

Case Study – North East Essex

Delivery of SMI (Serious Mental Illness) Health Checks in Primary Care with GP Primary Choice (GPPC) Federation

Overview	Additional funds were allocated by commissioners to tackle the backlog of annual health checks in NEE and increase the number of annual physical health checks being carried out. NEE were low down on the league table and the importance of seeing these patients and ensuring they were being checked on was highlighted
Challenge	Lack of estate space, exhausted workforce and lack of contact with a challenging group of patients which was only exacerbated with COVID meant that annual checks were not being carried out on a regular basis. This group of patients historically tended to have a high DNA (did not attend) rate or were wary about attending the surgery for appointments.
Solution	Creating a hybrid model. Primary Care could continue to carry out their own annual health checks if they had the estate space and available staff OR GPPC could provide support with our team of 3 SMI Nurses who would hold the clinics on their behalf OR a mixture of both where the GPPC team of nurses could hold clinics at surgeries who were open on weekends during Extended Access. With our nurses making the initial call and talking through the appointment with the patients, taking the time to explain what would happen and giving them a longer appointment, the DNA rate has remained low.
Results	As a result of GPPC creating a team of SMI nurses alongside Primary Care, Annual SMI Health checks completed in NEE increased from 19% to 55% against NHSE target set at 60%. NEE have moved from 79 th on the national league table in Q1 21/22 to 8 th in Q2 22/23