

VANGUARD: Better Care Together

Case study:

Co-location of services in Barrow-in-Furness



Purpose:

As part of their strategy to **better integrate services**, Morecambe Bay Better Care Together are planning to **co-locate three GP practices, community services and pharmacy services under one roof** to increase efficiency and improve patient experience.

This will be the Alfred Barrow Centre in Barrow-in-Furness, site of a former school. The provisional opening date for the centre is Autumn 2017.

The new building will **provide more services under one roof** making it **easier and more efficient for patients to access their GP, pick up prescriptions and see other practitioners** in one place. It will help **improve working across clinical teams** as there will be more face-to-face contact. The **modern building** will be **much easier for patients with additional needs to access**.

How it works:

The building is likely to include:

- **3 GP practices** (the practices will move from Abbey Road Surgery, Atkinson Health Centre and Risedale Surgery)
- A response base for North West **Ambulance Service** (NWS)
- Cumbria **CCG**
- **Community Services** (e.g. Community and specialist nursing, mental health, physiotherapy, podiatry, diabetes, retinal screening)
- Integrated **Children's Services**
- A **pharmacy**

	<ul style="list-style-type: none"> • Occupational Health services for BAE Systems • Space for third sector organisations <p>The site is a former school, and will retain the original Victorian school building to create the new surgery, which will co-locate a broad range of services under one roof.</p> <p>The Alfred Barrow centre will encourage closer working between the GP Practices moving into the building, as well as creating useful links directly between GPs and community services. GPs will also be able to sign post patients to third sector support where it may be useful and appropriate.</p> <p>The building is being developed through eLift and the GPs will fund their own services as will the other community services.</p>
<p>Success so far:</p>	<p>Community engagement:</p> <ul style="list-style-type: none"> • A public exhibition was held to publicise the plans for the new centre, which attracted hundreds of former pupils and residents from the nearby area • A series of tours were organised the day after the public exhibition to allow, in particular, former pupils from the school the opportunity to have a final look around the building, before internal work commences • The two events provided an opportunity to re-emphasise the importance of joint working going forward • There has been a request for a further open day to be held before the new medical centre opens. This shows the community is engaging with our plans and the vanguard intends to use this in future communication going forward to show we listened and are building their views into future plans <p>Feedback from the public exhibition:</p> <p><i>“Enterprising idea to bring Barrow up-to-date. Hopefully it will be easier for people to access due to location and easier than having a trip to the hospital. Looks as if it will be a light airy building and have good parking.”</i></p> <p><i>“Love the idea of lots of different services being in the same place, huge benefit for patient care! Looking forward to the grand opening.”</i></p>
<p>Lessons learnt:</p>	<ul style="list-style-type: none"> • There was initially some confused communication in dealing with the Friends of Alf (a local group of former pupils from the school) who helped co-ordinate the open day. Clear guidelines and communication necessary in future • Useful to coincide the public exhibition with other events taking place at the site e.g. Barrow Disability Association already had an event on at that time and this helped to draw people to the vanguard’s event
<p>Key contact:</p>	<p>GP Geoff Jolliffe Geoff.Jolliffe@CumbriaCCG.nhs.uk</p>