

# Extended Primary Care

Providing pre-bookable GP extended hours appointments over seven days per week,  
Ensuring that the patient is seen by **the right clinician, at the right time, in the right place** via a multidisciplinary workforce.



**TOTAL PATIENTS SEEN 2021: over 19,000** (average monthly utilisation 93%)

## Hub Sites

- Waters Meeting (health centre)
- Winifred Kettle (community hub)
- Royal Bolton Hospital
- Scoping estate for new contract – 6 or 7 hub sites



## THE COLLABORATION

DELIVERY REQUIREMENTS	LOCAL						NATIONAL
	GP FED	CCG	COUNCIL	BARDOC	COMMUNITY	PRACTICES	NHSE
CONTRACT SETTING		✓					✓
CONTRACT HOLDING	✓			✓			
SETTING ESTATE REQUIREMENTS		✓					✓
MEETING ESTATE CRITERIA	✓		✓				
DELIVERY PLANNING / OPERATING PROCEDURES	✓						
PROGRAMME MANAGEMENT	✓						
WORKFORCE	✓					✓	
CLINICAL PROCEDURES	✓						
QUALITY & GOVERNANCE	✓						
TRAINING & COMPETENCIES	✓						
STAKEHOLDER ENGAGEMENT	✓				✓		
COMMUNICATIONS	✓				✓	✓	
FINANCIAL PLANNING	✓						
DATA REPORTING & ANALYSING	✓						
CLINICAL LEADERSHIP	✓						
OPERATIONAL LEADERSHIP	✓						

### The Extended Primary Care workforce consists of

- GPs
- Advance Nurse Practitioners
- Practice Nurses
- First Contact Practitioners (ARRS staff)
- Mental Health Workers (ARRS staff)
- Phlebotomists
- HCA's
- Receptionists
- Secretaries
- Porters



### The Partnership around the service

- Primary Care Networks (9)
- Clinical Directors
- General Practice (47)
- Bolton 'Out of Hours' Provider
- Bolton CCG
- Bolton Council
- Bolton Foundation Trust
- Community & Voluntary Service
- Healthwatch
- Patients

## Innovation

- Incorporation of ARRS staff to mirror general practice
- Referral hub to reduce practice workload
- Co-location with 'Out of Hours' offering deflections into primary care
- On site phlebotomy for patients seen by EPC clinicians
- Hub sites in each of the 3 districts of Bolton
- 'On the day slots' reserved for practice resilience throughout the pandemic
- Video consultations
- Full read/write faciality for all GPIT systems
- GM Care Record access

Fast referral,  
no waiting at  
appointment

Extremely  
helpful!

The doctor  
was brilliant



Very happy  
with service,  
felt on par as  
using my  
own GP