NHS

South East London

Finding our way as a pathfinder

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The Bexley story

- Four years of focusing on clinical leadership and developing innovative services
- Clinical cabinet as a sub-committee of the board
- Delegated powers
- GPs leading discrete areas of service redesign
- Graduate GP scheme
- Good desktop informatics and timely budget information
- Quality improvement teams supporting practices

What we have learnt in Bexley

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- Finding the right path means going down a few cul-de sacs
- There is no map to success but an open, enquiring, learning culture will guide the way
- The journey ahead is unclear – we need to plan for an ageing population that has not been experienced before
- The gatekeeper is of prime importance – at the beginning and end of the journey

Our priorities

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- Older people's services
- Preventing unscheduled hospital admissions
- Long term conditions

Putting the patient at the centre of everything we do

- Membership scheme
- Patient Council
- Patient Participation Groups (PPGs)
- LINk meetings attended by senior GPs
- Patient-focused AGMs

The practice and its population is the building block

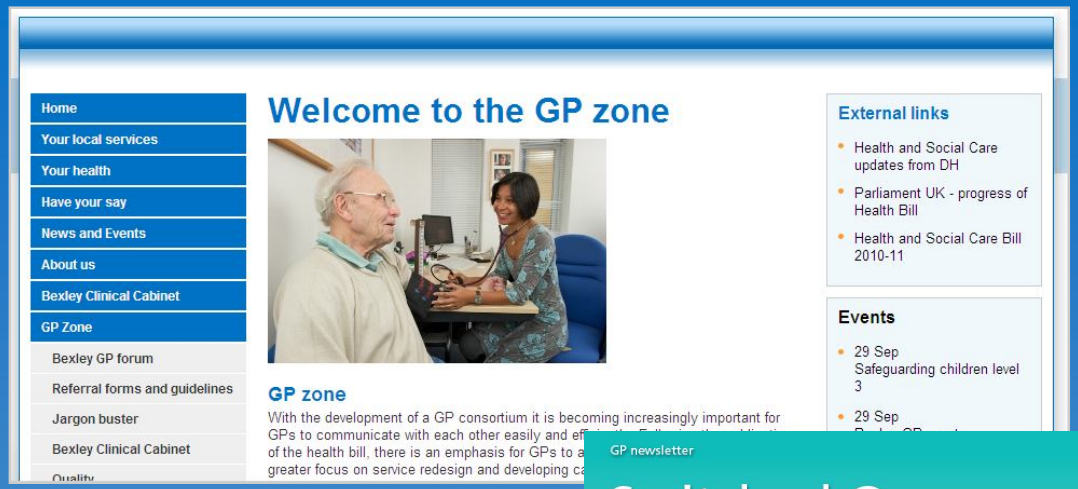
- High-quality leadership and management from the practice and beyond
- Standardise and support referral pathways – IT enablers, PMCs, referral criteria and educational support and feedback
- Care designed for the ‘whole community’

Invest in general practice and primary care – ‘the jewel in the NHS crown’

- Clinical Network
- Graduate GP scheme trains future GPs in management
- GP engagement events
- Educational support on clinical, managerial and leadership topics
- Understanding the roles of managers and clinicians

Engage professionals and patients

- Bexley Patient Council
- GP and practice manager zone – more than 180 registered users
- *Switched On* – fortnightly GP update



Forge a lasting alliance with the local authority

- Developed and published a joint strategy: *Total Health*
- Bexley's Health and Wellbeing Board
- Joint commissioning unit for *Total Health*
- A joint approach to health promotion
- Integrating health and social care services for older people
- Meet each other informally, 'learn each others rules.'

Key Messages

- Practice populations are the core building block
- Quality improvement is the driver
- General practice is the cornerstone
- The borough is the focus
- Professionals are the key
- Integration is essential and market forces can be a lever
- Stable staff with organisational memory are required
- Encourage an innovative market place supported by a rapid, system based quality improvement processes
- A time of stability is necessary