

# Primary Care Demonstrator Sites



## What we do

Provide real world testing and evaluation of innovation within primary care



## Why are we doing it?

To improve patient care and health outcomes through the adoption and evaluation of new technologies and service transformation in primary care

**There is no shortage of innovation in the NHS, but too often innovations do not have the reach or impact that would be expected in other industries. This is partly due to innovations being tested in isolation from the complementary NHS services needed to unlock their full potential. Wessex AHSN's Primary Care Demonstrator Sites programme fills this gap, focusing on conducting pragmatic yet robust trials of packages of innovations that offer improved outcomes and efficiency of clinical services.**

Wessex AHSN's digital primary care activities support the regional and national strategic priorities. We work to understand the challenges Integrated Care Systems (ICSs) and primary care teams face, as well as their aspirations for change and improvement. The programme supports the development of Primary Care Networks (PCNs) and increases the digital literacy of local clinicians through implementation of innovations.

The Primary Care Demonstrator Site (PCDS) programme covers practices and PCNs within Hampshire, the Isle of Wight, Dorset and south Wiltshire. Any practice or PCN can register as a Demonstrator Site to trial innovations suitable for a frontline primary care test bed environment.

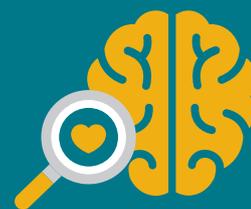


**88%**

of teledermatology referrals using the Dermicus platform were associated with avoided face-to-face outpatients appointments at the Isle of Wight NHS Trust



Digital weight management training and resources enabled practice staff to support over **200 patients** across **11 primary care practices** in **six months**



**10**

practices referred patients to **Be Mindful**, an online cognitive behavioural therapy (CBT) mindfulness course with unlimited referral access for **1 year**



**Wessex**  
Academic Health  
Science Network

Part of  
**The AHSN Network**



# Primary Care Demonstrator Sites



Workforce rapid insight workshops and a patient engagement session provided insights for several demonstrator site innovations and supported improvements in service delivery



Key stakeholders showed increased recognition of digital technology adoption meeting the objectives of the NHS Long Term Plan.

Uptake of digitally-enabled care increased across primary care within Wessex



Highlighted new ways of working for primary care staff at St Clements Surgery to bring:

- future-proofed, energy-efficient premises accommodating pandemic resilience and the latest advancements in clinical care
- increased digital confidence and readiness to adopt digital innovation
- dedicated spaces for training.



## What we delivered in 2021-22:

- Collaborated with Hampshire and Isle of Wight (HIOW) ICS to map the local long-term condition priorities and the self-care technology needs in primary care to run demonstrator sites for potential solutions, and evaluate and scale up those with the most provable system-wide benefits and patient impact.
- Supported the development and evaluation of an innovative new building for St Clements Surgery in Winchester. The current practice serves over 17,500 people and is located in a dated 1960s building, with windowless waiting areas, limited access for patients with disabilities or additional needs, and poor energy efficiency standards. A new medical centre will create the sustainable facilities needed for the future of care. We supported horizon scanning and innovations relevant to general practice, assessing the impact of GPs increased digital-first focus and different ways of working.
- Identified innovative solutions in telehealth, telemedicine, telecoaching and self-care for patients with long-term conditions. Implemented a range of self-management tools including mental health and weight management digital programmes through the Primary Care Demonstrator Site programme.
- Implemented and independently evaluated a teledermatology platform, Dermicus Mole, across the 12 primary care practices on the Isle of Wight. The technology was evaluated to determine its clinical fitness for purpose in primary care, patient benefit, cost efficiency for the local NHS Trust and potential reduction in unnecessary referrals to secondary care.
- Supported practices with data visualisation through the PCDS programme, looking at demand and capacity and how the Additional Roles Reimbursement Scheme (ARRS) supports working in different ways. We studied how a practice of the future would look and advised on enhancements to:
  - waiting areas
  - flexibility within a practice
  - staff wellbeing.



## Highlight from 2021-22:

### Covid Oximetry @home

Wessex AHSN's contribution to the delivery of digitally enabled Covid Oximetry at home (CO@h) services during the pandemic was recognised with shortlisting in the HSJ Awards 2021 category of 'Best Use of Integrated Care and Partnership Working in Patient Safety'. Originally inspired by a local GP practice which launched a paper-based self-monitoring pilot for patients with Covid-19, the model was adapted and scaled up across the region over the following months with involvement from Wessex AHSN's primary care team to develop and standardise the digital pathway.

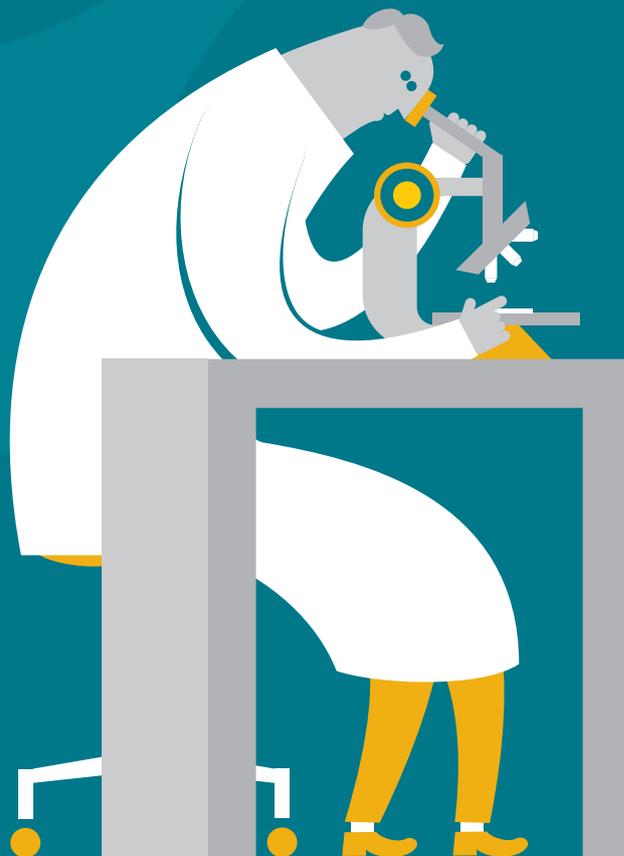
CO@h enabled patients to enter their own data (via text, online or via automated phone calls), improving the visibility and use of data across different settings, creating better alert systems to identify and prioritise patients in need of urgent treatment, and to ensure patients were supported and reassured when being cared for at home. Of 3500+ patients who used the HLOW CO@h service between Nov 2020 and June 2021, over 1400 benefited from the digitally enabled service.



## Resources

Visit [wessexahsn.org.uk/videos](https://wessexahsn.org.uk/videos) to watch the following films:

- Hampshire and Isle of Wight Digital Self-Care programme
- Dermicus Teledermatology Platform
- Be Mindful - Hampshire and Isle of Wight Digital Self-Care programme



### Dermicus

**“The implementation of the new skin cancer pathway with Isle of Wight CCG, Isle of Wight NHS Trust, Wessex AHSN and Lighthouse Medical has felt like working with colleagues, rather than the typical customer-supplier relationship. It’s fantastic to see the results of everyday use with patients and the adoption by the GPs and nurses.”**

Philip Daniels-May, Business Development Director, Gnosco AB

### St Clements Surgery

**“We are extremely excited about our new development, our patients and staff deserve a modern practice, equipped to meet the needs of our city centre population. The new building will provide us with well-designed spaces for face-to-face consultations and better accessibility for those with disabilities, dementia, young children and extra needs.”**

Dr Suzie Burns, GP Partner, St Clements Surgery

### Covid Oximetry at home (CO@h)

**“A digitally-enabled service was key to delivering integrated and safe patient care in this environment. The result [is] a really strong, bespoke product that successfully meets our clinicians’ and patients’ needs – and ultimately improves the care we can provide.”**

Dr Barbara Rushton, HIOW ICS CO@H Clinical Lead, GP and Clinical Chair for South Eastern Hampshire CCG



### Plans for 2022-23:

Work with Wessex primary care sites on data visualisation of flow and demand, social prescribing, adopting innovation, and workforce redesign:

- Identify Primary Care Demonstrator sites
- Establish primary care clinical champions within Wessex
- Publish quarterly newsletter sharing opportunities for innovation trials
- Deliver sustainable funded projects maximising relationships with industry
- Evaluate the impact of change and spreading of outcomes
- Map financial flows to understand levers to barriers and adoption
- Build a narrative of the potential impact of adopting innovation on primary care.