

OPM evaluation of the Nottingham City Integrated Care Programme

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Vision

Our Vision is to **improve the experience of and access to** health and social care services for citizens.

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More citizens will report that their **quality of life has improved** as a result of an integrated health and care system.

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The number of citizens remaining **independent in the community** will increase as a result of more proactive care.

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Citizens will only be admitted to hospital only when **absolutely necessary**, seamless transfers of care will ensure the **right level of support** in the most appropriate location.





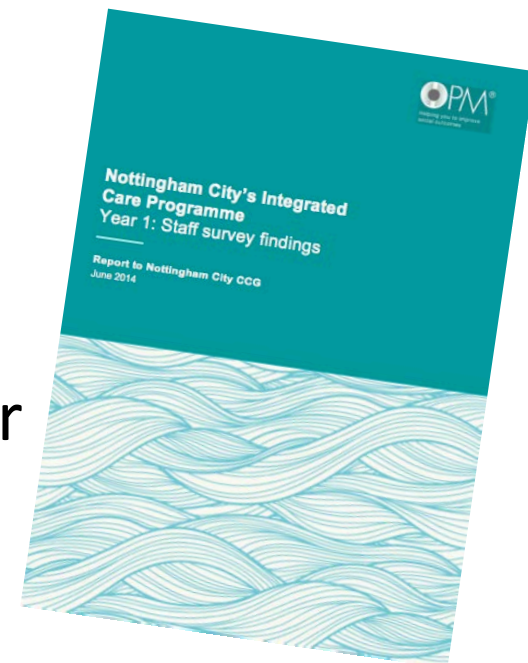
What is integrating care all about?

1. Supporting people with long-term conditions to manage their own health and care needs and live independently in their own homes
2. Enabling health and social care professionals to deliver the right care in the right place at the right time
3. Bringing together health and social care services based around the needs of the citizen



Programme evaluation

- The Nottingham City Integrated Care Programme is being evaluated by the Office for Public Management (OPM)
- First draft report published October 2014
- Second interim report due September 2015
- Final report due March 2016





Evaluation approach

- Baseline scoping interviews with programme leads
- Baseline survey (shortly after Care Delivery Groups went 'live')
- Initial post-implementation interviews with staff and GPs
- Annual staff & GP surveys
- Service user surveys
- On-going review of programme documents



Findings – what is working well

- Programme is ‘hugely ambitious’ – focusing on integration with secondary care as well as across primary care, community care and social services
- GP and staff recognise need to reduce duplication, repetition and provide more holistic care
- Activities have been delivered on time
- Positive examples of joined-up approaches and new ways of working
- Practitioners reporting it is making an impact – to their roles and to citizen care



Findings – achievements

- Eight Care Delivery Groups in place
- MDT meetings running
- Care Co-ordinators in place
- Communications – newsletters and videos
- Staff skills training – more holistic support
- Aligned re-ablement team processes
- Self-care support mapped out
- UK's first joint telecare and telehealth system
- Integrated Health & Care Point progressed



Challenges

- Some resistance to change
- Initial concerns about increased demand
- Varying engagement in multi-disciplinary team meetings
- Limited capacity – recruitment
- Processes have improved but less evidence to date on improved patient outcomes or financial savings



Recommendations

A series of recommendations which include:

- Target communications to different groups
- Share learning with peer organisations
- Develop a clear plan for specialist services integration
- Ensure competence and capacity across the system
- Support the cultural change needed
- Further development of integrated systems



Response

Initial actions planned following OPM report include:

- Build on communications – newsletters, posters, video
- Visits to other Integrated Care programmes nationally
- Finalise reviews of specialist services integration
- Examine issues of workforce development & culture change – steering group to provide oversight
- Review role of Integrated Care ‘Champions’
- Track patient/citizen/carer journeys (from Jan 2015) to explore their experiences of Integrated Care

Thank you

Contact

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