



Cwm Taf University Health Board;

Cwm Taf; Merthyr; GPSO; General Practices Support Officer

Project Lead; Contact; Sonia Lloyd-Williams; Senior Responsible Officer

Rationale; The project is piloting the use of GPSOs within GP practices to become part of the community multi-disciplinary team (MDT). The overarching objective of the project is to have a front line resource that identifies and resolves/educates service users that frequently attend the GP practice for inappropriate reasons.

Project Details; The project is piloting the use of GPSOs by jointly working with Local Authority within GP practices, integrating with community multi-disciplinary teams (MDT).

Intended Outcomes; The main objective is to influence cultural and behavioural change, providing a front line resource to identify and resolve social issues whilst educating regular service users about appropriate use of GP services

The key objectives to support this work are:

To influence cultural and behavioural change for service users within a Primary Care setting in Merthyr Tydfil.

- Advise/assess service users and address social issues and offer support in correlation with the Social Services and Wellbeing Act.
- To promote independence and enable service users to take responsibility for their own health and wellbeing.
- Supporting the reduction of attendance within general practice for non medical intervention. This includes utilising appropriate services in the locality which may include, networking with other agencies the third sector and other community resources.
- 6 full time equivalent GPSOs will be based across 9 GP practices across Merthyr Tydfil. The GPSO will work during surgery hours between 08.00 -18.00 Monday - Friday.
- The GPSO will be the main links to ensure that patients/carers/families will be advised and signposted to community services such as third sector and primary care if appropriate and required. The GPSO will use the DEWIS Website and liaising with other health professionals in primary care settings

Partners; Merthyr Tydfil CBC – Social Services Department; Merthyr Cluster

Time-frame; Objective is to recruit as soon as possible with a target date of mid November 2016 with officers in place and operational within the GP setting by 1st March 2017. This is following the relevant training (6 to 8 weeks shadowing duty officers). End date is 18 months from the contractual start date. It is intended that the posts will continue past this date having successfully demonstrated the benefits and savings of having such expertise within the Primary Care setting.

Future Development Planned; End date is 18 months from the contractual start date. It is intended that the posts will continue past this date having successfully demonstrated the benefits and savings of having such expertise within the Primary Care setting

Commissioning / Funding; As above

Evaluation / Reporting; The GPSO will develop and maintain a client database to capture all of the above. PI's will be evidenced on a monthly basis. The practice manager will provide qualitative and quantitative data on all objectives. Evaluation framework to be developed to include such things as:

- Number of patients and carers sign posted appropriately
- Reduction in failure demand, this is repeat referrals for the same thing
- Development of network of "supported" patients and carers
- Numbers of patients and carers accessing community resources
- Increased use of the third sector

Supporting Documentation;



GPSO.Merthyr
C.C.Committee Repoi



GPSO.Merthyr.pdf

Acknowledgement; Tess Raybould; Cluster Development Manager

Project Status; No information currently available