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Setting up a community gynaecology service in Manchester

A CASE STUDY

A case study demonstrating how
a gynaecology service in Manchester
brought women's reproductive health
services together.

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SITUATION

SOLUTION

SUCCESS



LOCATION: MANCHESTER

SERVICE: MANCHESTER COMMUNITY GYNAECOLOGY SERVICE

This case study demonstrates how a gynaecology service in Manchester brought women's reproductive health services together, to better serve the needs of the local community and reduce pressure on secondary care.

The challenge

Patients had expressed a preference for services closer to home in a community setting. Pressures on secondary waiting lists were also a driver for this change.

Overview of activity

The Manchester Community Gynaecology service was set up to provide an intermediate level of gynaecological care closer to home. The service sees over 1600 attendances annually within four weeks of referral. The aim of the service is to provide investigation and treatment at the first visit which has enabled a New to Follow Up ratio of >2:1. Careful triaging means that the secondary care referral rates are less than 10%.

Method of Approach

Manchester has set up community-based medical gynaecology services providing convenient access and safe services for women. They have done this by:

- being consultant-led
- ensuring that women are directed to the most appropriate service
- addressing the gap between primary and secondary care
- implementing 'patient-initiated follow up'
- managing patients with a single visit.

Patients had expressed a preference for services closer to home in a community setting

The big success

Keeping a patient-centred approach. This has enabled delivery of a service with excellent levels of patient satisfaction and very low level of complaints."

Careful triaging means that the secondary care referral rates are less than 10%

The lesson learned

Two-way communication has enabled GPs to develop a good understanding of what the service provides and also supports them in developing their skills in primary care.

Next steps

The plan for Women's Health services in Manchester is to increase access to the community gynaecology service to a wider population by extending the current model to practices and patients in South and Central Manchester.

In addition, there will be a new primary care network model for delivery of LARCs which will offer:

- Inter-practice referrals
- Improved IT systems
- Revised patient records templates including contraceptive assessments
- Procedure clinics – with improved access and quality, increasing LARC coverage.

Furthermore, a GP with an interest in Women's Health has recently been appointed to work with the Local Authority Commissioner and the Consultant allowing the current services to develop.