

TRANSFORMING GENERAL PRACTICE

Working together to solve the biggest challenges in primary care

General practice: Delivering the Forward View



Education and workforce development:
Skilling for the future



Digital platforms:
Transforming primary care



General practice:
Delivering at-scale services

GET IN TOUCH

AT Group works with primary care providers across the UK to change and improve the way they work. If you would like to discuss how we can help you, then please contact us today.

Together, let's transform the NHS.

info@transformthenhs.com | www.transformthenhs.com | 020 8678 5633



IMPROVING HEALTHCARE IMPROVING LIVES

AT Group is an award-winning GP-led organisation that's transforming NHS primary care.

AT Group solves the problems that primary care providers and commissioners face today. We work with practices, networks, federations and CCGs, supporting them to deliver primary care services at-scale, to develop their workforce through continuous learning, and to use technology to drive the transformation needed to respond to real pressures.

The largest provider of primary care services in London, our aim is to provide world-class accessible healthcare to everyone. We achieve this by applying modern management techniques to primary care; by delivering best-in-class training and development programmes; and by developing innovative solutions that are responsive to patient needs.

Our group:

- AT Medics: High quality primary care services delivered at-scale
- AT Learning: Transforming your workforce through education and organisation development
- AT Tech: Making healthcare more accessible across the NHS

We work with partners who share our vision. Together, we're already improving healthcare and improving lives for millions of patients across the UK.

High quality, affordable care at-scale with AT Group

The NHS is facing unprecedented challenges, with primary care expected to deliver more services, and better outcomes with fewer resources.

Your workforce needs to develop its skills so that time can be released for busy healthcare professionals to care for patients.

To meet the expectations of patients you need to harness the power of technology, change management and workforce development.

To deliver at-scale you need to work with trusted providers who understand the NHS.

GP-led

As a GP-led organisation, we understand your challenges, because they're ours too.

We deliver world-class care to more than 260,000 patients in our 37 practices. Eight of these practices have received the Quality Practice Award from the Royal College of General Practitioners, and four are rated as outstanding by the Care Quality Commission.

AT Medics, AT Learning and AT Tech have developed solutions to some of the key challenges facing primary care – solutions created to enable the high-quality care we deliver to patients and the efficient ways of working seen in our practices. We're constantly growing, developing and improving these services to extend the positive impact we have on patients.

AT Group can help you solve the five key challenges facing primary care:



Patient access



Clinical workload



Patient navigation



Workforce development

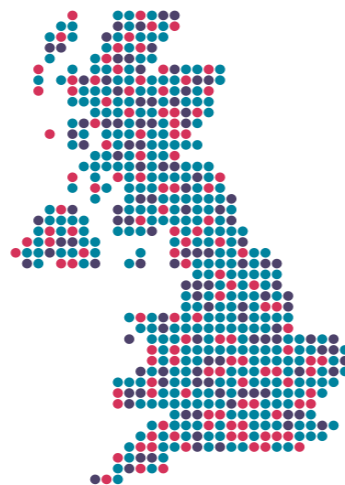


Disparate data

Proven delivery

AT Group has a proven track record of delivering at-scale solutions for the NHS. Some of our clients include:

- NHS Lambeth CCG
- NHS Herts Valleys CCG
- NHS Wyre Forest CCG
- NHS West Essex CCG
- NHS South Worcestershire CCG
- Riverview Health LLP, a GP network of NHS Greenwich CCG
- NHS Redditch & Bromsgrove CCG
- NHS Newham CCG
- Network 3, a GP network of NHS Tower Hamlets CCG
- NHS Lincolnshire West CCG
- Improving Health Limited, a GP federation in NHS Southwark CCG
- Central Health Evolution Limited, a GP federation in NHS Camden CCG
- NHS Bolton CCG
- City & Hackney GP Confederation
- NHS Hammersmith and Fulham CCG
- NHS East and North Hertfordshire CCG
- NHS Croydon CCG



Our services

- Primary care services for GP practices, extended access and urgent care
- Standardising primary care across a region, to reduce variation
- Access to the whole range of primary care clinical and support staff
- CQC readiness preparation
- Development of central digital hubs
- Back office, HR and finance
- Compliance, governance and contract support

High quality primary care services delivered at-scale

We are an award-winning, GP-led organisation that is now the biggest primary care provider in London, across 16 CCGs. We work closely with patients, commissioners and partners to deliver responsive, well-led and effective care.

Together, we are supporting the transformation of primary care across England, developing sustainable and resilient foundations, and providing a proven model for primary care at-scale.



Our programmes

- **EZ Doc:** Reduce GP admin by up to 80% by up-skilling your workforce
- **EZ Nav:** Reduce avoidable appointments by up to 25%, ensure patients are seen by the right person at the right time
- **EZ Assist:** Train clerical staff to become medical assistants, improving access efficiency by up to 33%
- **EZ Diagnostics:** Identification and support programme for practices to enable resilience, improvement and rapid intervention
- Bespoke medical education for GPs, pharmacists, physician associates, paramedics, nurses and HCAs
- Organisation development programmes

Transforming your workforce through education and organisation development

AT Learning delivers high quality education and change programmes to all grades of primary care staff, improving resilience, delivery and outcomes.

Our expert team can help transform your workforce, giving them the skills and tools they need to deliver the evolving demands of primary care.



Our products

- **EZ Analytics:** Population health analytics platform for individual practices, CCGs or STPs. It helps you identify areas which require optimisation.
- **EZ Web:** We build optimised practice websites that offer patients the opportunity to engage with their practice online.
- **Dr.iQ:** Web and mobile online consultation platform for patients to access their GP. GPs retain their patient lists.
- **GP Checklist:** Assurance and compliance for safety, access, clinical, admin, HR, finance, and patient experience.

Making healthcare more accessible across the NHS

We are improving healthcare through patient centric solutions, developed to provide patients and practitioners with a seamless and end-to-end digital experience.

Whether you want to consult a clinician, manage your healthcare setting with data at your fingertips or manage population health, our bespoke technology applications can enable your digital transformation goals.

AT Medics: High quality primary care services delivered at-scale

AT Medics is an award-winning, GP-led organisation that is now the biggest primary care provider in London, across 16 CCGs. Working in partnership with patients, practices and commissioners, our aim is to ensure that every patient has access to world-class quality healthcare at the right place and at the right time.

Our work is changing the way primary care services are delivered across England.

We deliver world-class care to more than 260,000 patients in our 37 practices. Eight of these practices have received the Quality Practice Award from the Royal College of General Practitioners, with four rated as outstanding by the CQC.

We can now help you to develop sustainable and resilient foundations, applying our proven model for providing primary care at-scale.

We understand your challenges, because they're ours too.

Working together, we can transform the NHS

Improving healthcare Improving lives

Our proven track record in clinical turnaround, stabilisation and sustained management of general practice has established us as a trusted NHS provider. We now deliver a comprehensive range of primary care support services to primary care providers across England.

We have established specific expertise in working with poorly performing practices, helping them to rapidly improve performance, interventions and efficiency. Our model has proven successful in some of London's most deprived areas.

We provide bespoke solutions for practices, federations and clinical commissioning groups to support them in their own care transformation plans.

Our services:

- Primary care services for GP practices, extended access and urgent care
- Developing innovative ways of working to deliver at-scale efficiencies
- Standardising primary care across a region, to reduce variation
- Sharing of clinical, operational, strategic and administrative expertise
- Delivering at-scale improvements in health outcomes
- Access to the whole range of primary care clinical and support staff

- Multi source feedback tools with expert analysis
- Governance assurance systems and patient experience monitors
- CQC readiness preparation
- Development of central digital hubs
- Patient engagement and communications support
- Practice administration back office
- Back office support for HR and finance
- Compliance, governance and contract support
- Continuous quality improvement, embodying LEAN and NHS Change Model methodologies

Together, we are enabling the transformation of primary care across England.

Proven at-scale delivery:

We're the leading provider of primary care services in London. AT Medics has:

- 37 sites
- 260,000 patients
- 8 practices with RCGP Quality Practice Awards
- 4 CQC outstanding practices
- 700+ members of staff
- 2,000,000+ annual consultations
- A multi-professional team consisting of 45 clinical pharmacists, 20 physician associates, advanced nurse practitioners and an emerging paramedics workforce

What the CQC said:



"Patients told us that they were treated with compassion, dignity and respect and that they were involved in their care and decisions about their treatment. Staff demonstrated a sound understanding of the differing needs of their patients and reflected these needs when planning and delivering services. This is an excellent example of what outstanding care looks like."

Ursula Gallagher, Deputy Chief Inspector of General Practice, Care Quality Commission.

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info@atmedics.com | www.atmedics.com | 0208 678 5633

Who is AT Group?

AT Medics is part of AT Group, a GP led organisation that is solving the problems that primary care providers and commissioners face today. We work with practices, federations and CCGs, supporting them to deliver primary care services at-scale, to develop their workforce through continuous learning, and to use technology to drive the transformation needed to respond to real pressures.

We work with partners who share our vision. Together, we're already improving healthcare and improving lives for millions of patients across the UK.

www.transformthenhs.com

Together, let's transform the NHS.



AT Learning: Transforming your workforce through education and organisation development

AT Learning delivers high quality education and change programmes to all grades of primary care staff, improving resilience, delivery and outcomes.

As the education arm of the largest NHS primary care services provider in London, we have developed education, quality improvement and change management programmes to support the growing demands of primary care. These accredited programmes and services ensure our own practices remain highly rated and are now available to healthcare providers across the UK – helping them to maximise the talents of a truly multi-professional team.

A trusted partner for the NHS, we've delivered our programmes to more than 1,200 practices, reaching a combined patient population of 3.5 million. We've unlocked hundreds of thousands of hours for GPs to release more time for care delivery.

We can up-skill your your clinical and non-clinical workforce, training them to work at the top of licence and provide support for GPs. Our professional development programmes give emerging and existing leaders the skills they need to succeed.

Through workforce development, AT Learning is helping primary care providers and networks to develop sustainable and resilient foundations, supporting them to deliver high quality primary care at-scale.

Working together, we can transform the NHS

High quality education and change programmes tailored to the NHS

A skilled general practice workforce means more than recruitment.

Our expert team can help transform your workforce, giving them the skills and tools they need to deliver the evolving demands of primary care. We help to develop capabilities and skills within your clinical and non-clinical teams to lead and sustain service improvement, innovation and transformation.

Through our EZ programmes, we have modularised the core operational activities of a GP, identifying key activities that can be delivered safely and effectively by non-clinical staff, freeing up GP time to focus on what's important – their patients. This approach has released 300,000 GP hours in the past 12 months alone, increasing capacity and building system resilience.

What our customers say:



“EZ Doc has been very successful and has seen a 60-70% reduction in the amount of post going to the GP. Thanks for making this change possible.”

Amy Hall, locality delivery manager, NHS Lincolnshire West CCG

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Our programmes:

- **EZ Doc:** Reduce GP admin by up to 80% by up-skilling your current workforce
- **EZ Nav:** Ensure patients are seen by the right person at the right time, improving efficiency and outcomes, reducing avoidable appointments by up to 25%
- **EZ Assist:** Train clerical staff to become medical assistants, improving access efficiency by up to 33%
- **EZ Diagnostics:** Identification and support programme for practices to enable resilience, improvement and rapid intervention
- Masterclass: GP Leadership Development Programme
- Pharmacist Development Programme
- Physician Associate Development Programme
- Paramedics Development Programme
- Healthcare Assistant and Nurse Development Programme
- Quality improvement skills development and delivery support
- Working at-scale for GP Federations and multispeciality community providers (MCPs)
- Change management and implementation of digital solutions
- Leadership and management for primary care
- Developing the practice manager
- Influencing skills
- Appraisal training for practice managers
- The leader as a coach
- Developing the team and workforce redesign

We are able to create bespoke programmes for individuals, groups and multi-disciplinary teams. AT Learning will work with you to co-develop a programme or service that meets your learning needs.

AT Tech: Making healthcare more accessible across the NHS

AT Tech was created by GPs to develop solutions to the biggest challenges currently facing NHS primary care.

Whether you want to improve patient access to clinicians, access your healthcare setting with data at your fingertips, or better manage population health, AT Tech's bespoke technology applications can enable your digital transformation goals.

We have developed a portfolio of products and services that harness the power of new technologies like mobile, cloud, and analytics to meet the needs of NHS primary care.

Our solutions are already helping thousands of patients engage with their GP more efficiently and effectively, enabling primary care providers to deliver at-scale.

Working together, we can transform the NHS

Improving healthcare through technology

AT Tech's portfolio of products and services has been created to solve the biggest challenges facing primary care: patient access, clinician workload and disparate data.

In developing our solutions, we have tried to combine the unique qualities of general practice with the dynamism, process optimisation and technological integration seen in other industries.

When deployed in primary care settings, our product portfolio provides better access for patients, reduces workload on GPs and harnesses patient data to drive better care.

EZ Analytics: Our bespoke population health analytics platform. It provides informed decision support, helping you to easily identify areas which require optimisation. It operates at scale, accessible for an individual practice to CCG or STP level.

EZ Web: We build optimised practice websites that offer patients the opportunity to engage with their practice online, streamlining frequent patient requests and supporting patient navigation and self-care.

Dr.iQ: An innovative web and mobile online consultation platform for patients to access their GP, it provides access to fast, safe and effective e-consultations, reducing the need for patients to book and wait for a face-to-face GP appointment. GPs retain their patient lists.

GP Checklist: This comprehensive solution provides assurance and compliance for the most important tasks including safety, access, clinical, admin, HR, finance, and patient experience.

Digital development

We offer a comprehensive range of digital development services tailored for the NHS. Working collaboratively with our customers, we provide:

- Web development
- iOS and Android App development
- User experience (UX) prototyping
- User interface (UI) design
- Quality assurance
- DevOps

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What our customers say:



"EZ Analytics is easy to navigate, provides valuable live data and allows practices to respond quickly to patient needs, helps to improve patient care, and to deliver safe and effective care where it is most needed."

Dr Mukadam, director, NHS Lambeth GP Federation

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THROUGH TECHNOLOGY

