

AFFINITY CARE, YORKSHIRE AND HUMBER

Speciality/focus: Primary Care Network (PCN) GP Practices

CHALLENGE

Reduce the need for GP home visits and improve the patient experience by managing more patients in their home, without the need for onward referral

Affinity Care is a PCN operating GP practices in and around Bradford. Affinity Care's home visiting requests were being managed separately by each GP practice, resulting in inconsistencies and interruptions to other clinical activity across all practices.

In response a GP Partner set up a centralised Home Visiting Hub to allow the Affinity Care PCN to improve efficiency and responsiveness for home visit requests. GPs refer home visit requests to the Hub, where the GP or a senior nurse triages them. If the patient's needs cannot be managed by phone, a Health Care Assistant (HCA) from the team will travel to the patient's home to record observations and, if needed, initiate a video call from the patient's home back to the Hub.

GOAL

Enhance home visits with TytoCare

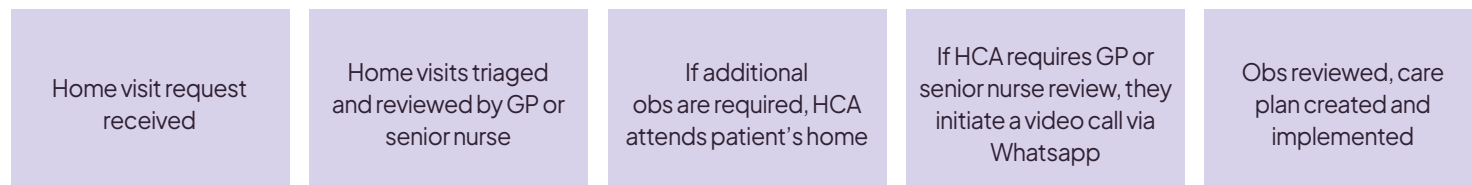
The Home Visiting Hub is now piloting the use of TytoPro™ to enhance the quality and efficiency of the virtual consultations they provide to patients. The HCA initiates a TytoCare live consultation with the GP or senior nurse to complete a virtual assessment. This has enhanced virtual clinical assessment capabilities for these patients.

AIMS

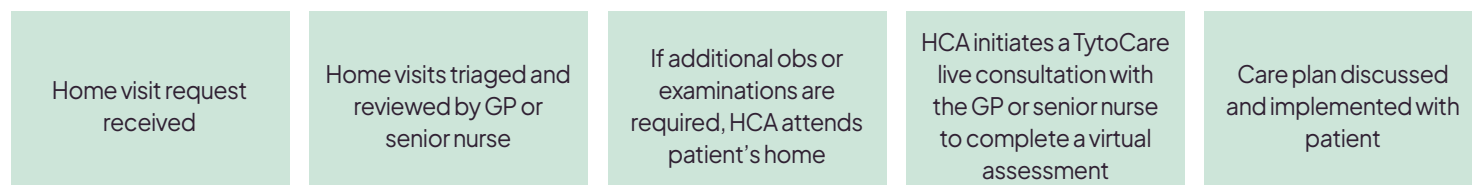
- Reduced home visits by GPs, freeing up their time for practice-based clinical work
- Increased number of patients who are cared for at home without the need for onward referrals
- Reduced patient visits to the GP surgery
- Reduced ambulance conveyances to A&E
- Reduced A&E attendances overall
- Improved patient experience for those requiring home visits
- Improved staff experience working in the Home Visiting Hub

WORKFLOWS

Current pathway for the Home Visiting Hub



Future pathway for the Home Visiting Hub



NEXT STEPS

While the Affinity Care team continues using TytoCare to provide home visits for patients requiring additional care, the Home Visiting Hub will be expanded. The visiting HCAs will provide feedback to continue the optimisation of the project.