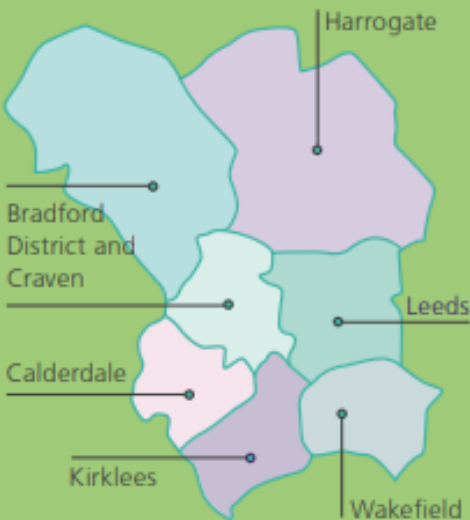


Telling our Partnership story



Proud to be the West Yorkshire and Harrogate Health and Care Partnership

Committed to improving the health and wellbeing of people living in:



- > Working to improve people's health with and for them
- > Improving people's experience of healthcare
- > Making every penny in the pound count
- > Working to keep people well and make life better for 2.6 million people living in West Yorkshire and Harrogate.

West Yorkshire and Harrogate Health and Care Partnership



Digital tools help more people to access health and care across West Yorkshire and Harrogate

Our ambition

West Yorkshire and Harrogate Health and Care Partnership (WY&H HCP) have further embraced the opportunity to reach more people through digital technologies. The acceleration of digital technologies comes at a crucial stage for care and we must continue to meet the needs of all those who need help.

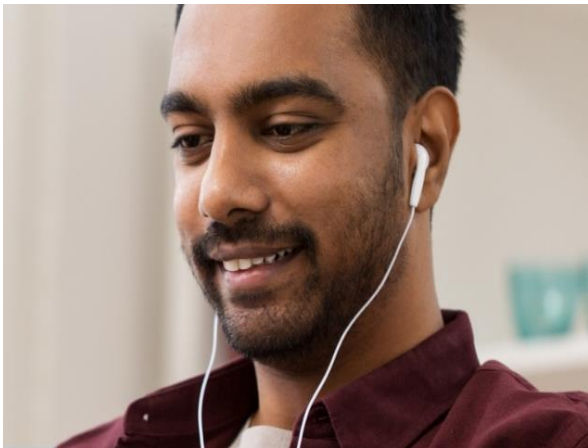
This follows a recent decline in people accessing health and care services for fear of catching Covid-19. These fears could be deterring people who have genuine need and digital solutions gives all involved the opportunity to seek advice and reassurance.

What we've done

Following the coronavirus pandemic healthcare organisations across the Partnership have used technology as a means to prioritise, support and, where possible, treat people remotely and help clinicians, and health care workers to work safely and more effectively.

In May 2020 across Bradford district and Craven; Calderdale, Harrogate, Kirklees, Leeds and Wakefield;

- Almost 95% of GP Practices were offering people access to online consultation services and of these 99% have seen video consultation rapidly rolled out in the space of a few months
- 17,223 online consultations took place across the area; offering people a quick and easy way to communicate securely and safely with their local GP about their health conditions
- Of those who had submitted an online consultation 4,756 patients were signposted to other services and 2,506 patients accessed self-help information from the consultation service



What's next?

Whilst feedback so far has been very encouraging, it is recognised that some people will still prefer to call or see their GP.

Online access means that when people do call, phone lines and reception staff are more likely to be free.

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A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations.

June 2020

West Yorkshire and Harrogate
Health and Care Partnership

