



Thames Valley
Strategic Clinical Network



Delivering Person-Centred Care through Care and Support Planning

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NHS England and NHS Improvement



Strategic Context: Policy Drivers & Alignment

Education drivers:

- GMC response to future doctors' review and Shape of Training report.
- Developing General Practice Today
- HEE mandate
- RCGP

Third sector support:

- Diabetes UK
- British Heart Foundation
- National Voices
- Macmillan

**Patient Centred
Co-ordinated
Care**

NHSE policy drivers:

- No Decision about Me without Me DH 2012
- Better Care Fund
- 5 Year Forward View NHSE 2014
- Long Term Plan NHSE 2019
- Universal Personalised Care model NHSE 2019

Thinktank Perspective:

- Kings Fund
- Coalition for Collaborative Care (C4CC)



Long term conditions: how is it really going?



Question 1:

What proportion of the population have one or more long term conditions?

- a) 20%
- b) 30%
- c) 40%
- d) 50%



Question 1:

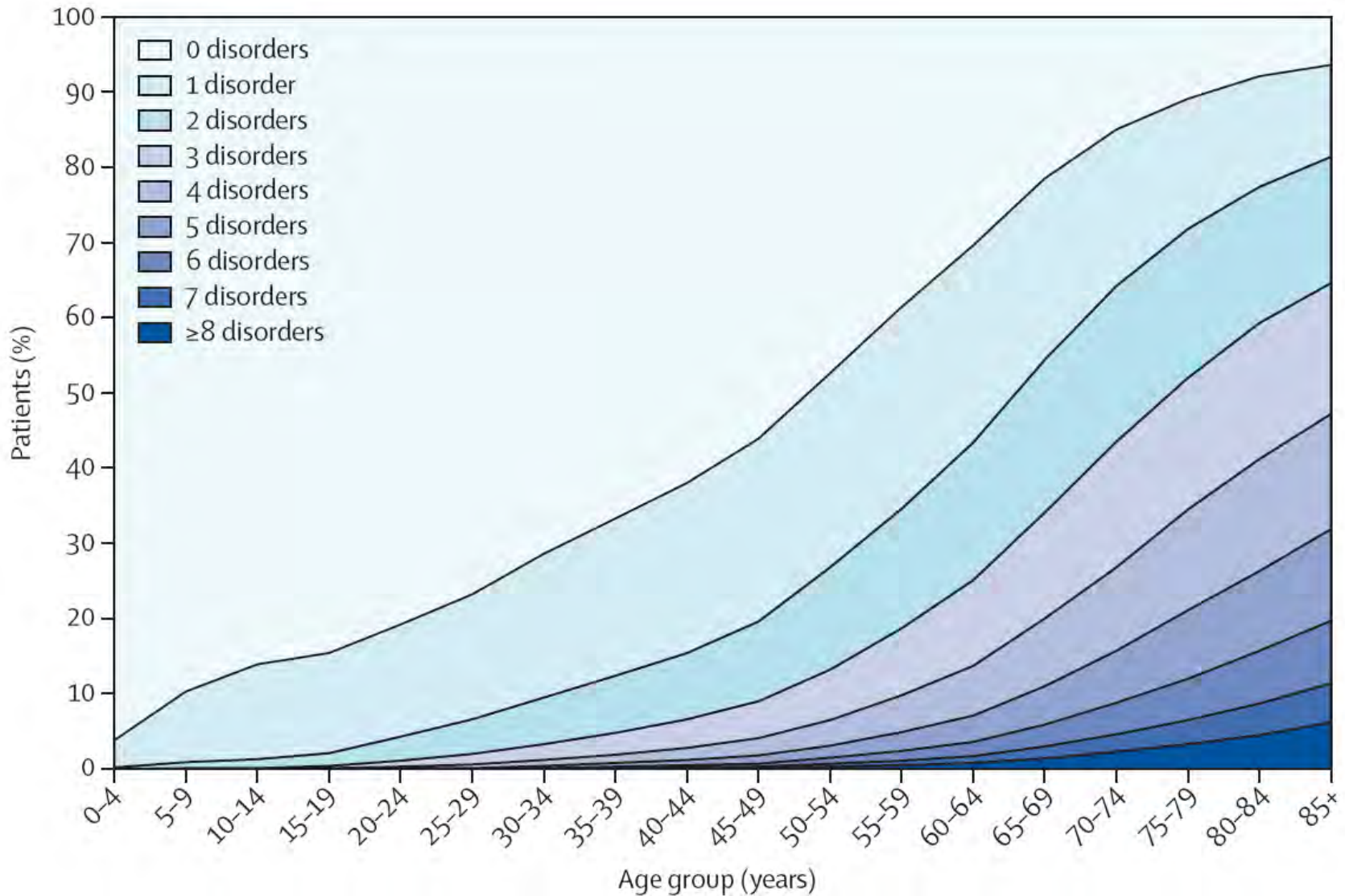
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Epidemiology of multimorbidity and implications for health care, research, and medical education: a cross-sectional study

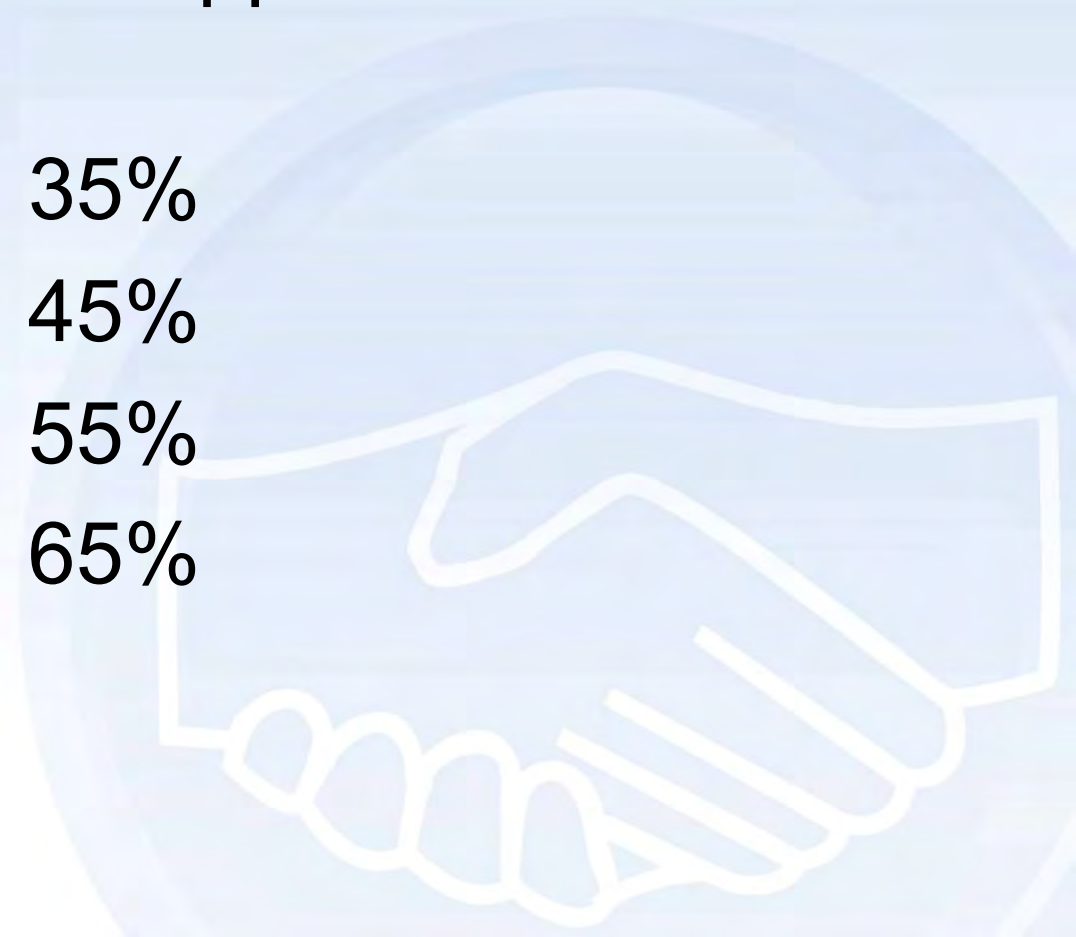
Karen Barnett, Stewart W Mercer, Michael Norbury, Graham Watt, Sally Wyke, Bruce Guthrie



Question 2:

People with LTCs account for what proportion of GP appointments?

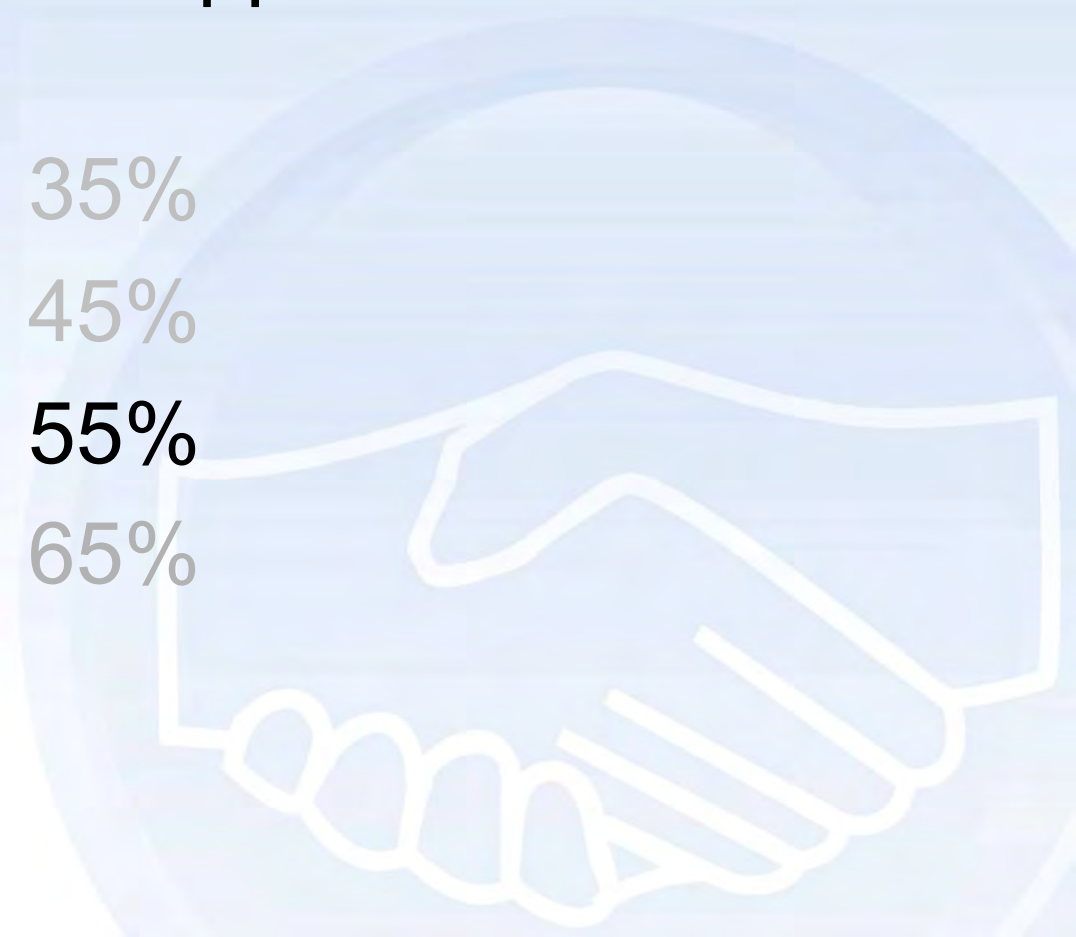
- a) 35%
- b) 45%
- c) 55%
- d) 65%



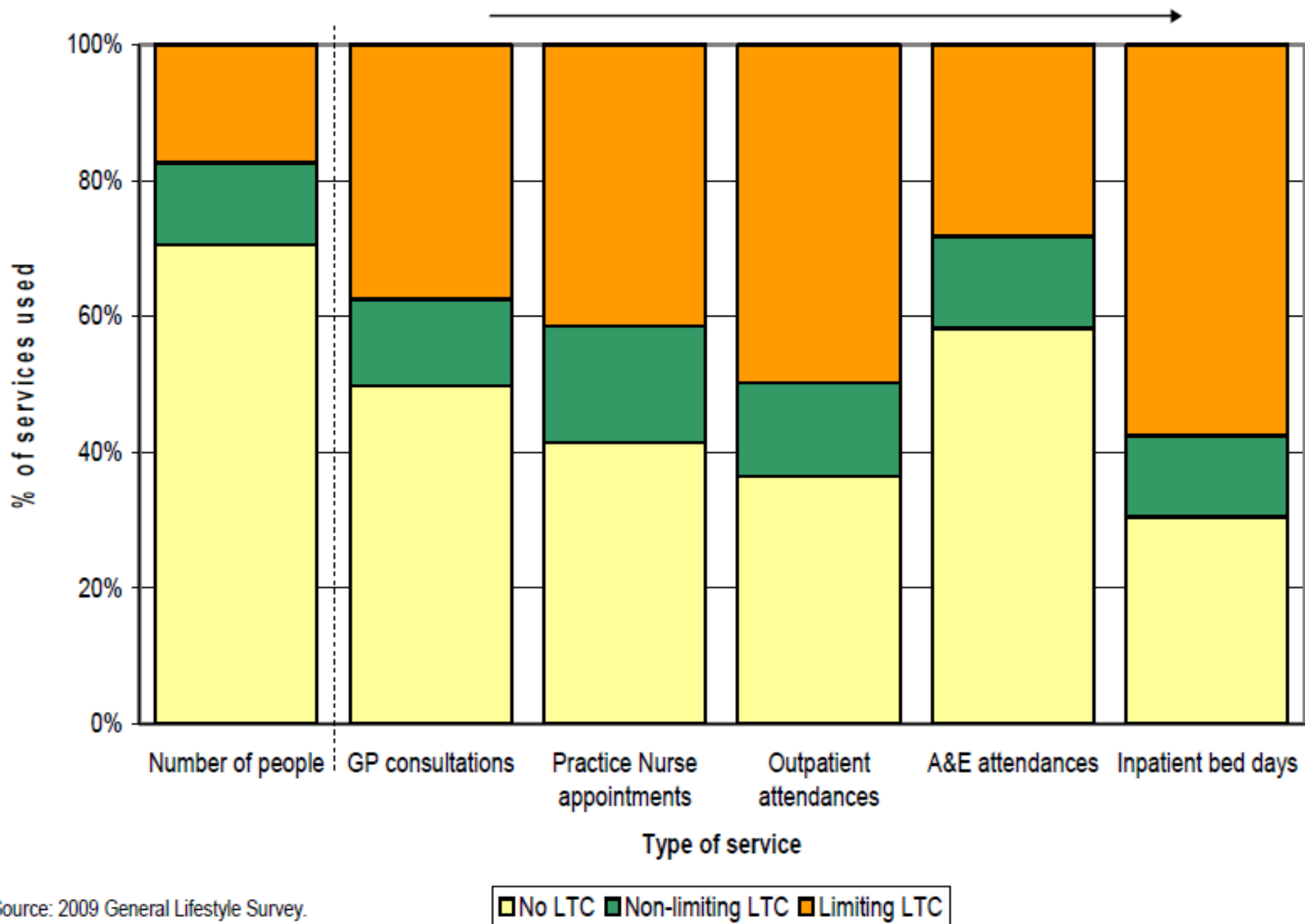
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People with limiting LTCs continue to be the most intensive users of the most expensive services



Question 3:

What proportion of the spend in health and social care is on people with LTCs ?

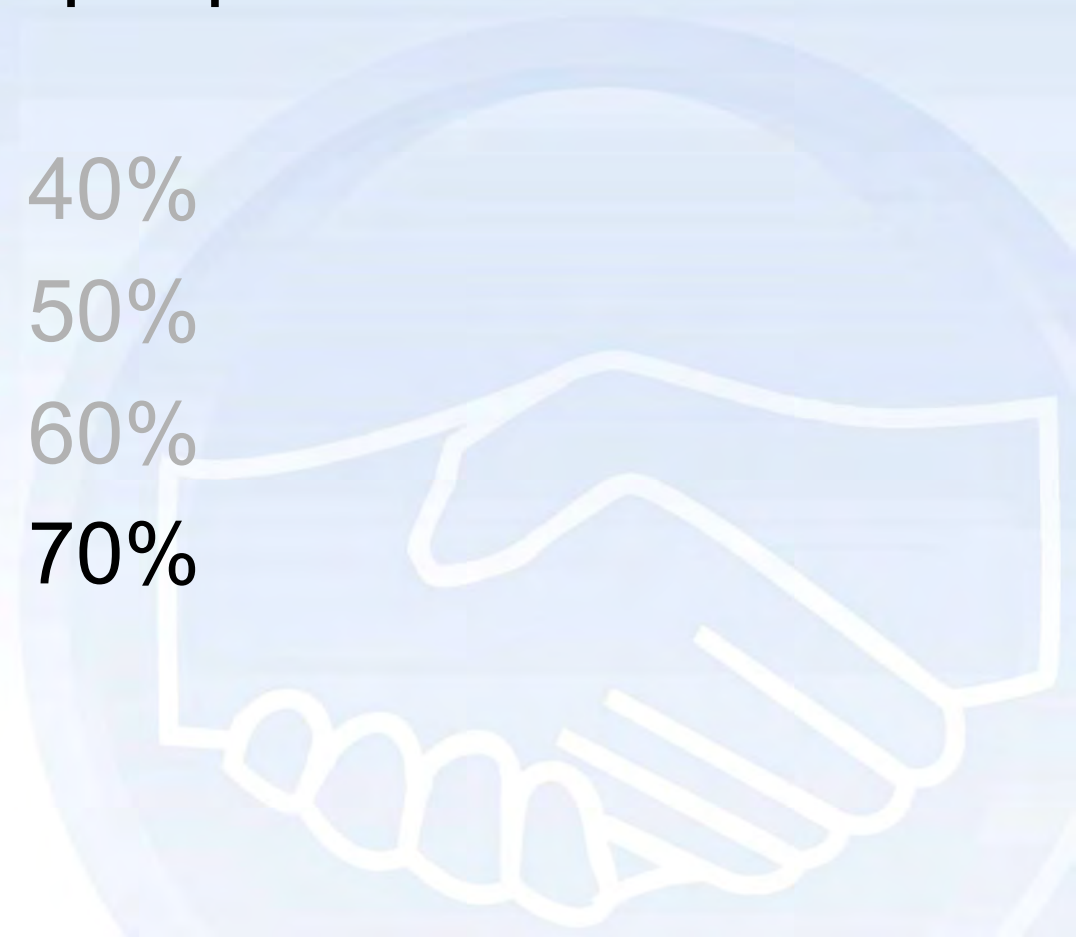
- a) 40%
- b) 50%
- c) 60%
- d) 70%



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Soaring cost of long-term care threatens to 'overwhelm' NHS

70% of budget goes to conditions such as heart disease and diabetes

Denis Campbell
Health correspondent

The soaring number of people with long-term medical conditions such as diabetes and dementia is threatening to "overwhelm" the NHS, one of the health service's most senior figures warns today.

The challenges posed by patients with chronic medical conditions are so great that they represent the "healthcare equivalent to climate change" and must force

the NHS to undertake a major rethink of how it cares for such patients, Dr Martin McShane says in an interview with the Guardian.

Looking after the 15.4 million people in England with at least one long-term condition already takes up 70% of the NHS's £110bn budget - £77bn - as well as £10.9bn of the £15.5bn spent on social care in England, he says. The costs are so huge that the NHS could become unsustainable unless it gives those with long-term conditions better care, with much of it provided

by GPs performing enhanced roles rather than hospital doctors, says McShane, NHS England's national director for people with long-term conditions.

McShane is responsible for those ongoing illnesses or diseases that see patients become regular users of NHS services, through check-ups, tests and operations. They include arthritis, heart disease, breathing problems, obesity and mental health conditions such as depression. Their numbers have risen dramatically in recent years, largely as a result of the age-

ing population and lifestyle factors such as smoking, drinking and overeating.

"I would say it's the healthcare equivalent to climate change. It is putting pressure into the system, which, unless we change the way we address the problems, will overwhelm the system," says McShane.

"This is the biggest problem facing the health system and the care system and the costs are growing year on year. They

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Question 4:

What percentage of clinicians feel they involve patients in decisions about their healthcare?

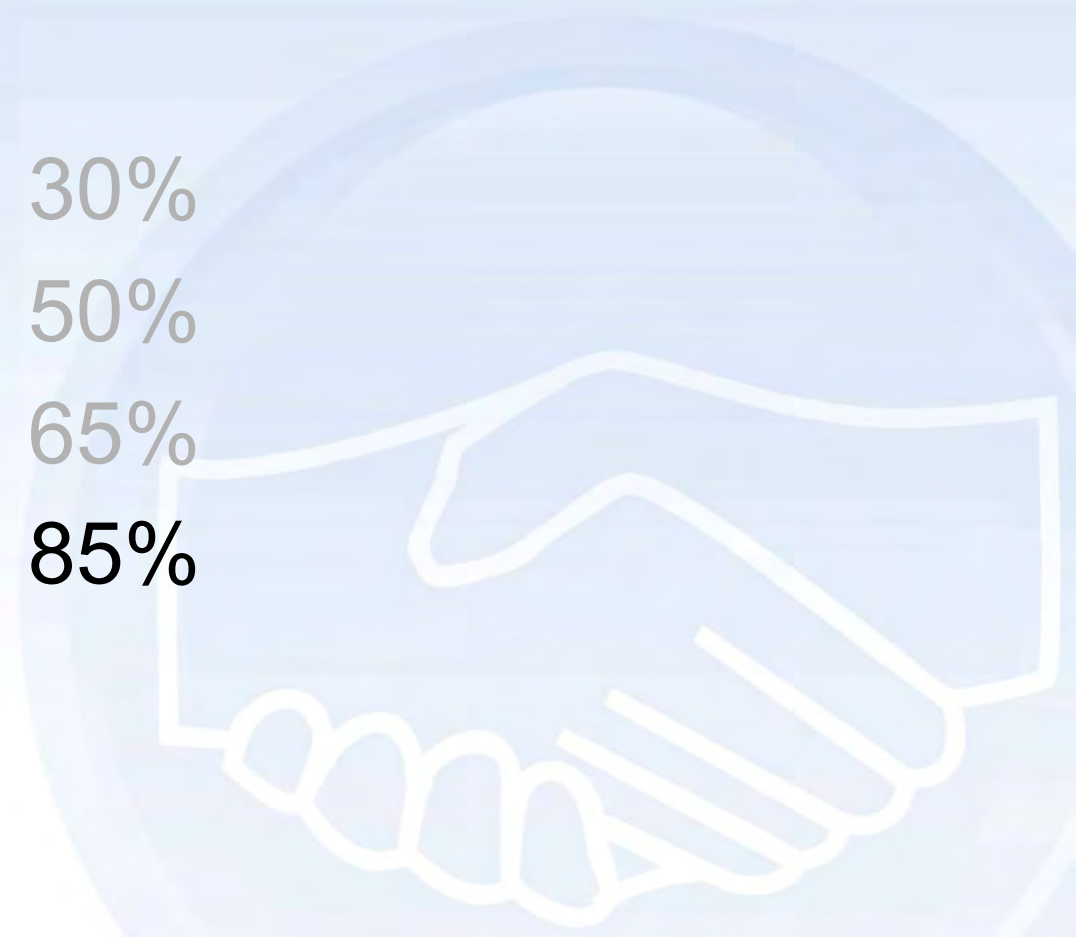
- a) 30%
- b) 50%
- c) 65%
- d) 85%



Question 4:

What percentage of clinicians feel they involve patients in decisions about their healthcare?

- a) 30%
- b) 50%
- c) 65%
- d) 85%



Question 5:

What percentage of patients report feeling involved in decisions about their healthcare?

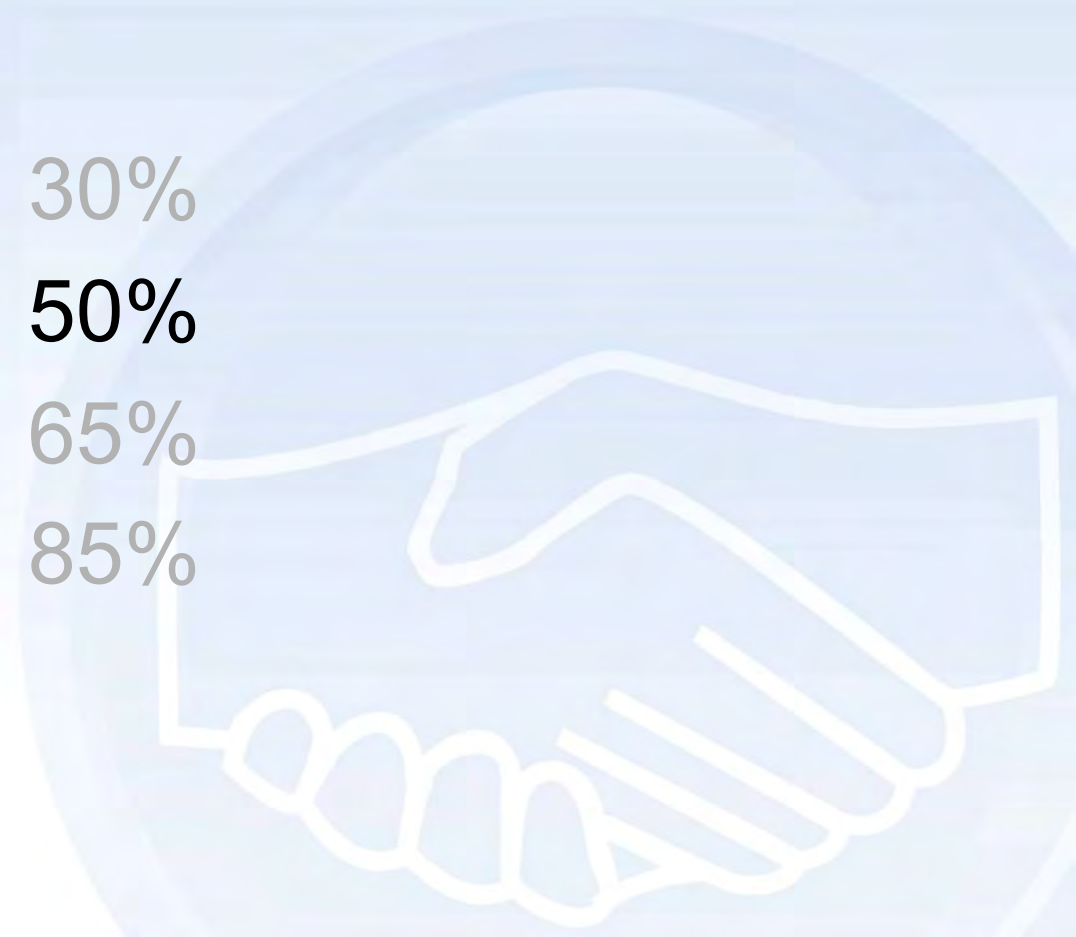
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- d) 85%



Question 5:

What percentage of patients report feeling involved in decisions about their healthcare?

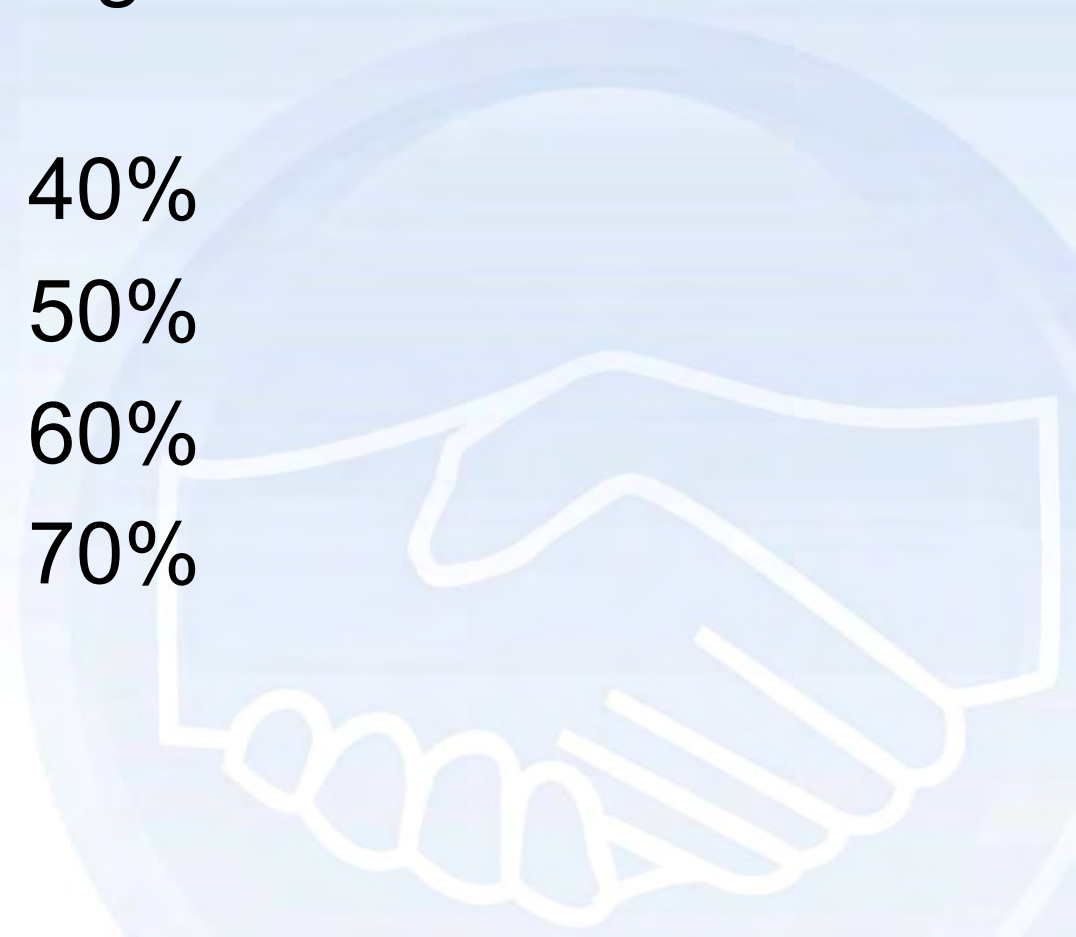
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- c) 65%
- d) 85%



Question 6:

What proportion of people feel confident that they can manage their health?

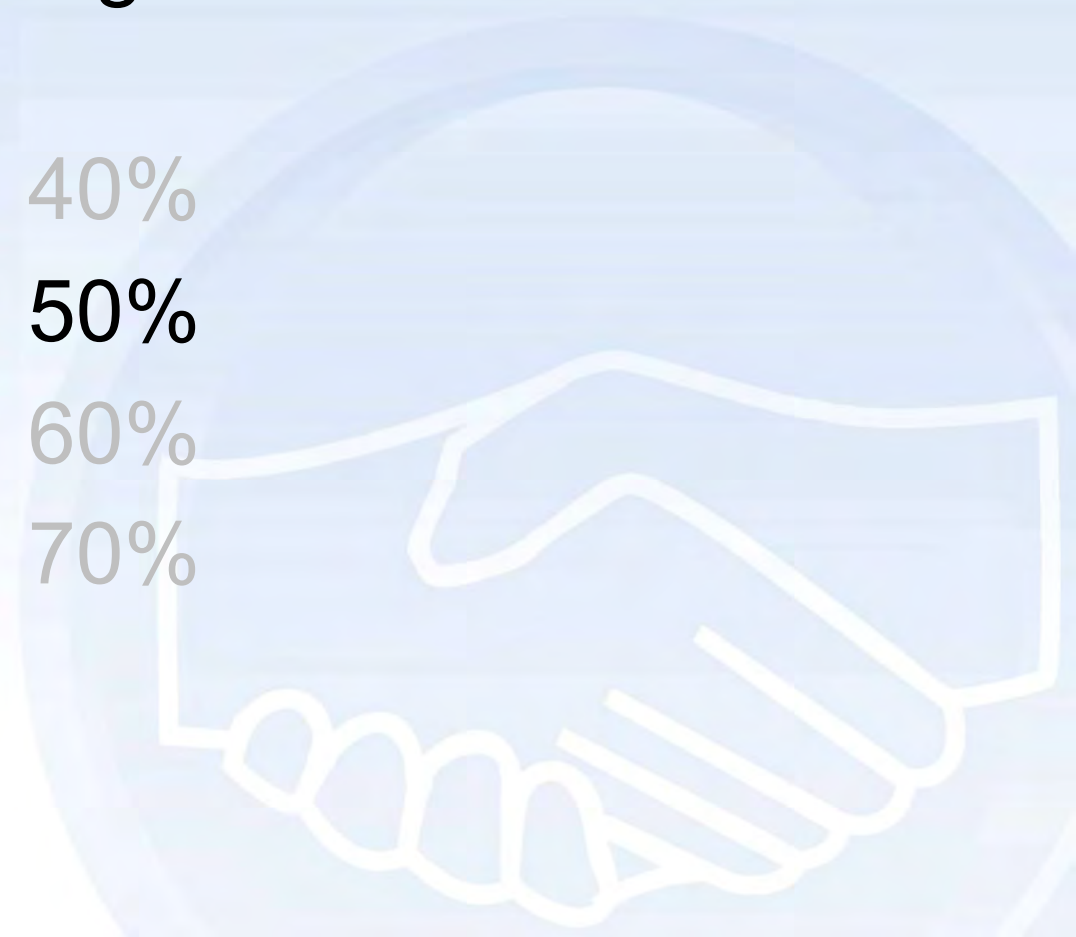
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- d) 70%



Question 6:

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Question 7:

Which of these has the greatest impact on health?

- a) Smoking
- b) Social isolation
- c) Education levels
- d) Mental health



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- c) Education levels
- d) Mental health

They all have a huge impact on health!



Question 8:

What proportion of people take their treatments as prescribed?

- a) 35%
- b) 50%
- c) 65%
- d) 80%



Question 8

What proportion of people take their treatments as prescribed?



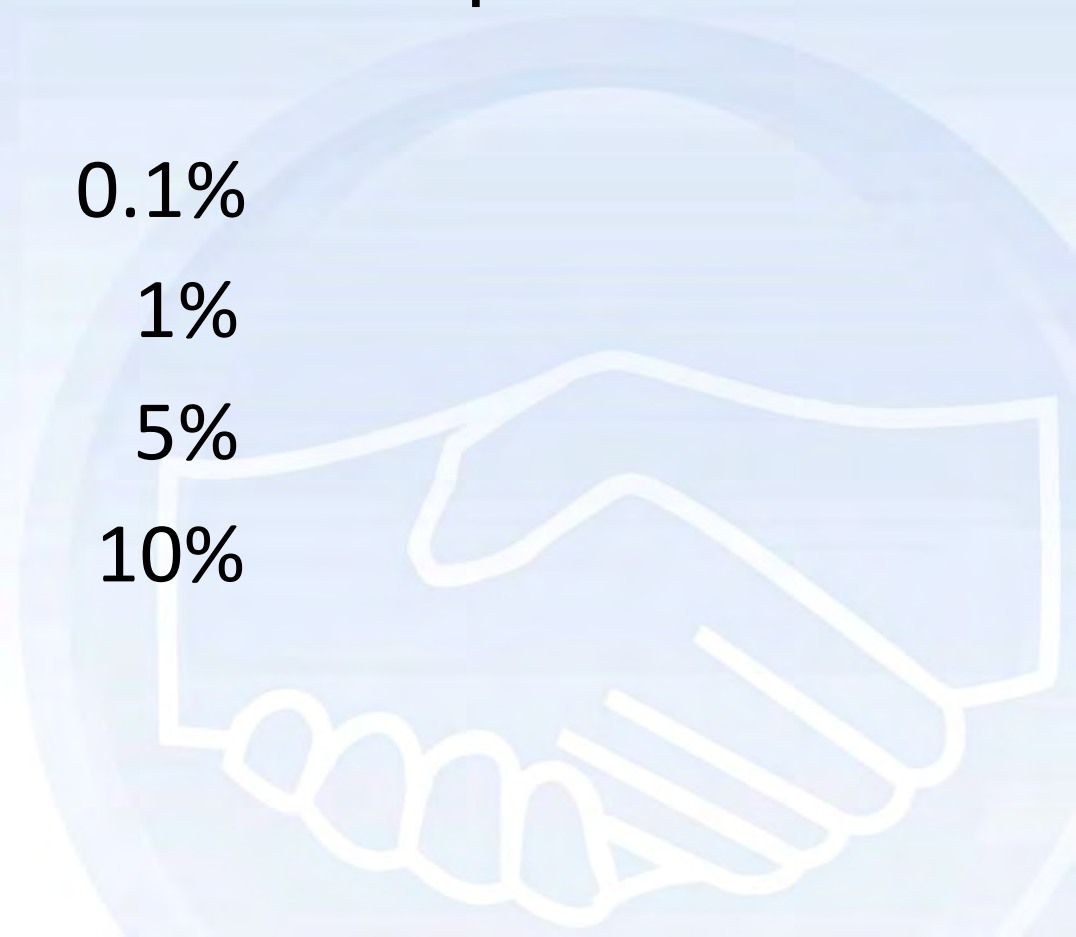
- a) 35%
- b) 50%
- c) 65%
- d) 80%

DARTS Study group – only 35% of people on more than one medication for diabetes cashed in sufficient prescriptions for full daily coverage.

Question 9:

What proportion of their time do most people with LTCs spend with healthcare professionals?

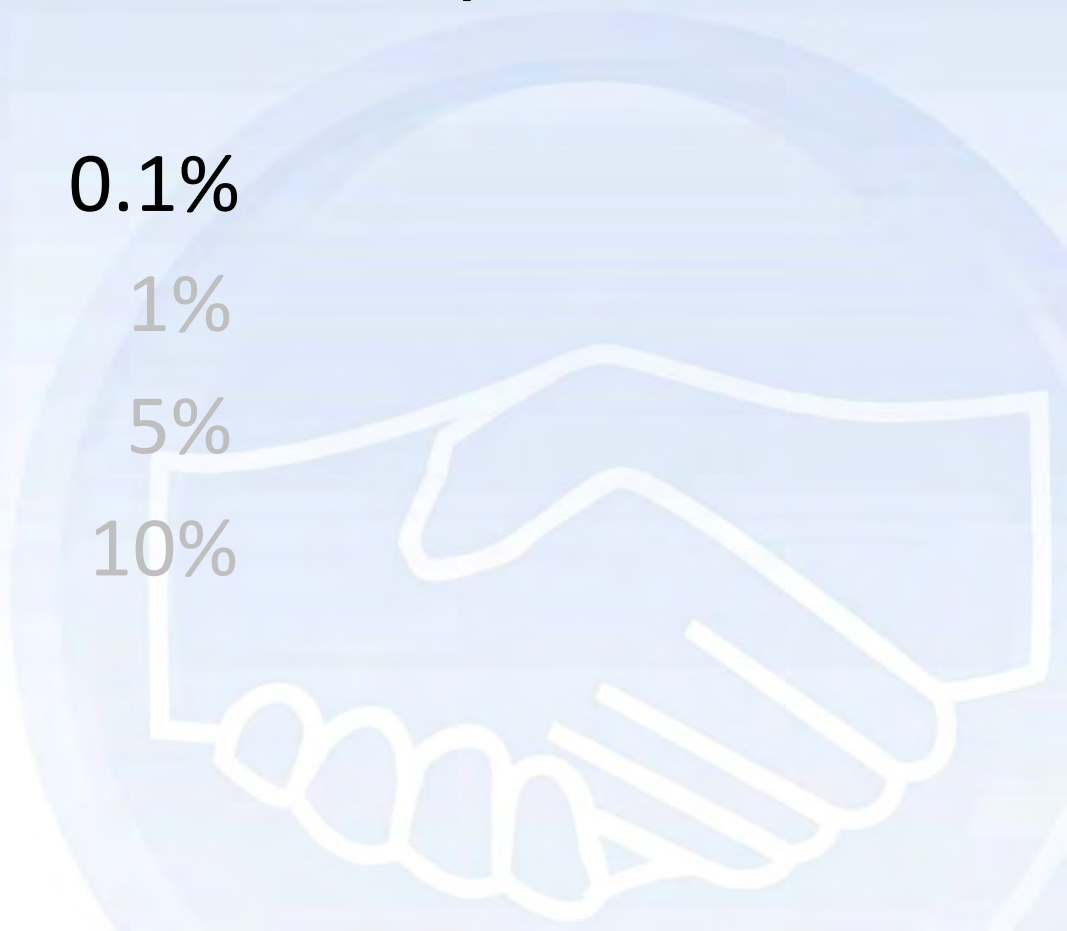
- a) 0.1%
- b) 1%
- c) 5%
- d) 10%



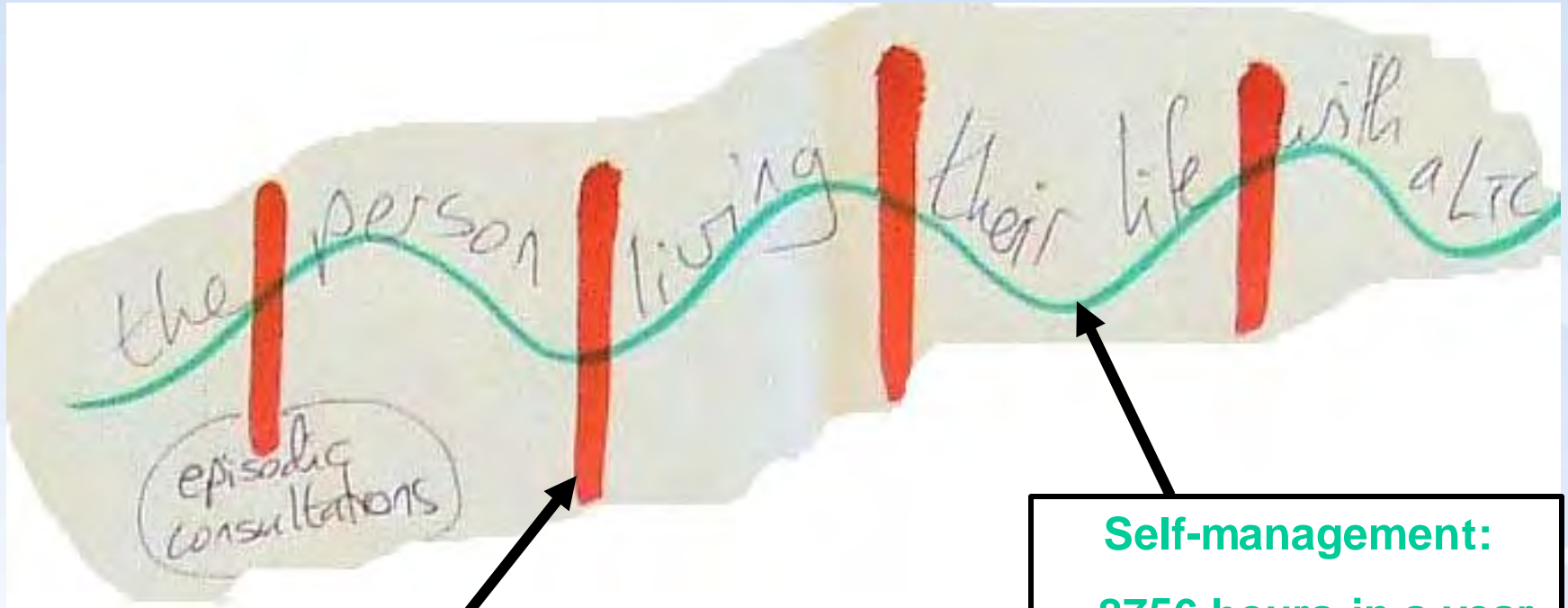
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Long term conditions are different



**Hours with healthcare professional:
= 4 hours in a year**

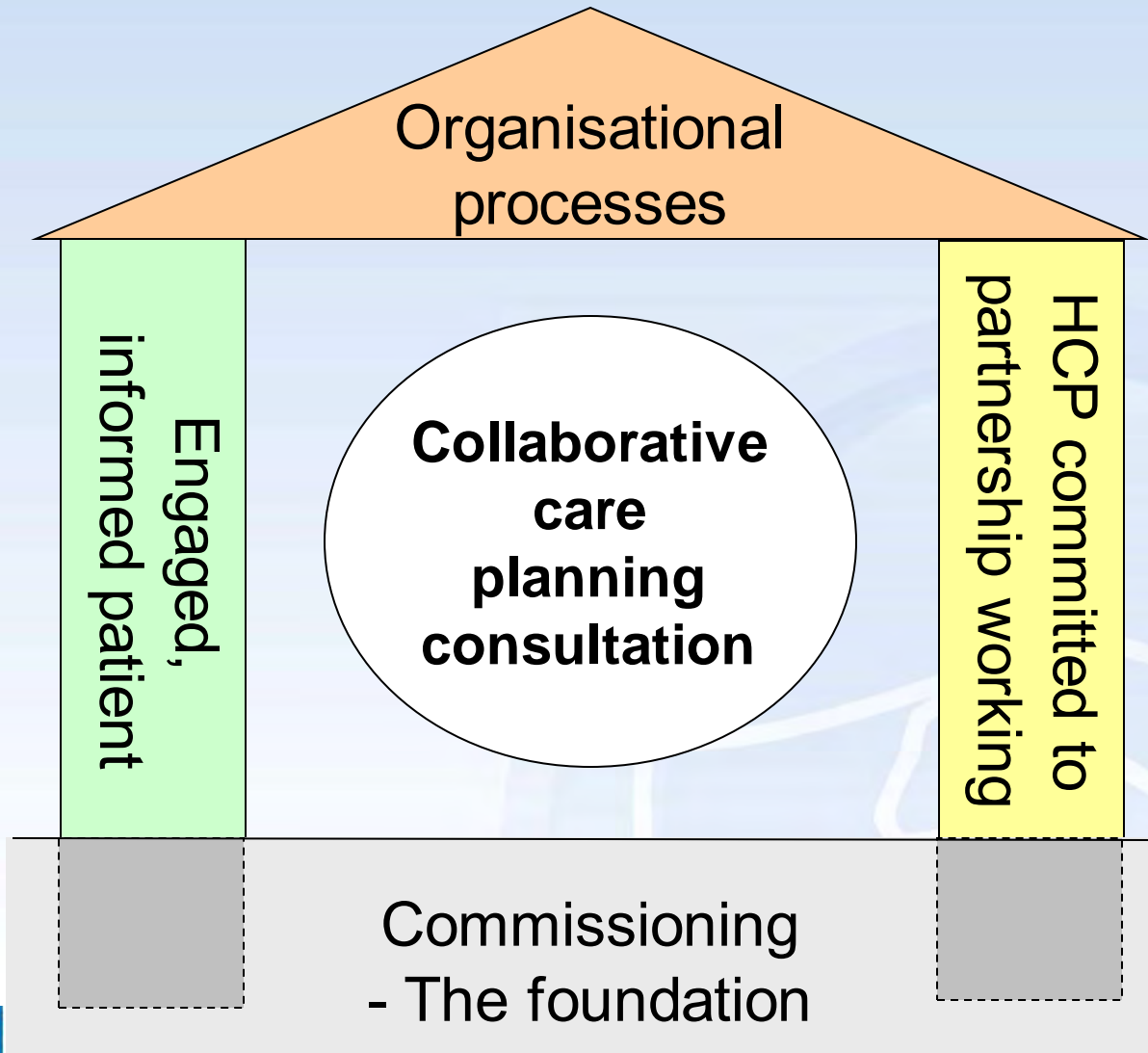
**Self-management:
= 8756 hours in a year**

Person Centred Care Planning across Thames Valley:

The Year of Care Approach



House of Care Model:



Video- Care Planning in Action



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Four Key Steps:

1st visit:

Information gathering

Collection of clinical information
eg blood tests



Between visits:

Information sharing

Test results and agenda setting prompts
provided to patient before consultation



2nd visit:

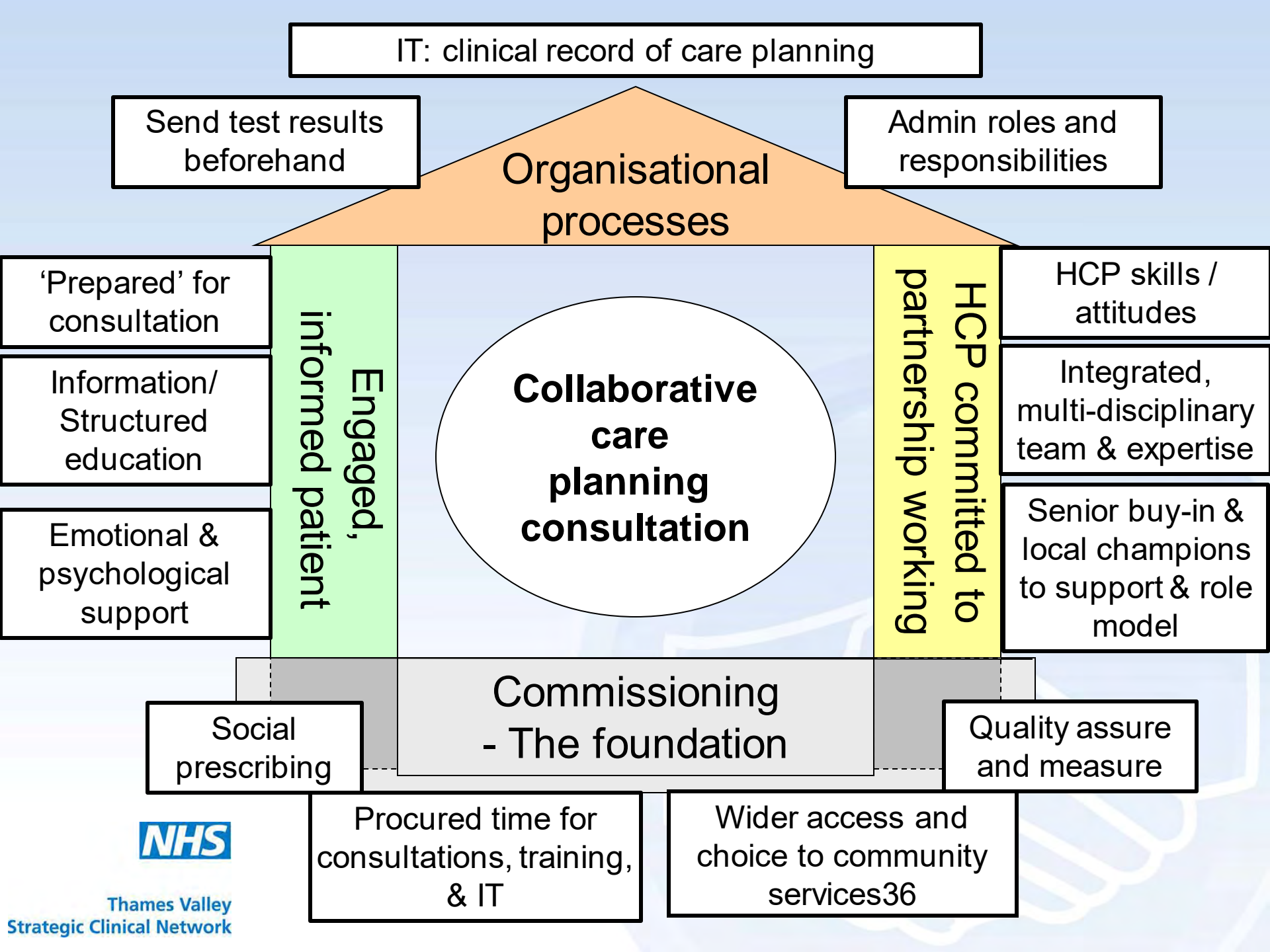
**Consultation
and joint
decision making**

Prepared HCP and patient

**Agreed and
shared goals
and actions
(care plan)**

Resultant care plan shared with
patient, immediately or by post





IT: clinical record of care planning

Send test results beforehand

Admin roles and responsibilities

Organisational processes

'Prepared' for consultation

Information/ Structured education

Emotional & psychological support

Engaged, informed patient

Collaborative care planning consultation

HCP committed to partnership working

HCP skills / attitudes

Integrated, multi-disciplinary team & expertise

Senior buy-in & local champions to support & role model

Social prescribing

Commissioning - The foundation

Quality assure and measure

Procured time for consultations, training, & IT

Wider access and choice to community services36



Cochrane review of care planning:



- Improved confidence and skills to manage own health (self efficacy)
- Worked best when:
 - All the steps of care planning in place
 - More intensive support from well supported health care professionals
 - Integrated in routine care



Coulter A, Entwistle VA, Eccles A, Ryan S, Shepperd S, Perera R. Personalised care planning for adults with

chronic or long-term health conditions. *Cochrane Database of Systematic Reviews* 2015, Issue 3. Art. No.: CD010523. DOI: 10.1002/14651858.CD010523.pub2.

Impact: The evidence



In 19 trials involving 10,856 participants, care planning has led to:

- **Better** physical health (blood glucose, blood pressure)
- **Better** emotional health (depression)
- **Better** capabilities for self-management (self-efficacy)



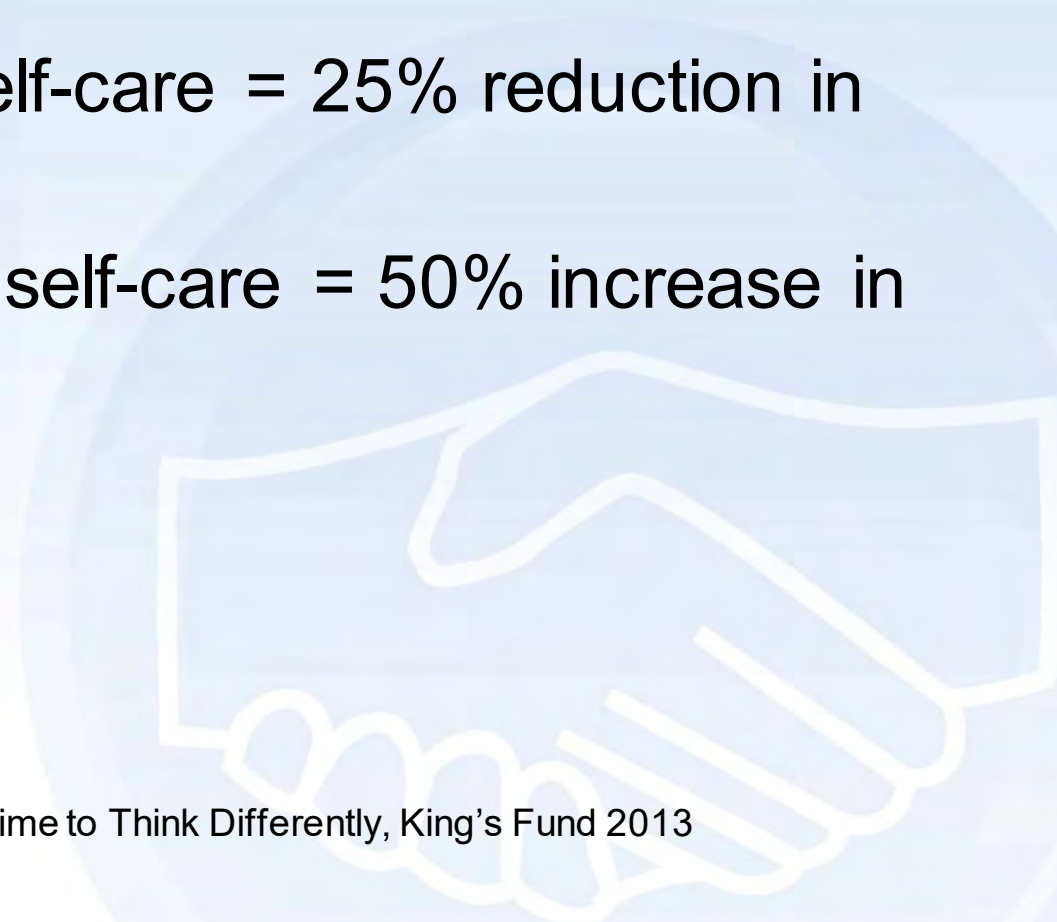
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Impact: Healthcare System

Small shifts in self-care impact on demand for professional care:

- 5% increase in self-care = 25% reduction in demand
- 10% reduction in self-care = 50% increase in demand



Impact: Thames Valley

Total number of
GP practices
trained: 194

Total number of
HCPs trained: 456

Oxfordshire: 100% practices
trained. Facilitator in post
Consultation skills workshops
>90% community healthcare
staff working with LTCs trained

Buckinghamshire: 94% of
practices trained.
Facilitator in post
Consultation skills workshops

TV wide: project commenced to
support the adoption of the YOC
approach for dementia reviews.

Berkshire West: >90% of
practices trained. Facilitator in
post. 8 workshops for wider
practice team,

Berkshire East:
94% of practices
trained.

TV pilot project on group based
education based on CSP for
people with hypertension

North East Hants: training
commenced April 2019



Impact: Local Health Care Professional Experience

“The care planning process has resulted in me changing my consultation style; it has brought me back to the way we consulted pre-QOF. By putting the patient at the centre I have found the consultation is far more pleasurable and the evidence indicates far better outcomes. So its a win-win all round”

Stephen Murphy GP at Stokenchurch Medical Centre and Clinical Commissioning Director Chiltern CCG

“Care planning has made me look at patients differently. I focus less on the disease and take a more holistic perspective”

Practice Nurse, BW



Impact: Local Patient Experience

“I love this new way of knowing my results before the Clinic, I now feel as though we are working together”

“I now feel that I am included in my care of my diabetes and make a contribution to the discussions about my care to improve my results”

“To be actively involved in my diabetes care is motivational”

Tilehurst Surgery, Reading



Video: Service User Feedback



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TV SCN:

LTC Programme supporting adoption of "Person Centre Care"

Further information from-

Email: julia.coles1@nhs.net



Thank you!
May 2019

