

Case study | 2018

Bringing Care Closer to Home for FedBucks

Whether in hours or out of hours, GPs are the frontline for change within our NHS. But there's a huge mismatch between what they're being asked to do and those available to do it. Something's got to give. How can technology help us to match GP capacity with patient demand, while joining-up primary care, NHS 111, out-of-hours and urgent care providers to deliver integrated urgent care? The answer's in the cloud.



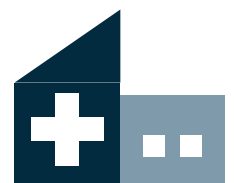
Bringing care closer to home

In 2017, Buckinghamshire became one of eight “accountable care systems” and started the journey to make integrated urgent care a reality. A reality that breaks down barriers so that GP, community, mental health, hospital and social care services join up to address clinical workforce supply shortages, while meeting growing patient demand.

The Aylesbury Vale and Chiltern CCGs turned to the South Central Ambulance Service, the Buckinghamshire and Oxfordshire NHS Trusts and Buckinghamshire GP practices to work out a model for change. And in November 2017, Buckinghamshire Healthcare Trust, as lead contractor, secured the integrated urgent care contract on behalf of the accountable care organisation.

GP Federation, FedBucks, became the lead provider for the out-of-hours provision across Buckinghamshire, as well as the Urgent Care Centre in High Wycombe, with the new service scheduled for April 2018. Transformation had begun.

But the timescales for mobilising the new service were already ambitious, and as is so often the case in transformation, time runs away. Christmas came and went, and the team suddenly found themselves with just nine weeks to mobilise a service that would cover a patient population of almost half a million.



The brief:

And the brief was far from straightforward. It all came down to access:

1.

Building access. A new communications system needed to be installed and cut over the moment the incumbent left the building and the new integrated urgent care contract went live on 9th April 2018.

2.

Network access. The system needed to be on the hospital trust network, despite not being on the hospital trust premises.

3.

Clinical access. And perhaps most vitally, the communications system needed to give GPs and clinicians the ability to cover integrated urgent care in the most flexible way, in order to maximise clinical shift fill by local sessional GPs, whilst reducing reliance on locum agencies.

“Owing to the ever-present NHS recruitment challenges, we needed to think outside the box in attracting and retaining the best talent – flexible working was key.”

How we made the vital connection

Sesui Out-of-Hours Connect allows multiple sites and multi-disciplinary teams to join up through a secure virtual contact centre. FedBucks can see 111 calls flagged in Adastra, then make a decision to ensure the right clinician, is connected to the right patient, at the right time. It's nimble, elastic and sustainable.

Nimble: We were moving at speed to mobilise the communications system in nine weeks. FedBucks agreed to take over the premises used by the incumbent out-of-hours provider, but not only was

the existing telephony unavailable, the incumbent was still in the building. In fact, the incumbent was still decommissioning its service right up until switchover day. Regardless, we were able to seamlessly cut over the service through the cloud, allowing FedBucks to make and receive calls a minute later. Generally, a cloud solution de-risks a lot of implementation challenges, because if a carrier can't get a line in, or get access to premises (such as a hospital) in time, then the cloud provides the flexibility to deliver calls to mobiles.

Sustainable: FedBucks needed a financially sustainable solution that would help it avoid upfront capital costs. The solution? Instead of using capital expenditure to buy the phones or switch, FedBucks bought licenses based on monthly service usage. And they used existing infrastructure and equipment as much as possible, which has an additional positive environmental impact with less equipment going to landfill.

Elastic: "Owing to the ever-present NHS recruitment challenges, we needed to think outside the box in attracting and retaining the best talent – flexible working was key," said Laks Khangura, CEO of FedBucks.

Many GPs are prepared to undertake a three-hour shift in their own home or GP practice, but see travelling into a central clinical contact centre for a five-hour shift as a barrier. As such, any flexible working solution needed to go much further than the traditional method of taking a phone and a headset home and plugging it into a router.

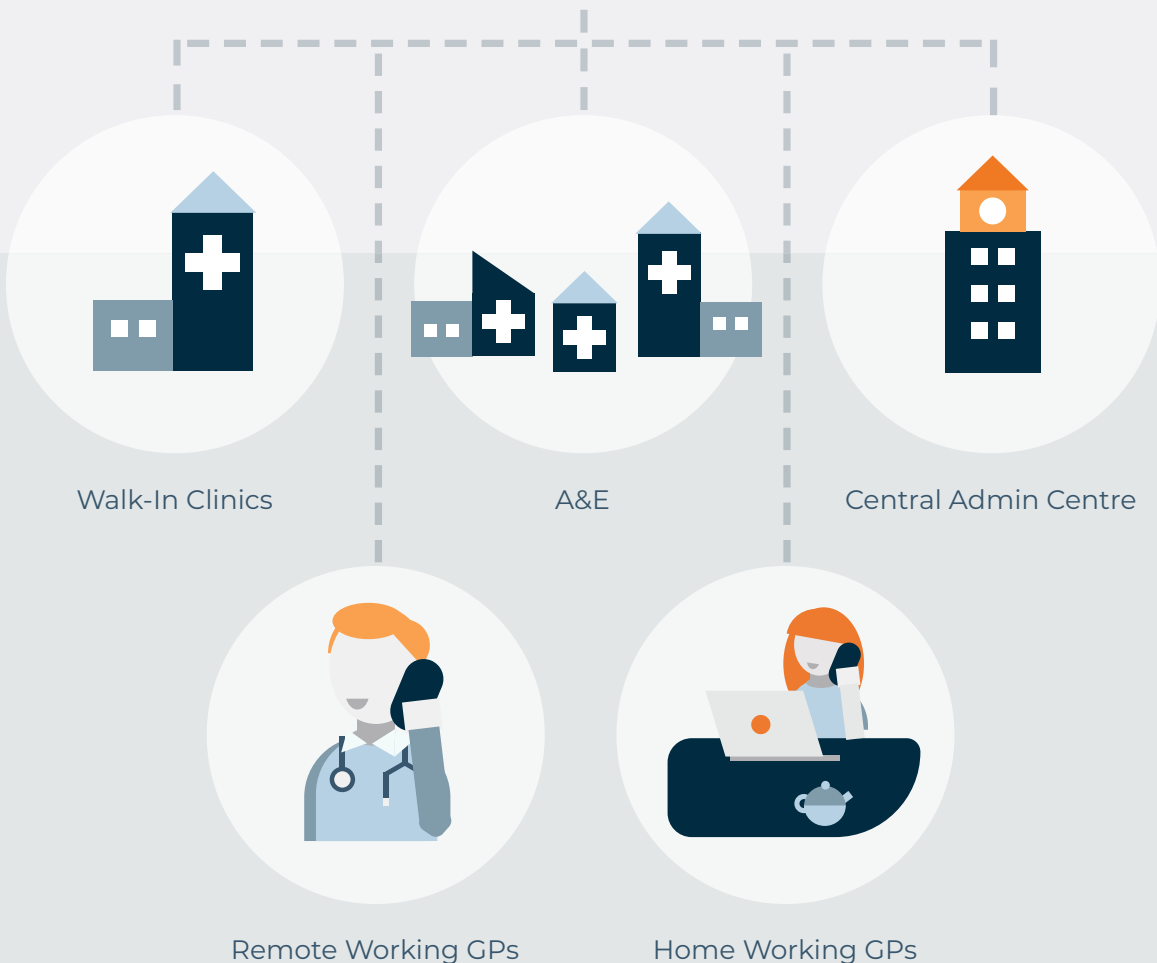
To maximise rota fill, FedBucks' GPs use Sesui Out-of-Hours Connect to securely consult at a time and in a place of their choosing; using a personal mobile, or a home phone in a range of settings (vehicle, GP practice, home). And the GPs don't need to worry about the bill, as every call is automatically charged back to the central call plan. Best of all, the information is securely shared across services, as every call is recorded, integrated into Adastra (with a time and date stamp for easy identification), and then accessed over HSCN – essential for true integration.

The future is exciting

In just six months, FedBucks has been able to fill a number of its out-of-hours shifts by offering flexible working arrangements – with some 15% of its tens of thousands of outbound calls made remotely. Moreover, it's significantly reduced its reliance on locum agencies, improving the cost-effectiveness of its clinical rota.

FedBucks Integrated Urgent Care

Sesui Out-of-Hours Connect



If, like FedBucks, you'd like to explore how cloud communications can support delivery of integrated urgent care, please get in touch for a free demo.

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About Sesui

Sesui's the bright British innovator of award winning cloud communications software - connecting people to organisations when it's critical they get through.

For 15 years we've specialised in untangling communication systems and putting them into the cloud for organisations that provide a vital service in healthcare, travel, manufacturing and the voluntary sector. Our cloud software – Sesui Call Manager – floats above an organisation's technology so they don't need to replace what they've already got. All the reliability of the cloud, with the nimbleness, elasticity and sustainability of Sesui.

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