

The One Gloucestershire Way



Priority Summary:

Outpatient Redesign

Our ambition

We want to ensure that patients receive the best possible care, and are seen by the most appropriate clinician in the most appropriate place as quickly as possible.

What are we doing?

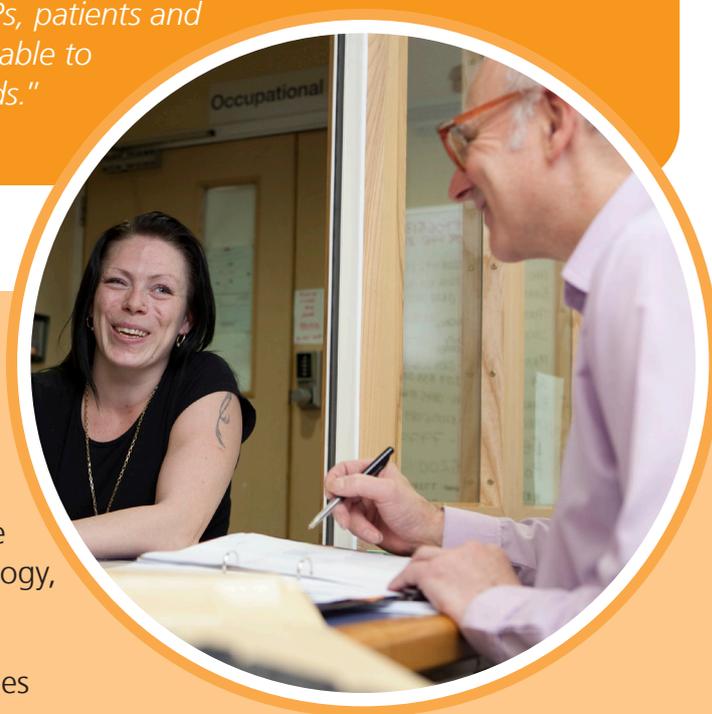
- We have introduced a secure electronic system which GPs can use to ask hospital specialists questions and receive responses within a few days. Established across 17 specialities, an average of 1,500 requests for advice and guidance are made every month
- A community ear wax microsuction service is helping patients to avoid an unnecessary hospital visit. It is estimated that around 3,300 patients who are not suitable for ear wax removal using irrigation will benefit from the service this year. The service is currently based in several GP Practices in Cheltenham and Gloucester.
- We have provided dermatoscopes and smartphone adaptors and the necessary training to GP practices, to enable more GPs to better diagnose skin disorders and share images with consultants. This allows GPs to treat patients more quickly and allows specialists at the hospital to focus on more complex patients.

Case Study

GPs are reporting that their ability to look after patients with dermatological conditions has been transformed by improved access to specialist equipment and advice.

Dr Alan Gwynn, GP in Cirencester said:

"This is making a real difference to the care I am able to give my patients with skin conditions. Rather than sending someone for an appointment at the hospital, I am able to send images to a consultant and receive specialist advice quickly. I can then treat patients rapidly within my practice, which is good for GPs, patients and the environment and means that specialists are able to focus on patients who have more complex needs."



What next?

- In the next twelve months we plan to undertake in depth reviews of outpatient services in neurology, dermatology, rheumatology and diabetes.
- We also want to expand the number of specialties providing advice and guidance to GP practices and have plans to train a small number of GPs to be able to treat a range of routine Ear, Nose and Throat conditions.