

# Developing out of hospital care

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# Aim of today's presentation

- Share results and learning from the pilot
- Explain how the pilot fits into our wider community transformation strategy
- Outline next steps and our plans for developing the model in the future

# A reminder of our plans

- 600,000 contacts cared for outside of hospital annually
- Working with partners to make health and care services safe, sustainable and able to meet the future needs of our local population
- Investing over £1m to expand our community services
- Delivering what patients and clinicians have asked for

# Care closer to home

Through prevention and early intervention we want to:

1. Support people to keep themselves healthy and live well, age and stay well
2. Enable more people to live independently for longer
3. Create the right health and support in the community in order to reduce pressure on our hospitals and GPs

# Developing across the whole of Buckinghamshire

- Locality teams
- Rapid response intermediate care
- Community care coordinators

# Community hubs



- 12 month pilot at Marlow and Thame hospitals, providing:
- a new **community assessment and treatment service**
- more **outpatient** clinics
- more **diagnostic testing**
- working with the **voluntary sector**

# New services on offer – Marlow

Outpatient clinics	Voluntary sector services	Assessment and diagnostics
<ul style="list-style-type: none"> <li>• Orthopaedics</li> <li>• Urology</li> <li>• General surgery</li> <li>• Plastic surgery</li> <li>• Chemotherapy &amp; Macmillan</li> <li>• Continence</li> <li>• Psychological therapies</li> <li>• Parkinson's disease</li> <li>• Falls assessment</li> <li>• Care of the elderly</li> <li>• Tissue viability</li> <li>• Rheumatology</li> <li>• Upper GI      ♦ Warfarin</li> <li>• SALT – adults   ♦ Diabetes</li> <li>• eDietician</li> <li>• Smoking cessation</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Bucks staff offering support and linking with NHS staff</li> <li>• Healthy Minds</li> <li>• Prevention matters</li> <li>• Marlow libraries</li> <li>• BCC community OT working together within CATS</li> </ul>	<ul style="list-style-type: none"> <li>• Community assessment and treatment service (CATS)</li> <li>• Additional day of plain film x-ray (3 days a week)</li> <li>• Blood testing, immediate results to support diagnosis</li> </ul>

# New services on offer – Thame

Outpatient clinics	Voluntary sector services	Assessment and diagnostics
<ul style="list-style-type: none"> <li>• General surgery</li> <li>• Orthopaedics</li> <li>• Care of the elderly (day hospital) PT &amp; OT</li> <li>• IAPT (psychological therapies)</li> <li>• Plastic surgery</li> <li>• Falls assessment clinic &amp; care of the elderly</li> <li>• Continence</li> <li>• Neurology</li> <li>• Child audio</li> <li>• Smoking cessation</li> </ul>	<ul style="list-style-type: none"> <li>• Carers Oxford staff offering support and linking with NHS staff</li> <li>• Prevention Matters</li> <li>• Health Minds/Prevention Matters</li> <li>• Victim Support</li> <li>• Age Concern</li> <li>• Alzheimer's society</li> <li>• Day care centre (charitable organisation)</li> </ul>	<ul style="list-style-type: none"> <li>• Community assessment and treatment service (CATS)</li> <li>• Blood testing, immediate results to support decision making</li> </ul>

# Developing the pilot

- **Operational group:** clinical and operational staff managing the day-to-day running
- **Governance group:** senior clinical staff, chaired by the medical director, providing strategic oversight and monitoring safety and effectiveness
- **Clinical innovation group:** clinicians looking at the next steps of development
- **Stakeholder engagement group:** local representatives from GP patient participation groups, League of Friends, local councils, Healthwatch

Ensured community hubs programme has been responsive and adapted to the needs of communities

# How are patients benefitting?

## Thame

2016/17:

**148** inpatient spells

**512** outpatient appointments

2017/18:

**459** CATS appointments

**756** outpatient appointments

Over **310%** more patients seen in CATS than in the inpatient service in 2016/17

Over **48%** increase in outpatient activity

**129%** increase in activity delivered to local people

## Marlow

2016/17:

**189** inpatient spells

**444** outpatient appointments

2017/18:

**568** CATS appointments

**604** outpatient appointments

Over **301%** more patients seen in CATS than in the inpatient service in 2016/17

Over **36%** increase in outpatient activity

**102%** increase in activity delivered to local people

# How else are patients benefitting?

**92** followed up in own homes

**< 1%** of patients seen by CATS subsequently referred to A&E

**2,439** patients seen in MUDAS – up 25%

**128,006** patient visits undertaken by the rapid response and intermediate care service

**6,063** referrals received by the community care coordinator team

# Views of patients

'The two nurses came down and they brought me a wheel about trolley so I could wheel my meals around.'

'Waiting around – would have been nice to know how long I would be here'

'Within a month Dr Johnson had changed all my medication and I felt on top of the world'

'The change of medication made such a difference'

'There's no information anywhere to tell you this kind of thing is available'

'The aids around the bathroom, they have been so helpful, my wife knows I can be left safely'

# Patient experience

- Aspects valued most:
  - Received a thorough assessment
  - Concerns and wishes listened to
  - Suggesting improvements in my care
  - Providing support for my family / Carer
  - Felt cared for
- More could be done to raise community awareness of the hub
- Transport is a key challenge
- More could be done to develop hubs

**100% of patients rated their service as good or excellent**

# Have we delivered the 2016 vision?

Rapid access to testing		Health & wellbeing - self-management, providing education	
Easier signposting to health & care		Full range of therapy services	
Base for skilled staff working in the community		Joined up teams	
Sociable space with café		Information shared between organisations to improve care	
More local outpatient clinics		Virtual information networks	

# Stakeholder views on hubs

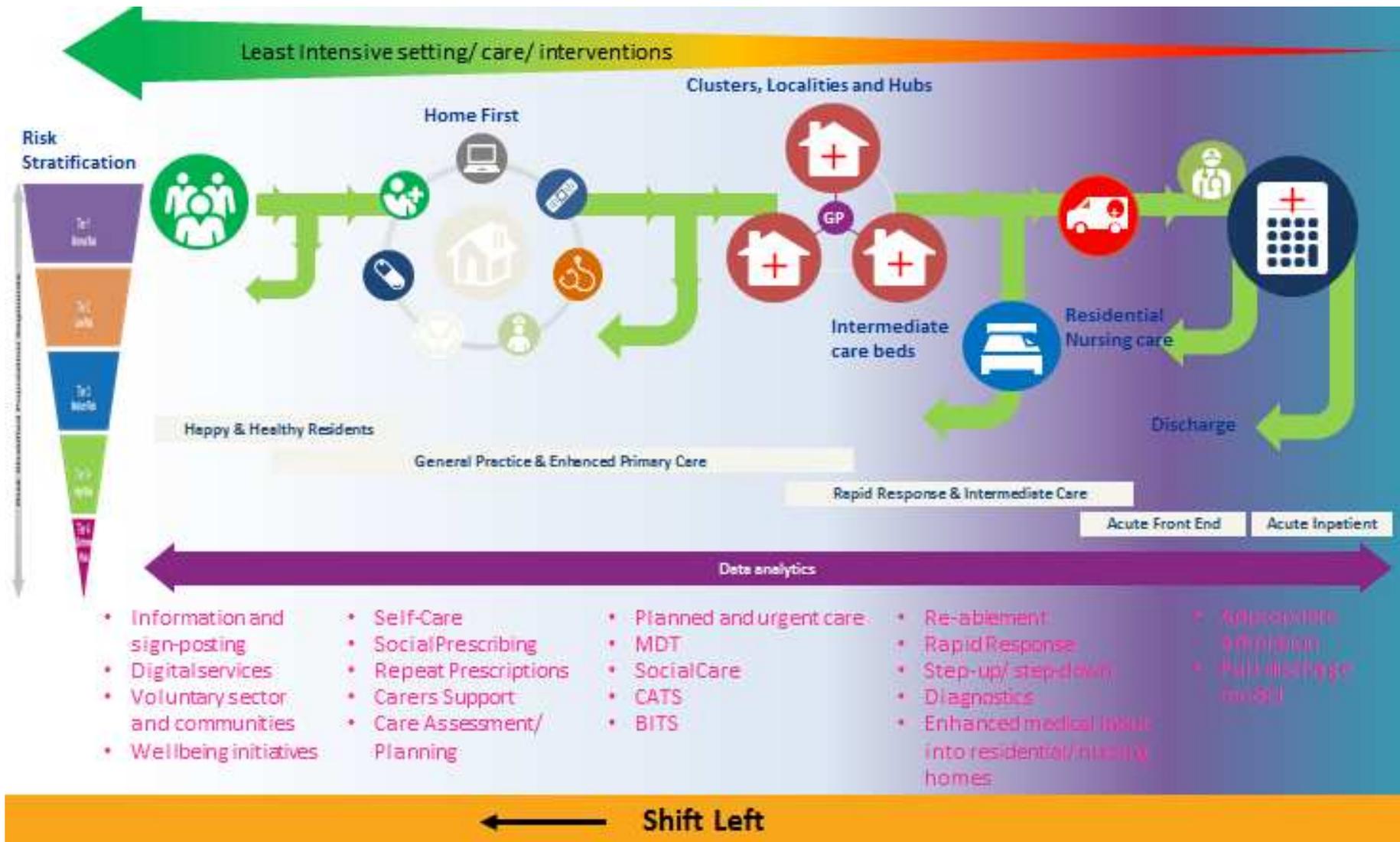
Views of over 1000 stakeholders gathered:

- Focus groups
- Phone interviews with Healthy Minds, Alzheimer's Society and Age UK
- Public engagement events
- Open days, marketplace events
- Discussion sessions with voluntary sector service user groups
- Public and community group meetings

# Recommendations from stakeholders

- Develop the hubs model, and consider what would work for each locality
- Raise awareness of hubs with public and GPs
- Increase the service to at least five days per week
- Consider expanding the process to self-referral
- Wider range of outpatient clinics and voluntary sector
- Better co-ordination of services within the hubs & signposting
- Change the environment
  - to be more clinic-like,
  - better facilities for partner organisations
  - to be dementia, mental health and learning disability friendly

# How hubs fit with wider community development



- Information and sign-posting
- Digital services
- Voluntary sector and communities
- Wellbeing initiatives

- Self-Care
- Social Prescribing
- Repeat Prescriptions
- Carers Support
- Care Assessment/ Planning

- Planned and urgent care
- MDT
- Social Care
- CATS
- BITS

- Re-ablement
- Rapid Response
- Step-up/ step-down
- Diagnostics
- Enhanced medical input into residential/nursing homes

- Anticipatory admission
- Palliative care model

# Proposed next steps

Phase 1	Phase 2	Phase 3	Phase 4
April 2018	April – June 2018	June 2018 - March 2019	April 2019 - March 2020
<b>Continue community hubs in Thame and Marlow for a further two years</b>	<b>Review out of hospital care model to understand scalability of services between Hubs and Integrated teams</b>	<b>Increase the scale of delivery of the hubs and integrated teams across the county</b>	<b>Integrate the out of hospital elements into the full care model</b>

← 2 year plan →



Buckinghamshire Healthcare  
NHS Trust

# Community hubs

Stories from patients, staff and volunteers

April 2018

Safe & compassionate care,

every time

**Thank you**

