Lantum

Unity Primary Care

Transforming Enhanced Access in Wolverhampton

See how Connected Scheduling has been helping Unity Primary Care deliver fully-staffed Enhanced Access Services since 2017.

> *""I don't think that it would have gone on this long if we didn't have Lantum in place."*

Dr. Kam Ahmed
Unity Primary Case

Shifts reliably filled
by a flexible pool of local staff

Successful service expansion
made possible thanks to operational efficiencies

Reduced admin burden
through streamlined scheduling, payroll and compliance

Before Lantum

When NHS England introduced additional funding for Enhanced Access in 2017, many GP practices in Wolverhampton were hesitant to participate due to concerns over the practicalities of managing staff, schedules and costs.

To overcome these challenges, 18 out of 45 practices in the region agreed to transfer the funding to a single organisation, Unity Primary Care, that would manage Enhanced Access on their behalf.

Led by Dr. Kam Ahmed, Unity Primary Care began delivering extended hours—6pm to 8pm on weekdays and 8am to 2pm on weekends.

The service, which included GPs, nurse practitioners, and clinical pharmacists, proved highly effective and soon gained buy-in from more GP practices in the area.

However, certain aspects of service delivery were inefficient, creating unnecessary administrative burdens and consuming time that could have been better spent elsewhere. As Dr Ahmed says: *"It was becoming an onerous task for the service manager to try and keep up on top of staffing with spreadsheets. I thought, there's got to be a more efficient way to do this."*

How Connected Scheduling made the impossible possible

Lantum was selected as the workforce management solution that would meet their needs: ensuring seamless rota coordination, compliance tracking and payroll automation:
"I thought Lantum was efficient and user friendly – getting all your shifts in one place."

Reliably filled shifts

One key innovation Unity Primary Care adopted was in their staffing model. Instead of multiple GPs per shift, the service operates with a single GP, supported by a multi-disciplinary team, including nurse practitioners and clinical pharmacists.

By creating a flexible pool of staff on Lantum, the team have been able to ensure that shifts are consistently covered—even on bank holidays. For last-minute emergencies, the team can access Lantum's GP Marketplace and book from a pool of 30,000 vetted locums.

In fact, since opening in 2017, Unity Primary Care has never faced workforce shortages and has maintained an almost unheard of track record of staying open every day of the year.

Successful service expansion

With Lantum providing operational efficiencies, the team's time has been freed up and redirected to valuable areas like service improvements, patient engagement and the expansion of services.

The organisation has been able to introduce additional services, including a breast cancer contact service and audiology clinics, and respond rapidly to changing needs. When COVID-19 hit, the team were able to pivot and quickly set up a Covid Red Zone:

"Because we were already set up on Lantum, we had our data sharing agreements with practices already in place through our Enhanced Access. For us to turn around and set up a Red Zone service took less than 24 hours."

Looking ahead

Unity Primary Care is now using Lantum to deliver Enhanced Access for half of Wolverhampton, covering approximately 180,000 patients. The service continues to evolve and the team remains committed to innovation—ensuring out-of-hours care remains accessible, sustainable, and fit for the future.

"I don't think that it would have gone on this long if we didn't have Lantum in place. I've gone back and looked at the other systems we looked at way back in 2018 and I wouldn't swap, for love nor money."