

Mutual Aid Case Study

What we did

Two Leeds GP Confederation teams (the Extended Access team and the Primary Care Development Team) worked with partners across the city to provide mutual aid during periods of significant pressure.

Through systemwide conversations and reporting the Extended Access team offered and provided support to partners through mutual aid.

Our support has included:

- Ringfencing of appointments for use by the Nursing Teams on a weekend for wound dressing patients to be managed within primary care rather than through a home visit;
- Ringfencing of appointments to support with discharge to care homes in times of significant secondary care pressure;
- Providing additional same day response capacity over bank holiday periods to support the wider system in times of pressure.

Aims - what we wanted to achieve

- Leeds health and care system are better supported when they have staffing issues
- Leeds health and care system are better supported when they have reduced capacity
- Leeds GP Confederation collaborates across teams to deploy support and resources quickly and effectively

Benefits - what difference we made

- Patients were able to be seen within a primary care service and didn't default to ED;
- Mutual aid was provided supporting patients to be seen within a primary care setting;
- Leeds health and care system know they are supported through Extended Access and Same Day Response;
- Nimble workforce able to be flexed easily.