What is the ‘Out of Hospital’ programme?

With the right services available, most patients prefer to be treated at home. Usually, people want to access care as close as possible to where they live. The Out of Hospital programme is about making sure we achieve this for as many people as possible.

We aim to make sure we provide the best care we can, and in the most cost effective way. This means doing more to ‘join-up’ care available in the community with care available at hospital.

Also we know hospital admissions – for example at University Hospital Coventry and Warwickshire (UHCW) – are the most costly way of delivering care to patients whereas in fact, most conditions can be treated outside of hospital.

Coventry and Warwickshire Partnership NHS Trust, along with South Warwickshire NHS Foundation Trust will be providers of this new model of care, which is mainly for people with physical health problems. Coventry and Warwickshire Partnership NHS Trust will be delivering the Coventry service and South Warwickshire NHS Foundation Trust will be providing the Warwickshire service. Programme teams in each locality are developing the work to be done.

The Out of Hospital contract begins in April 2018 and will run for 3 years.
How will services be better and stronger?

Our vision is:

• For people to receive the support they need to maximise their independence, wellbeing, quality of life and potential for recovery after an episode of ill health;
• To empower individuals to stay healthier for longer within their local communities;
• To do all we can to promote prevention of ill-health, particularly doing more to target help for frail and vulnerable people and people with long term conditions such as diabetes or heart trouble;
• To provide rapid response to escalating acute and urgent care needs;
• To provide timely, supported discharge with an emphasis on promoting recovery and re-ablement; and
• To operate within clear consistent pathways of care including use of specialist help from voluntary and community groups.

How must we do this?

This specification for these services is:

• Flexible services which respond to people's needs;
• Teams that reflect the communities of Coventry that we serve;
• Empower people to manage their lifestyle, with rapid access to prevention, self-care and community resources, to reduce reliance on mainstream NHS services;
• Providers to work collaboratively to meet the needs of the individual patient regardless of employer/professional discipline;
• Delivers coordinated and interdisciplinary care across all services, regardless of organisational boundaries;
• Development of interdisciplinary teams with a workforce known to the patient and colleagues and be familiar with the demographics and geographical areas;
• Ensure consistency of communication between disciplines, patients and carers/families;
• Develop the links between all services, ensuring patients enjoy a seamless service experience.

Key components of the model

The key components of the model identified to date are as follows:

**iSPA**

There will be one ‘front door’ to these services. This will be where each of the organisations and services involved keep in touch with the progress of each patient. This Integrated Single Point of Access (iSPA) will be developed to help co-ordinate all care to help us meet the overall goals of the programme. This will be the central repository for all patient information for professionals, patients and carers across the NHS and social care system.

**Locality hub**

A locality hub will be developed to provide service level provision to a greater population level, where the population group would be too small to offer service effectively at a Place Based Team level. The hubs will provide a structure for professionals who the multi disciplinary team (MDT) may need to access but for whom it is not realistic to have one specialist per team. It is also intended that the Hubs will be used as an operational delivery mechanism for training and development.

**Place based teams**

Placed Based Teams will be formally aligned to the local Primary Care GP cluster formations, who will work together to co-ordinate and lead the local place based system. A MDT will be established at the heart of the PBT, made up of professionals from all organisations with the authority to make decisions and act accordingly, representing a wide range of community organisations.

Key supporting elements of the model:

**GP clusters**

GP cluster areas being developed by the CCG which will facilitate the size and location of the Place-based teams (PBTs).

**Electronic shared patient record**

Coventry and Warwickshire Partnership NHS is working in collaboration with the Digital Transformation Board, which is a system wide board, which will:

- Enable clinicians to view each patient's record no matter which organisation's electronic patient records hold the information;
- Allow organisations that are using disparate systems to continue to use existing systems, but to have the capability to write information to an integrated record.

**Care navigators**

The new care model will include the development of care navigator roles within PBTs, responsible for raising awareness of the variety of health and wellbeing options available to access, and navigating users and professionals within the area to the right type of care for them.

**Digital solutions**

Developing a range of digital channels to enable people to access the OoH services including:

- Text message service
- Website
- Directory of services
- Videos
- Online chat feature
- E-consultation solution
- Webinars
- Social media campaigns
Which services are affected?
A number of physical health services currently provided by Coventry and Warwickshire Partnership NHS Trust and University Hospitals Coventry and Warwickshire are directly involved.

Out of Hospital model of Out of Hospital care.

Help shape our Out of Hospital care offer
Integrated Community Services will be delivering on a new contract from 1 April 2018 as part of the system wide Out of Hospital programme. Come along to one of our Big Conversations to find out more and get involved in shaping the future clinical model of Out of Hospital care. We really want you to be involved in this development and with your support we can ensure we capture all the great ideas we know that you have. So please come along to find out more:

Book your place on one of our Big Conversations:

27 February 2018
Tile Hill Primary Care, Jardine Cres, Coventry CV4 9PQ
Group Room, 11.15-12.45pm (room capacity 25)

27 February 2018
Longford Health Centre, Longford Road, Coventry CV6 6DR,
Main Room, 2.45 – 4.15pm (room capacity 22)

28 February 2018
Coventry Central Hall, Lower Hall, Warwick Lane, Coventry CV1 2HA,
2.15 – 3.45 pm (room capacity 60)

1 March 2018
Coventry Central Hall, Lower Hall, Warwick Lane, Coventry CV1 2HA,
1.45 – 3.15pm (room capacity 60)

To book your place, please contact, by email: staff.engagement@covwarkpt.nhs.uk or phone: 024 7636 8924.

Out of Hospital ‘listening events’
Trust ‘listening visits’ aim to strengthen links with all ‘Out of Hospital’ services.
A focus on community health services, district nurse and other community health services in Coventry will be the subject of visits to GP surgeries over the next couple of months.

Coventry and Warwickshire Partnership NHS Trust is seeking feedback from its staff, other NHS organisations, local authority staff, Coventry GPs and voluntary organisations, about working relationships across all services it provides.

The Trust is keen to improve links with all agencies, including GPs and primary care, and those outside NHS, in order to strengthen services for patients. We will also be speaking to members of the public, including people who use NHS services and their carers, to use their views to help us strengthen services.

Fiona McGruer, Associate Director of Operations, Integrated Community Services at Coventry and Warwickshire Partnership NHS Trust explained: “We have put together a small team of senior service colleagues who will be actively working to hear from as many people as possible over the next few months.

“We have set up a design board where our partners have an important say on the programme. We have already begun an engagement programme taking in staff teams and GP localities meetings, PCT sessions and surgery visits. We are keen to find the best way to maintain a robust dialogue as we focus on providing the best care we can.”

Services involved
The following CWPT contracted services are in scope for the delivery of the Out of Hospital model. There are a number of other services outside the contract which are integral to the delivery of this programme such as Primary Care, Social Care and Third Sector Partners.

• Coventry Urgent Primary Care Assessment admission avoidance
• Coventry Community Nursing, Community Matrons and Community Phlebotomy
• Coventry Integrated Neighbourhood Teams
• Coventry Community Diabetes under CWPT
• Coventry Parkinsons Nurses
• Coventry Intermediate Care including Fast Response
• Domiciliary Care Health Care Assistants
• Coventry Community Physiotherapy
• Coventry Speech And Language Therapy – Adult
• Coventry Continence Services
• Coventry Tissue Viability
• Heart Failure Community Services (subcontract)
• COPD Community Services (subcontract)
• Diabetic Community Services (subcontract)
• Desmond (subcontract)
Stakeholder Engagement

Stakeholders, including GPs, other local NHS Trusts, hospices, the Local Authorities and voluntary sector organisations have been vital in the development of the proposed model of care. Through the Design Boards, stakeholders will continue to have a large role to play in designing and delivering services.

We will continue with high levels of engagement throughout the contract to ensure that we are constantly reviewing, testing and refining the model to deliver the desired outcomes for our population.

Patient Involvement

Patient and public engagement is the cornerstone of service implementation and transition, in the first instance to understand the strengths and limitations of the service, and then as a check to ensure that service design reflects their needs.

We will be carrying out further engagement about these services and will always listen carefully to any feedback we receive about them.

Design Board Members

Anne Coyle
SWFT
Associate Director of Operations

Dr Hergeven Dosanjh
GP Alliance
Coventry & Rugby GP Alliance Director

Ian Bowering
Coventry City Council
Head of Social Work (Prevention & Health)

Sally Caren
Coventry City Council
Head of Social Work – Mental Health and Sustainability

Matthew Gilks
CCG
Director of Commissioning

Jenni Northcote
NWCCG & CRCCG
Chief Strategy and Primary Care Office

Dr Peter O’Brien
CRCCG
InSpire Local GP Lead

Sarah Raistrick
CRCCG
Godiva Local GP Lead

Deepika Yadav
CRCCG
Clinical Lead, Rugby Locality

Dr Terry Eaton
LMC
Vice Chairman

Sarah Phipps
UHCW
Associate Director of Strategy

David Eltringham
UHCW
Chief Operating Officer

Stephen Banbury
Voluntary Action Coventry
Chief Executive

Dr Surinder Chaggar
GP
Forum Health Centre

Lisa Kelly
UHCW
Chief Operating Officer

Justine Richards
CWPT
Director Strategy and Business Support

Tracey Wrench
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Interim Director of Operations/Director of Nursing and Quality

Jamie Deas
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Deputy Director of Strategy and Business Development

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Ian Andrew
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Head of Communications and Marketing

Jo Morris
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General Manager

Sarah Banks
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Deputy Director of Contracting Performance & Information, Finance

Mohammed Patel
CWPT
Programme Partner

KEY:

CWPT – Coventry and Warwickshire Partnership NHS Trust
SWFT – South Warwickshire Foundation NHS Trust
CRCCG – Coventry and Rugby Clinical Commissioning Group
UHCW – University Hospitals Coventry and Warwickshire
LMC – Local Medical Committee
NWCCG – North Warwickshire Clinical Commissioning Group
Get in touch with the programme team:

Out of Hospital Programme Team
Coventry and Warwickshire Partnership NHS Trust
Wayside House, Wilsons Lane, Coventry CV6 6NY
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Meet the team
View details of the senior team members driving the Out of Hospital programme:

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