



## Update on Joint Working

The Practices have previously announced that they will be working together to improve services for our patients and indeed a great deal of progress has been made in recent months. However circumstances beyond our control have caused delays in commencing the delivery of revised services, the first of which was the provision of an Urgent 'On the Day' Care hub based at Prospect House. We will continue to work with others in the local health community including the local commissioners to find solutions to these issues. However we are unwilling to launch any new service until we are happy that we have a safe, efficient and above all sustainable new model that will deliver real benefits to all of our patients.

Alongside the 'On the Day' hub we have also been busy working on other areas where we can improve the service we offer, we hope soon to be able to announce other joint services. In the meantime you will start to see a change in the branding of communications and information you receive from the practices as we look to improve and standardise how you access care. We will shortly be publishing information relating to Care Navigation, which will provide useful information on how to access the appropriate service for your health needs.

As previously stated the mantra adopted by all three practices that will guide changes to the existing and the introduction of new services is that they should be:

### **Caring, Consistent & Appropriate.**

They should offer real benefits to patients whilst improving efficiency and making better use of our clinical resources.

General Practice is facing a perfect storm of problems at this time with a shortage of GPs, increasing demand from growing numbers of patients and reducing budgets. It is only by service redesign and co-operation that we can continue to offer you the services we do and to consistently improve them. Your patience and understanding during this period is appreciated.

#### The Partners

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