

# i-HEART 365 Barnsley Healthcare Federation

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# What is i-HEART 365?

- i-HEART 365 is a part of Barnsley Healthcare Federation (BHF) and was initially launched in 2015 with the GP extended hours service.
- In July 2017 BHF won the contract for providing the out of hours service across Barnsley.
- The GP streaming service was commenced in September 2017 in partnership with Barnsley Hospital NHS Foundation Trust.
- In November 2018 a brand new home visiting service was developed and launched by i-HEART to help with winter pressures until the end of April 2019. Due to its success, BHF have now been awarded the contract to continue this service over the next year.
- i-HEART rated Good across all domains by CQC in November 2018.
- In January we saw a total of 6019 patient across the OOH/ extended hours and GP streaming services.

# Extended hours

- On the day appointments 7 days a week.
- Patients can access this service by calling i-HEART directly between 1600-1800 Monday to Friday and from 0800-0930 on a weekend and bank holiday.
- Admin staff book appointments and navigate to other services where necessary.
- GP's and Advanced Prescribing Practitioners.

## Examples of the extended hours clinic criteria

- Minor illness such as cough, sore throat, urine symptoms, infections
  - Any age group
- Must be registered with a GP in Barnsley to access the service
- Must be able to get into a clinic appointment

## Exclusions from extended hours clinics

- Chronic conditions
- Patients requesting repeat prescriptions, sick notes or test results
  - Routine referrals and investigations
    - Mental health reviews
    - Minor injuries

## Extended hours statistics

In January 2019 we saw 1150 patients

Approx 40% were male and 60% female

Patients aged between 19-65 use the service more than  
any other age range

Wednesday and Thursdays were the busiest days in  
January

# Out of Hours Service

- Based at Oaks Park Primary Care Centre
- Commences when GP practices close
- Staffed with GP's, Advanced Practitioners, clinical advisors, drivers and admin staff
- Calls via 111
- Home visits
- Booked clinic appointments at various sites across Barnsley
- Can see any patient who is within the Barnsley area (can be registered elsewhere in the country)

## Out of Hours statistics

- 3161 patient had contact with OOH in January 2019
  - 109 patient received home visits
- 1150 patient were seen in face to face appointments
- The busiest demand in OOH was on a Wednesday, Saturday and Sunday throughout January
  - 97 patients were transferred through to 999

# GP Streaming service

- Based next to ED at Barnsley Hospital
- 7 days a week
- Navigator on front desk
- GP's and Advanced Practitioners
- Not a walk in centre or pre booked appointments, sit and wait
- Patient observation's undertaken
- See primary care patients who present to ED for example coughs, cold symptoms, abdominal pain, infections, high temperatures, back pain
- Patients who do not meet the criteria go into ED stream.
- Acute referrals into the trust

# GP streaming service statistics

- 1185 patient were seen in GP streaming in January 2019
- Saturday and Sundays were the busiest days seeing between 40 and 47 patient per day
  - 50 patients were admitted to secondary care
- 483 patient required a prescription in January 2019
  - 46% were male and 56% female
- Age 19-65 was the biggest users of the GP streaming service with the 0-2 year olds as the next biggest users

# Home visiting service

- From November 2018 to February 2019 we have seen 1677 patients within the home visiting service.
- The average appointment time is 22 minutes.
- Out of 1677 patients seen, only 142 (8%) went on to be referred or admitted to ED.
- 100% of patients surveyed responded yes when asked 'how likely are you to recommend our service to friends and family if they needed similar care or treatment'.

# Working within i-HEART

- Overarching BHF Management Team including Medical Director & Head of Nursing, HR team, Clinical Service Manager, GP's, Advanced Practitioners, Clinical Advisors, Operational support staff, Admin, Drivers.
- Opportunities within i-HEART for clinical and administration staff.
- Work across a variety of locations and clinical settings.
- Gain wider experience in healthcare within acute settings and across BHF in primary care.
- Regular training afternoons.
- In house clinical support, staff inductions.
- Best practice for sepsis management, support to other NHS providers.
- Mixture of shifts opportunities including in and out of hours.

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