



Onboarding case study: APMS Medway

Regional network of Primary Care practices

Duration: 3-4 Years
List size: 25,000
Start date: April 1st 2019

“I am very proud of the way in which we have mobilised. I am native to Medway and so delivering a high standard of Primary Care services there is personal for me”

Sara Hitchen | Head of Primary Care

+ Integrated
+ Digitised Service
+ Local leadership

Background

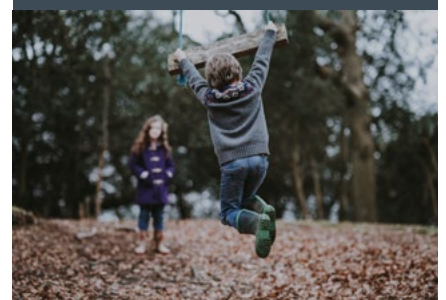
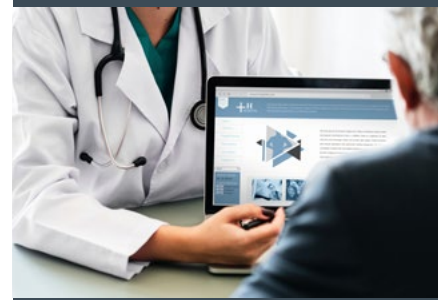
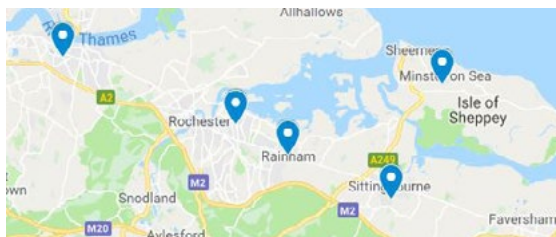
NHS Medway CCG put up for tender the contract to be the new Alternative Provider of Medical Services for Medway in September 2018. The new service would involve taking over the management of five practices. Our team sought to demonstrate a commitment to the NHS vision of care underpinned by close integration of services, effective triage, and the use of digital technologies to empower patients (e.g. online consultations, bookings, prescription orders).

DMC management results

We were able to demonstrate our expertise and offering correlated closely with Medway’s requirement spec. On winning the contract, our project managers (supported by operations and IT) began planning for the start date alongside our clinical leadership. We were able to meet the start date as agreed, and are evolving the service with an innovative ‘single point of access’ centre to afford access to patients from anywhere within Medway to the service most convenient to them, and most immediately available.

Locations

Sunlight Centre
St Mary’s Island
Boots Pentagon
Twydall Green
Balmoral



Mobilised quickly
Upon learning DMC had been awarded the contract at the end of 2018, our team were able to work quickly to set up the service, working with the CCG, patient groups and other stakeholders

Digital service
DMC ensure patients could easily access vital contact and hours info, health resources, as well as book appointments and order repeat prescriptions digitally

Environment:
We want patients to be as comfortable and assured as possible while in the waiting room. We cleared the premises, removed outdated information and set out a guide for upkeep.



Talk to us about
DMC onboarding:
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