

# Case Study

## Innovation in The Practice Harehills Corner

The Practice Harehills Corner is a GP surgery in the Harehills area of Leeds with a list size of 4,150. It is in the most deprived decile of GP surgeries in the country.



In March 2016 with the closure of another local practice, the surgery list size increased by 12%. To manage the new demand, the surgery implemented the following solutions to provide patient care in a more holistic and timely manner; reducing the strain on the local healthcare economy.

### Changing the surgery's skill mix

We employed an Advanced Nurse Practitioner to enhance the surgery skill mix and increase GP capacity to deal with more complex conditions and patients.

### Promotion of online services

Educated patients in online services and skill mix to increase the number of patients booking appointments online and with the correct member of staff. This has in turn, reduced the DNAs at the surgery.

### Designated Care Coordinator

The Healthcare Assistant (HCA) in the surgery is the 'Care Coordinator' signposting patients to holistic care services, specific to their needs, such as exercise classes and social care programmes. For example, signposting diabetic patients to local single-sex yoga classes.

### Personalised Care Planning

We work closely with patients and other healthcare professionals to improve personalised care planning for patients with long-term conditions. We work with specialist diabetes nurses and health trainers to educate those at risk of developing diabetes, those with diabetes to manage their condition and to make healthy lifestyle choices.

### Collaborative working

- Working collaboratively with other primary care providers as part of the Leeds 9 collaboration
  - » Sharing nursing staff to increase capacity within 9 Leeds GP practices
  - » Adding value to the local area through developing apprenticeships for HCAs and administrative members of staff.
- Working with a local pharmacy who delivers the minor ailments scheme to develop a list of conditions and medications that are provided by the pharmacy staff instead of the GP.

Through successful implementation of these areas, we have added a number of benefits to our surgery such as:

- A reduction in the DNA rate;
- A significant reduction in our prescribing spend;
- Increased our collaborative approach with other health, social and third sector care providers;
- A change in the demographics of the patients we see most frequently within the surgery;
- A reduction in the number of average appointments each patient attends per annum.