CASE STUDY

Winner: Transforming commissioning of primary care
Healthcare Transformation Awards 2016

Quality and Outcomes Enhanced Services Transformation
Blackburn with Darwen CCG

The challenge
Supporting primary care to transform into a sustainable, high quality provider that delivers better outcomes and improved access for patients and manages more people outside of a traditional hospital setting in a more integrated and proactive way.

The solution
The Quality and Outcomes Enhanced Services Transformation (QOEST) scheme launched on 1 April 2016. It is a five year scheme aiming to improve the quality of care across the health and care system, leading to a change which will facilitate a new model of care for the local health economy.

Delivering QOEST: The first phase involves amalgamating existing Local Improvement Schemes (LIS) into a single coherent set; and planning for improved quality, access and sustainability with the CCG commissioning general practice based on outcomes, quality and access. This will be measured by improved mortality, morbidity and patient experience. The second phase involves the delivery of the rationalised LIS and the implementation of the plan developed in the first phase.

Engagement: Blackburn with Darwen CCG say that having full delegated responsibility for commissioning primary care is instrumental to QOEST, as is collaboration. Blackburn with Darwen General Practices, public health and neighbouring CCG have all been involved in the development of QOEST and will continue to develop this place based partnership working over the next 5 years. Patient engagement has also been critical. Discussions regarding the scheme have taken place with partners across the local health economy, including NHS England, Healthwatch and the Local Medical Committee. This collaborative working with partners will enable the development of a Primary Care Sustainable Transformation Plan; the GP Federation will be working closely with the CCG and practices going forward and are positive about the outcomes that will be brought about by the scheme.

The impact
The QOEST scheme was launched on 1 April 2016, and so longer term outcomes remain to be seen. However, the scheme has already realised collaboration across Blackburn with Darwen practices, who have agreed to work together and with the GP federation to create a robust plan which will deliver improved patient outcomes across the borough. Areas of the scheme which have already made significant impact on patient outcomes are: cancer quality standards improved; medicines prescribing quality improved; consistent delivery of all components across all practices; and increased access across the borough due to the Prime Minister’s Challenge Fund, with 7 days provision.

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