

NHS LONG TERM PLAN AND INTEGRATION

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Queens Nurse

Integration, what is it ?

- Part of the plan to deliver efficiencies
- Mentioned 74 times in the NHS Long Term Plan (LTP)
- One of the 5 things we all need to know about the LTP (Kings Fund 2019)



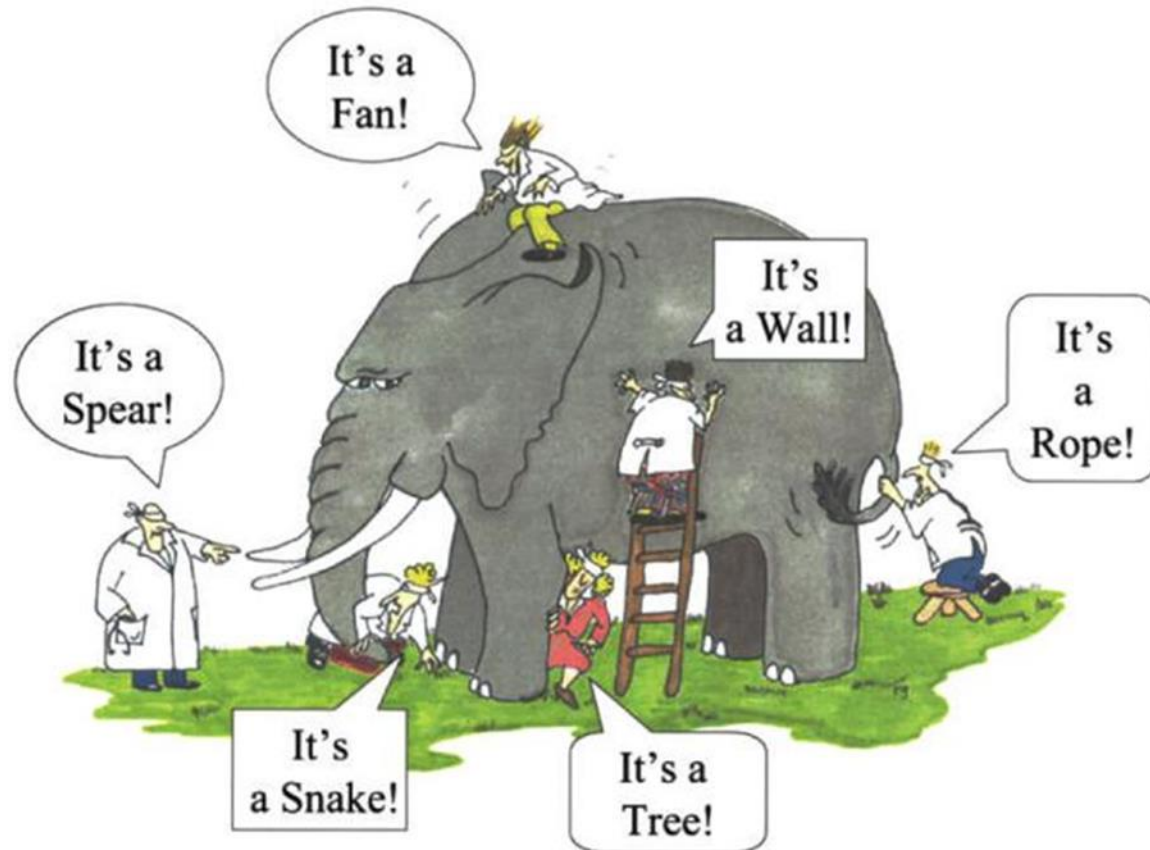
Integration –what does the LTP say?

- Whole system change –new service models
- Breaking down historical barriers
- Digital technology
- Maintaining independence
- New language –‘working with’
- Patient /public scrutiny
- Focus areas –Maternity /MH / LD /LTC /Children
- Reduction in reactive/ crisis care
- New workforce

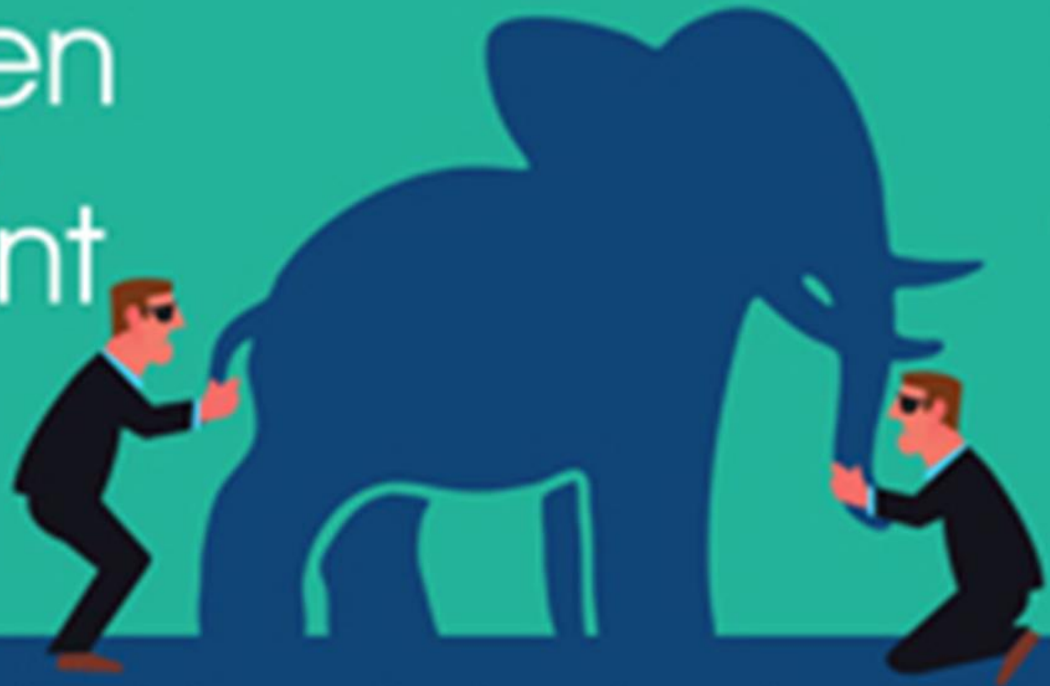
CAN A JOURNEY MAP HELP IMPROVE THE PATIENT EXPERIENCE?



What does a health care systems look and feel like?



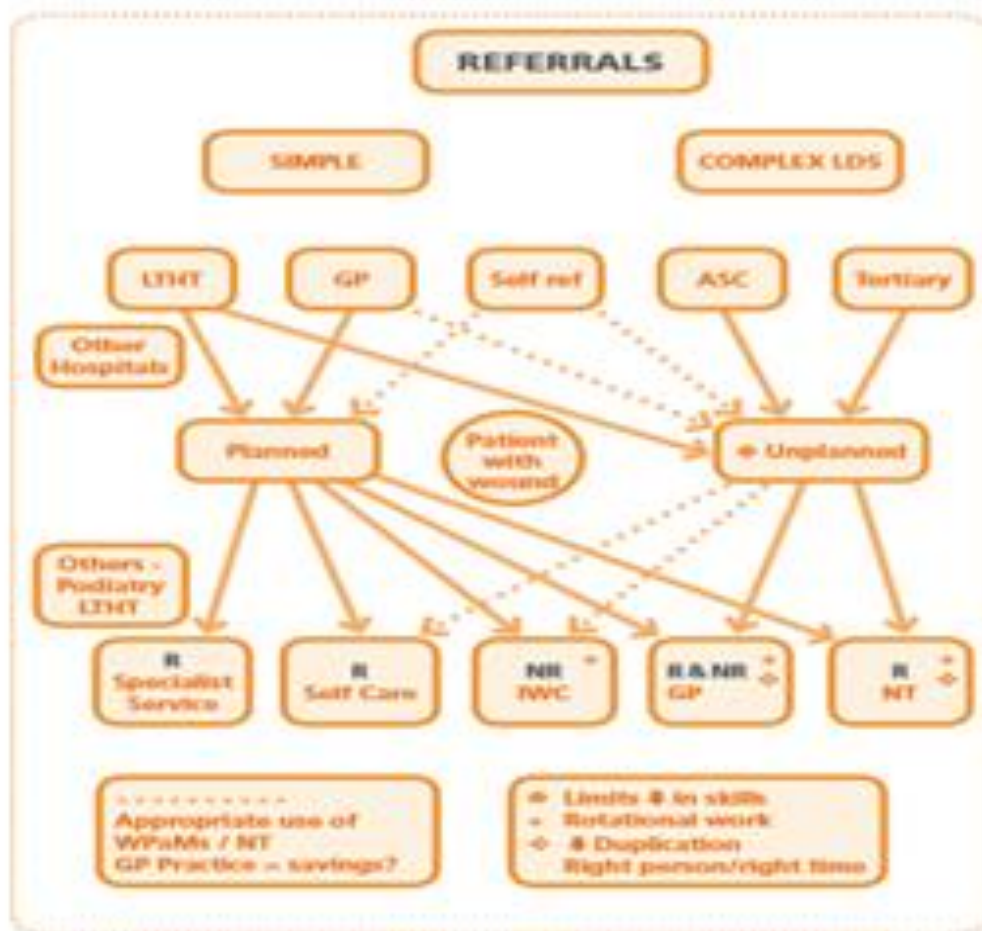
Blind Men and the Elephant



Buzzle.com

How our limited knowledge leads us to believe it to be the whole truth.

Our Thoughts!



Integration –how did we do it ?

- Scoping and testing
- Staff
- Clinical Governance
- Estates
- Professional and personal indemnity
- Information governance
- IT
- Data
- **Communication**

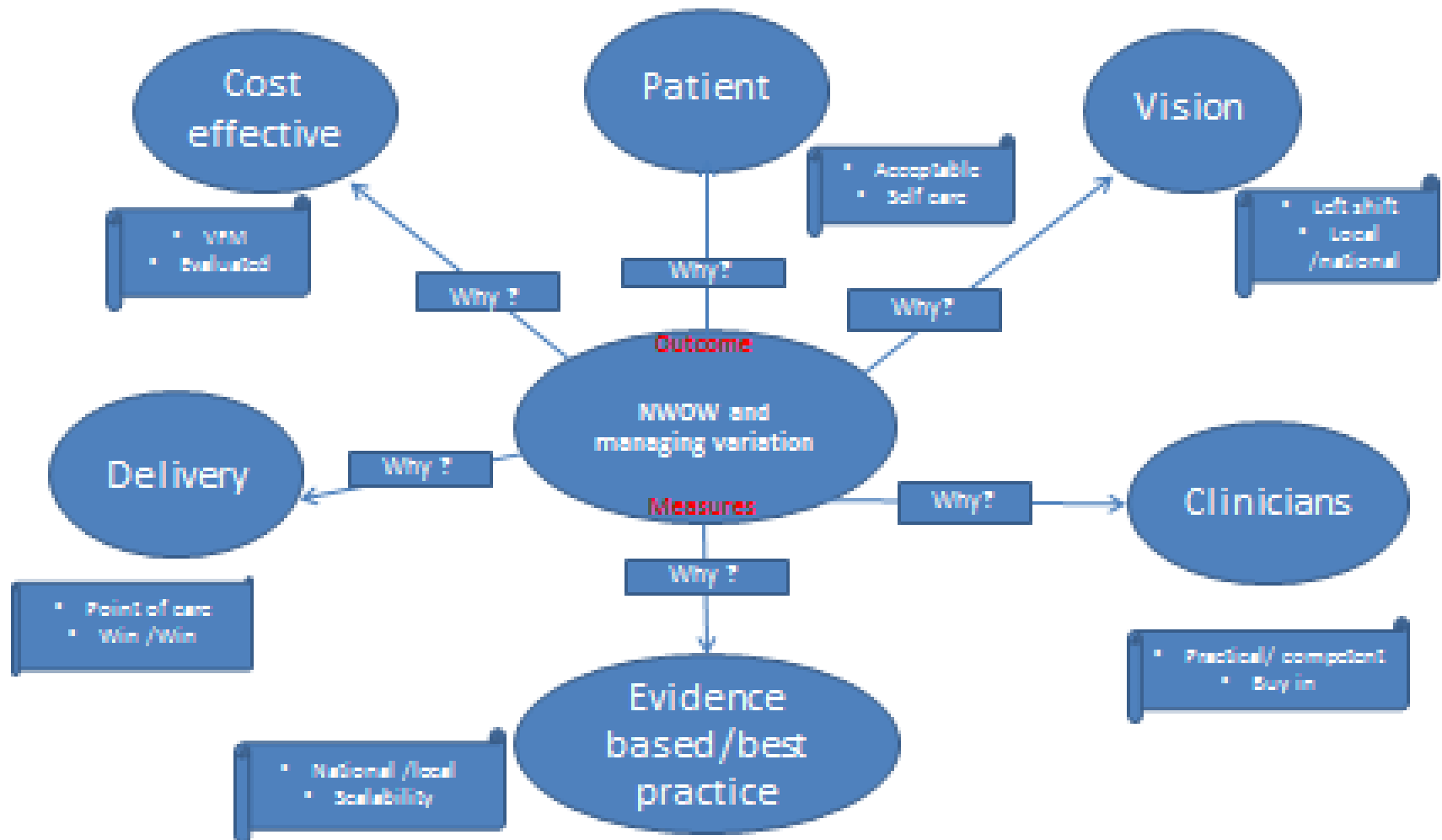
Challenges

- Change
- **Communication**
- Primary /community care ethos
- Identifying the right people to talk to
- Power –where does that sit ?
- KPIs
- Information governance
- Trust
- Costs

Benefits

- Right person, place and time
- Exploring different models –just do it !
- Working together –developing relationships
- Reduction in variation –clinical frameworks/formulary
- Self management approach LTP
- Staff
- Data driven design
- Patient feedback

Guiding city wide principles for NWOW



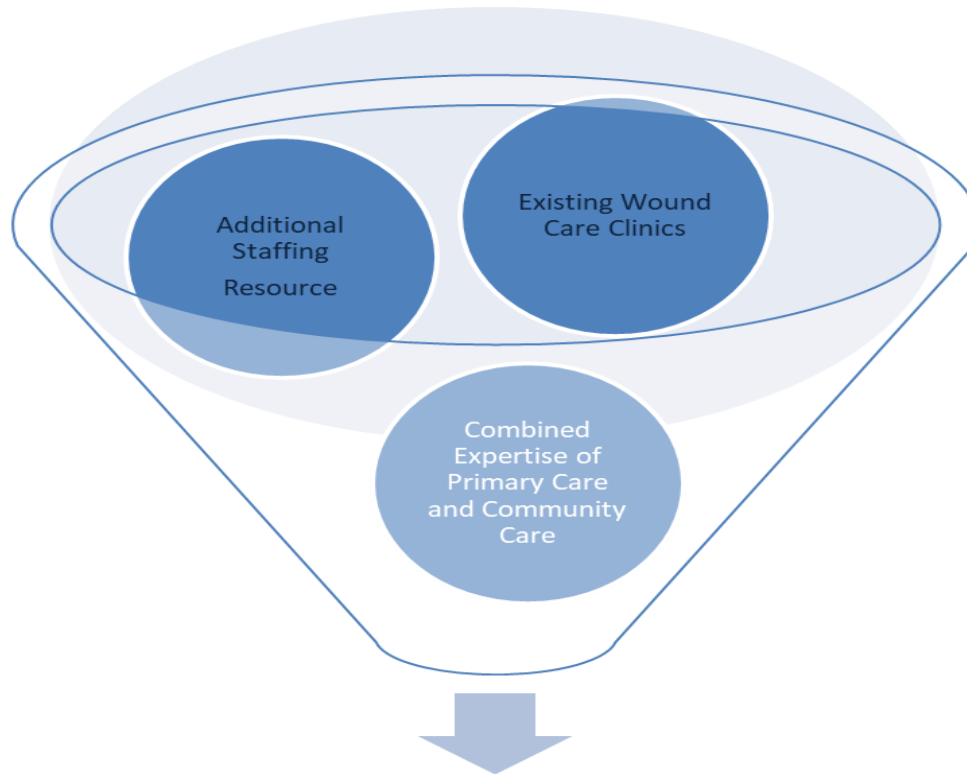
Our model

- Integrated wound clinics
- 13 locations, 32 sessions and 353 appointments per week(max)
- Supports 69 practices and 11 neighbourhood Teams
- Standardised approach
- EMIS AND SystemOne template
- Data extraction via read codes –snomed
- 11 staff –including one NCA and a self management facilitator

Information available

- KPIs
- Patient satisfaction
- Staff satisfaction
- Formulary compliance
- Patient referral reason and source
- Healing data
- Incidents /concerns, compliments and complaints
- Cost effectiveness data?

Progress ?



Appropriate Wound Care for
the Population of Leeds