Building the House of Care for diabetes and respiratory conditions in Berkshire West CCGs

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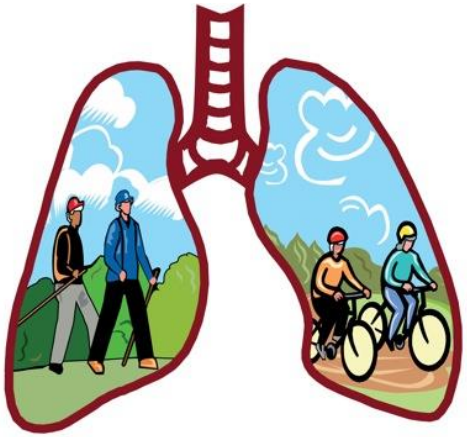
diabetes and respiratory lead



We have come a long way since 2012

- Berks West identified as 3rd worst performing PCT in England for attainment of HbA1c

- This was our ‘burning platform’ to do better


We found our burning platform…
…we needed to do things differently!

What happened then

- Redesign of services began in July 2012 and launched at TIPS in May 2013 at scale and pace

- The current service now attracts national attention for all the right reasons!

The House of Care is central to the vision

It gives a cohesive, rational, overarching model of care centred on the patient

Building the House of Care for diabetes in Berkshire West

Stakeholder network

Metrics & monitoring - Eclipse

Eye screening
Dietetics
Podiatry
Monthly newsletter
HCP Education
Community specialist
Link to secondary care
Diabetes Specialist Nurses
Website
Virtual clinics
Meds management
Community pharmacy

3rd sector support - DUK
Care planning
DAFNE
X-PERT
CarbAware
Talking health
Website

Coherent commissioning led by network supported by CSU

Progress is being made

- Proportion achieving HbA1c ≤59mmol/mol increased from 46.5% (06/12) to 59.5% (12/14)
- *HbA1c down by 18% among X-PERT attendees: 67.5 before course, 55.5 6 months after X-PERT*
- HbA1c reduction 6 months after CarbAware course of 13mmol/mol among Type 1 patients
- *HbA1c reduction 6 months after virtual clinic MDT consultation of 10 mmol/mol*
- Proportion achieving total cholesterol ≤5 increased from 46.3% (06/12) to 79.3% (12/14)

More…

- Care planning is now established in nearly 90% of practices in Berkshire West as the standard process of annual review in diabetes


what's
next
?

The steady transformation of the management of long term conditions (LTCs) by applying the House of Care model, using care planning as the process for annual review.

Building on the experience gained in using the House of Care and care planning in diabetes, the process will begin with respiratory conditions, specifically, COPD.

Issues in COPD

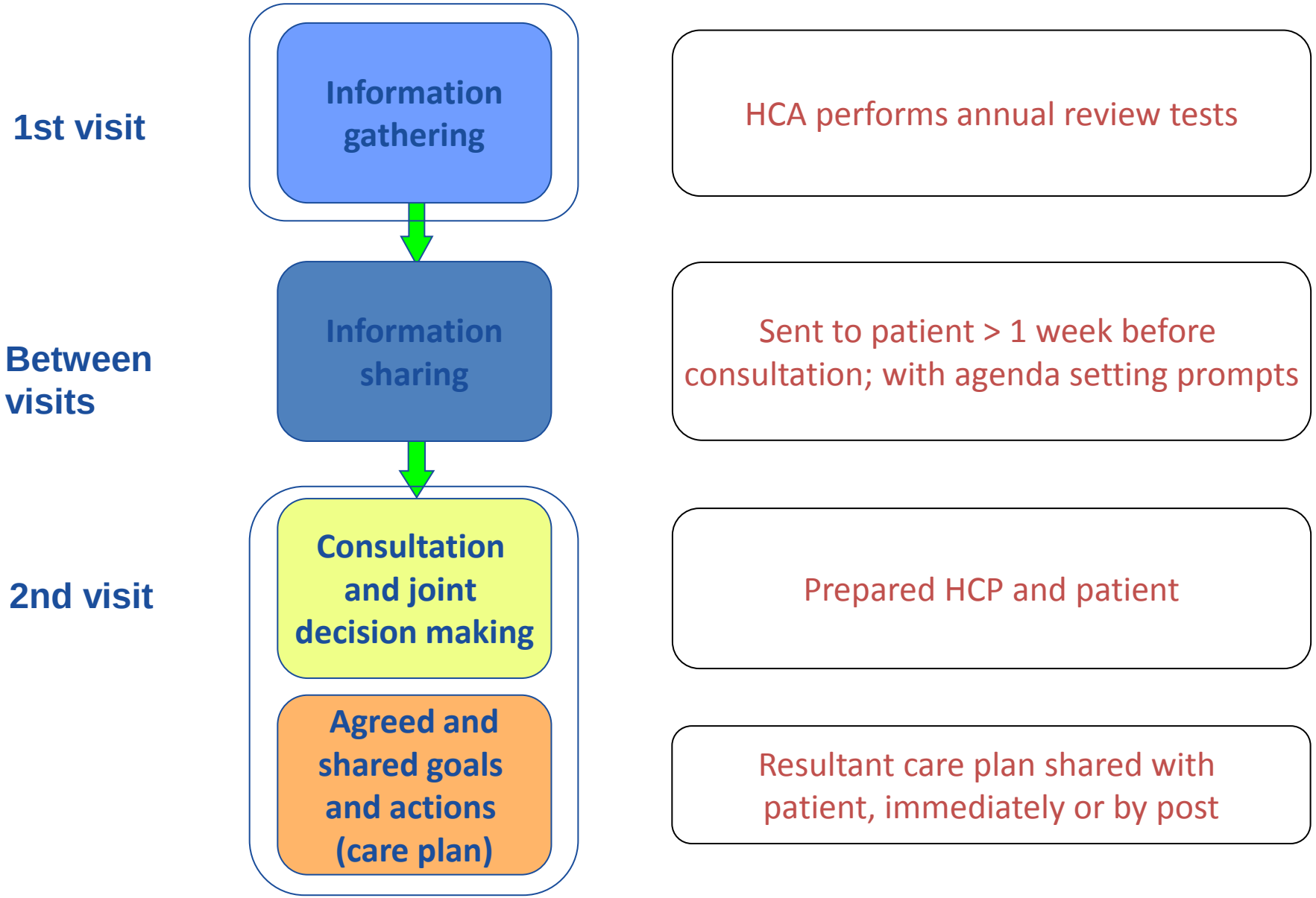
- £1.4m spent on COPD admissions – but estimated 25% are avoidable
- Need for quality spirometry diagnosis and analysis
- 95% of people do not use inhalers adequately leading to inaccurate prescribing and increased costs
- Growing demand for respiratory team input with fixed resource – they are stretched beyond planned capacity

Planned provision

- 3 additional nurses for the respiratory team
- Investment over two years for 125 HCAs and PNs to attend spirometry assessment or spirometry assessment and analysis as appropriate
- Use of Eclipse to identify patients needing extra support (with practice permission)
- Roll-out of training for practices to be able to offer care planning for COPD (and then to other LTCs in the long term)

Quick revision: what's care planning? Here's what it's not:

- It's a verb not a noun: a process, not a list
- It's not the same as a care plan, but the process of care planning leads to a care plan
- It's nothing to do with the 2% DES



…and this is what care planning is (in a nutshell)

Building the House of Care for respiratory conditions

Stakeholder Network

Metrics & monitoring
- Eclipse

Care planning

Organisational and supporting processes

Spirometry training for HCAs

Website

Spirometry training for PNs/GPs

3rd sector British Lung Foundation

Engaged, informed individuals and carers

Person-centred coordinated care

Health and care professionals committed to partnership working

Additional capacity in community resp team

Pulmonary rehabilitation

Website

Stop smoking services

Commissioning

Monthly newsletter

Strong links to 2° care

Coherent commissioning led by network supported by CSU

Care pathway development → DXS

In the pipeline:

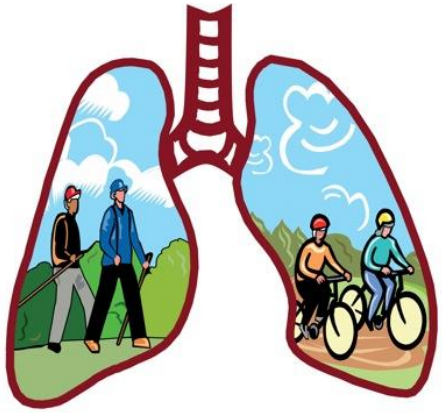
- Early supported discharge from hospital
- Better access to diagnostic tests (eg CT scan)
- Increase in provision of domiciliary oxygen
- Alignment of care planning reviews for different LTCs into one appointment
- *Thinking* about a community respiratory physician

So what happens now?

- Get care planning! Sign up HCAs for spirometry training and PNs/GPs for care planning training being offered by the SCN and locally in October
- ½ day catchup training for HCPs who have completed care planning training for diabetes
- Visit our website for up-to-date information (today's presentations all posted there) www.breatheberkshirewest.org and promote it to patients
- Watch out for the monthly Newsletter
- Enjoy the rest of today's TIPS

RCGP video – care planning

http://www.rcgp.org.uk/care-planning



Thank you

www.breatheberkshirewest.org.uk

www.berkshirewestdiabetes.org.uk