The Empowered, Fully Engaged Patient

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Ingrid Brindle
Integrated Care Model

- One person
- One team
- One referral
- One point of access
- One assessment
- One budget
- One case co-ordinator
- One integrated care plan
- One integrated care record
High level system overview

Aims

- Enable integrated care teams
- Increase patient/citizen involvement in care planning & delivery
- Increase self management
- Increase safety, improve quality of care
Integrating systems & information

The Person

Personal Care Record

- Personal measurements
- Monitoring
- Records Access
- Self management

Care Record

- Transactional services
  - Appointments
  - Repeat medications
  - Results
- Care Plans
- Real time records
- Intelligence
- Collaborative discussion

Provider Care Records

Wider links
Stockport HSCI Systems Integration Roadmap v0.1

Integrated View of Information
- Access to relevant records & information
- Real time data feeds where necessary
- Wider links beyond Stockport borders
- Care plans stored centrally

Intelligent Systems
- Intelligent, centralised care plans
- Electronic data flows
- Electronic referrals
- Enabling pathways
- Enabling integrated teams

Connecting People
- Co production and sharing of information with people
- Self monitoring
- Supporting prevention
- Further enabling pathways
- Collaborative care
- ‘One Stop Shop’ Transactional services

Detailed view
- JAN
- MAR
- JUN
- SEP
- DEC
- MAR
- JUL
- 1st Cohort
- Additional Cohorts
- GM ICDR links
- Stockport One Care Plan
- NWAS link
- Intelligent Care Plan
- 1st Pathway
- Additional Pathways
- Community System
Practice-based web portal
www.htmc.co.uk
<table>
<thead>
<tr>
<th>Scenario</th>
<th>Description</th>
<th>% GDP 2002-2022</th>
<th>NHS Spend (billions)</th>
<th>% Annual growth in spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid progress</td>
<td>More engaged in relation to health Life expectancy rises Health status improves Confidence in primary care system and use more appropriately</td>
<td>7.7 to 11.1</td>
<td>68 to 161</td>
<td>6.8 to 2.7</td>
</tr>
<tr>
<td>Slow uptake</td>
<td>No change in public engagement Life expectancy rises but by smallest amount Health status constant or deteriorates Health status relatively unresponsive Low rates of technology uptake</td>
<td>7.7 to 12.5</td>
<td>68 to 184</td>
<td>6.8 to 3.5</td>
</tr>
<tr>
<td>Fully engaged</td>
<td>High level of public engagement Life expectancy increases beyond current forecast Health status improves dramatically High confidence in health system and demand high quality care Use of resources more efficient</td>
<td>7.7 to 10.6</td>
<td>68 to 154</td>
<td>6.8 to 2.4</td>
</tr>
</tbody>
</table>

National Audit Office
Emergency Admissions to hospital – managing the demand

- 5.3 million admissions in 2012-13 (67% hospital bed days)
- £12.5 billion in 2012-13
- 47% increase in emergency admissions over past 15 years
- 26% of A & E attendances were admitted
- 0.83 million acute bed days were lost due to delayed discharges in 2012-13
- A system such as the NHS needs simple, easily understood pathways guiding patients to the most appropriate treatment
Emergency admissions to hospital: managing the demand

“Many emergency admissions to hospital are avoidable and many patients stay in hospital longer than is necessary. This places additional financial pressure on the NHS as the costs of hospitalisation are high. Growth in emergency admissions is a sign that the rest of the health system may not be working properly. Making sure patients are treated in the most appropriate setting and in a timely manner is essential to taking the pressure off emergency hospital admissions.”

Amyas Morse, head of the National Audit Office, 31 October 2013
The Paradox

@dr_sakthi @amirhannan I agree - Patients want option of online access to their GP historic records, but most GPs decide not to provide!

11:50am · 17 Nov 13 · Twitter for Windows
What do we know?

• High performing organisations are not performance-managed or star-studded
• They have a culture of continuous improvement / safety
• Managers provide the context for patients & clinicians to excel
• Innovation is key
• Technology needs to work
• Workflow is important to achieve outcomes
• Funding
• 5 GP practices who wish to work together to determine next steps?
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Who wants this?

What can YOU do?