

# OPEL 4 support Case Study

## What we did

Two Leeds GP Confederation teams (the Extended Access team and the Primary Care Development Team) worked with GP Practices across the city to ensure support was offered to GP Practices reporting OPEL Level 4.

When a GP Practice reports OPEL Level 4, a member of our team contacts the GP Practice to discuss and agree support that could be provided.

Our support has included:

- Ringfencing of appointments within the Same Day Response Service for the GP Practice to utilise;
- Sourcing in hours clinical capacity through the extended access clinician pool;
- Providing on site reception and administrative support;
- Undertaking clinical admin remotely;
- Providing additional clinical capacity within the extended access service for the GP Practice reporting OPEL Level 4.

## Aims - what we wanted to achieve

- GP Practices are better supported when they have staffing issues
- GP Practices 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

- GP Practices were given additional clinical capacity easing the pressure on the practice;
- Patients were able to be seen within a primary care service and didn't default to ED;
- GP Practices know they are supported through Extended Access and Same Day Response;
- Nimble workforce able to be flexed easily.