

Farnham Integrated Care Centre

A new service to centralise urgent, on the day primary care advice and provide treatment to around 30,000 patients from three local GP practices - Downing Street, Farnham Dene and River Wey, delivered as part of the **Happy, Healthy, at Home Vanguard programme**.

Patients book an appointment through their own practice and are referred to the Integrated Care Centre if requiring an urgent same day appointment.

Staff are provided by Farnham Integrated Care Services, a federation of the local practices.



Launched in Feb
2017



Located at Farnham Centre for Health in Farnham Hospital



Open until
8am to 8pm
Monday to Friday, and
9am to 12.30pm on Saturday



Provides
10 minute
appointments



Average of
1500
referrals a month*



46%
of those attending are under 19
years old, 31% are of working age

141 patients report an excellent experience and high satisfaction after attending the Integrated Care Centre

Patient reported experience scores



Higher scores are better - all scores are high

Patients liked:



How easy it was to get an appointment



Short waiting times



Friendly staff



High quality care

63%

of staff surveyed[^] provided overall positive feedback about the service – the need for a dedicated manager was identified, as was the need for improved IT connections



Data shows A&E attendances from the Farnham locality are^{^^}:
1.9% lower than the previous year
2.8% lower than the CCG's target

Interviews with 23 staff identified many benefits for patients, staff and back in the GP practice.



"One patient told me [as a staff member] **the unit was incredible,** she said she phoned the practice at 8.30am, a GP phoned back at 9.30am, had an appointment with a GP at 11am, and shortly after had an x-ray in the same building. **It was all done and dusted by 12 o'clock.**"



"[The GP surgery] feels like a calmer environment, by taking the urgent care and putting it somewhere else. Clearly we haven't changed the number of people we have to care for, that just keeps increasing of course. But **the day feels nicer, calmer, more organised.** It's hard to keep organised when you have a large number of people calling the practice about all sorts of things."



@WessexAHSN
wessexahsn.org.uk

fics
farnham integrated care services



Happy
Healthy
atHome



Wessex
Academic Health
Science Network

Based on independent evaluation report published May 2018. ^ N= 19 GPs

^{^^} - These reductions cannot be solely attributed to this new service – healthcare is a complex system, and there are many other factors which may be causing this reduction in attendance rates. This service is however contributing to the observed reduction. As reference, the England average shows a 5.5% rise in A&E attendances for the same period last year.