

## Primary Care Home – what it means

You might have heard the term Primary Care Home, to refer to the locality areas in North Tyneside. You might be wondering what it means?

Primary Care Home is when a group of practices, community and specialist nursing, social care, the voluntary sector and the hospital work together, not by forming a new organisation but by cooperating and integrating, to provide the best care for patients. Nationally, research suggests that an area with a population of between 30,000 and 50,000 gives enough benefits of scale (a team of staff that can cover for holiday absences and have specialist skills) whilst also being responsive to the unique needs of the population they serve. In North Tyneside, we believe it's closer to 40-60,000 population.

You may ask why NHS organisations are separate in the first place? This is historic, and comes down to focus – a hospital focuses on acute episodic care, social care is about conditions and situations which may last years, different voluntary sector organisations concentrate on a specific interest, and your GP practice has a responsibility for you as a whole person and aims firstly to keep you well, and only when this hasn't happened, to make sure your care is coordinated (which is why you 'register' with a GP practice).



## Confidentiality

We know from the comments you make that you can't see why your health and social information isn't shared freely between health and care professionals. Various different people ask you for permission to read your records, instead of just looking at them without asking.

I'm sure you can appreciate that many people have information about their health that they don't necessarily want everyone to have free access to, although clearly they want the person responsible for that bit of care to be able to see what's happening and how the treatment is going.



In order to make sure that everything gets recorded, so it's available when it's needed, NHS and Social Care information about a person is kept confidential. Working together across a Primary Care Home means putting in place safeguards to ensure that the right person can see the information they need, when they need it, but that others don't look.

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## Evening and Weekend Appointments in the Extended Access Hubs

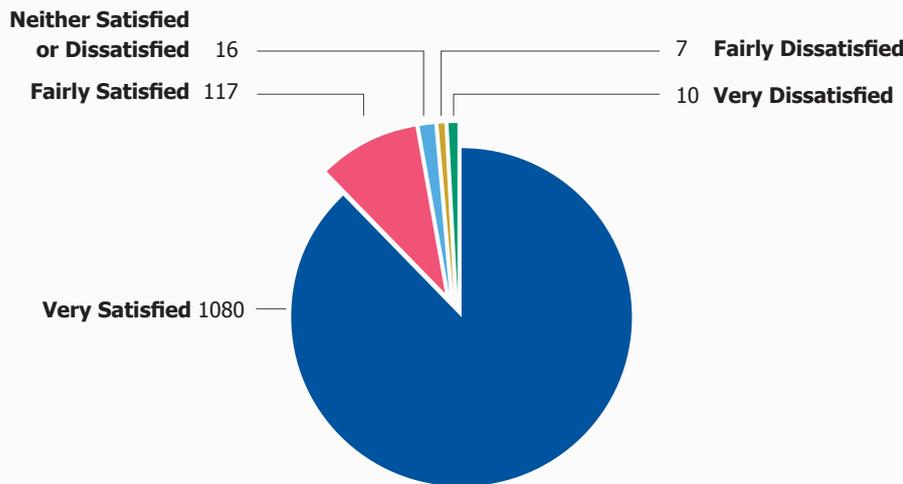
One example of the Primary Care Home in action is that now you can book an appointment, with a local GP / nurse / HCA (health care assistant), in the evening or at the weekend.

The GP practices in each Primary Care Home area have got together to make these appointments available. We know it's especially useful if you need some bloods taken for a diagnosis, but you are at work during the day.

Of course there are some appointments where you really do need to see the person or team you usually see, for example where you have multiple medical problems or your combination of conditions makes you particularly complex. If this is the case your practice will usually not book you into an Extended Access Hub.

Appointments need to be booked via your own GP practice.

We know from surveys that the people who use the Extended Access hubs are very happy with the service: a full 94% are either Satisfied or Very Satisfied.



We look into the reasons behind dissatisfaction. Mostly it has been that they have been booked in to receive the results of a particular test, but the results aren't available to the clinician who they have the appointment with.

We're working hard to overcome these difficulties, and we're working hard to get the fourth EA Hub open until 8pm as it's only open until 7pm at the moment.

## How to prepare for the next few months

If you are aged 40 – 74 and don't have an existing long-term condition, then you may be invited to come for a Health Check.

Please arrange your appointment and come in. The Health Check is like an MOT – if there's anything developing that you haven't noticed yet, you can manage it with minimal/no disruption to your life whereas if it's allowed to get worse then it may inconvenience you.



## TyneHealth Board Members

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- Hugo Minney (Chief Executive - based at Monkseaton)

## Contact

Hugo is Chief Executive, and you can reach me on [hugo.minney@nhs.net](mailto:hugo.minney@nhs.net), and Claudia Kern is Administrator on [Claudia.Kern@nhs.net](mailto:Claudia.Kern@nhs.net).

We're based at Monkseaton Medical Centre and you can phone **0191 252 1616** Option 4.