 people do not need to be treated in A&E if they had better access to a G.P.



Why is this happening?

- Research shows us that some people use A&E to:
 - Get a second opinion
 - Check out their child
 - See a specialist when they cannot see a GP
 - Be reassured

What are the effects?

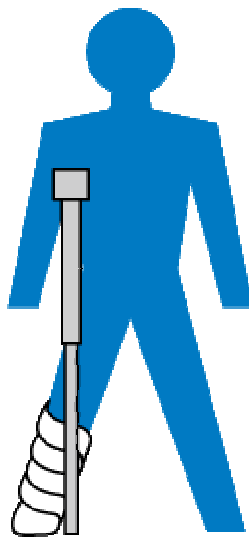
- By not using A&E properly:
 - It puts strain on staff and resources
 - People are not always getting the best and right treatment
 - There are long waiting times in A&E
 - It's not the best place for people to wait
 - It cannot focus 100% on real emergencies

What's the solution?

- An Urgent Care Centre
 - Will form part of the polysystem
 - Based at the Whittington
 - At the front of the A&E
 - Open seven days a week
 - 8am to 10pm
 - A&E still there for emergencies

What will it do?

- GPs and trained staff on hand to deal with:



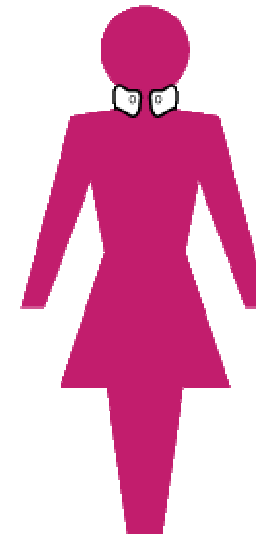
Breaks



Cuts



Breathing
difficulties



Whiplash

What's the benefit?

- Will treat most people who come to A&E
- Will support people with long term conditions
- Will give access to GPs and trained staff

Over to you

- Any questions