



# Better Care in Hull

## Conference 2016

[www.bettercarehull.org.uk](http://www.bettercarehull.org.uk)  
#BetterCareHull2016



 **NHS**  
*Hull Clinical Commissioning Group*

# **Rapid Community Response: Integrated Care Centre**

A scenic view of a suspension bridge over a body of water at sunset. The sun is low on the horizon, casting a warm orange glow across the sky and water. The bridge's cables and towers are silhouetted against the bright sky. In the foreground, a rocky shoreline is visible, with several large dark rocks scattered along the water's edge. The overall atmosphere is peaceful and serene.

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**NHS Hull Clinical Commissioning Group**

# Integrated Care Centre



**#BetterCareHull2016**



# Principles Behind the Integrated Care Centre



- ✓ Staying healthy and not needing urgent care
- ✓ Avoiding acute episodes of long term illness
- ✓ Maintaining independence with multiple conditions
- ✓ Achieving the “golden two hour” response in a crisis
- ✓ Wider use of Community Geriatric Assessment in the community

# Demographics



## Impact of Doing Nothing

The predicted increased demography for Hull and East Riding of Yorkshire CCG's by 2020 is **8.9%** which equates to an additional **1,855** more inpatient spells costing an additional **£4.6m** a year.



# Service Provision



- Comprehensive Geriatric Assessment within the community
- Community Rehabilitation Service
- Direct access to Specialists
- Health and Care professionals can contact a single point of access
- Risk Stratification
- Single Point of Access has complete directory of services, linked to 111

# Operational Principals



- **Flexibility** with all partners
- **Single Care Plan**
- **Trusted Assessment**
- **Focus** on patient and *“Not Criteria”*
- **Shared Risk**
- **Best Practice**
- **Patient Empowerment**

## PROPOSED SERVICE MODEL INTEGRATED CARE CENTRE (ICC)

### GPS

- Risk stratification

- High risk hospital
- Medium risk at home
- Low risk clinic

### RAPID RESPONSE

- Risk stratification
- Falls
- ECPS
- Duty team
- Urgent care centre
- Mental health liaison / crisis
- Care homes liaison team
- Hot clinics
- Specialist nursing teams
- YAS

### ICC

- Comprehensive assessment planned
- Integrated care plan
- Rapid Unscheduled Assessment
- Triage signpost OOHPS
- Follow up complex cases

### NHS 111

- Directory services
- Clinical Hub

### BEDS

- Care homes
- Community / LA
- Intermediate care
- Stroke step-up / step-down
- Mental health

### CARE COORDINATION CENTRE

- Directory of services (DOS)

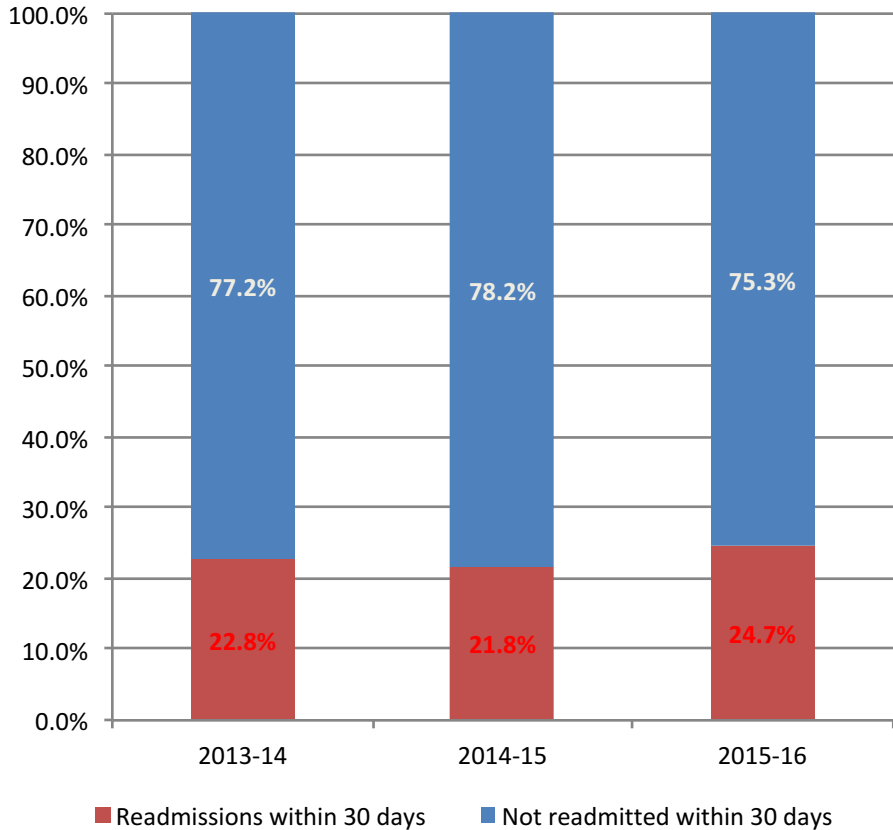
### CARE COORDINATION MODEL



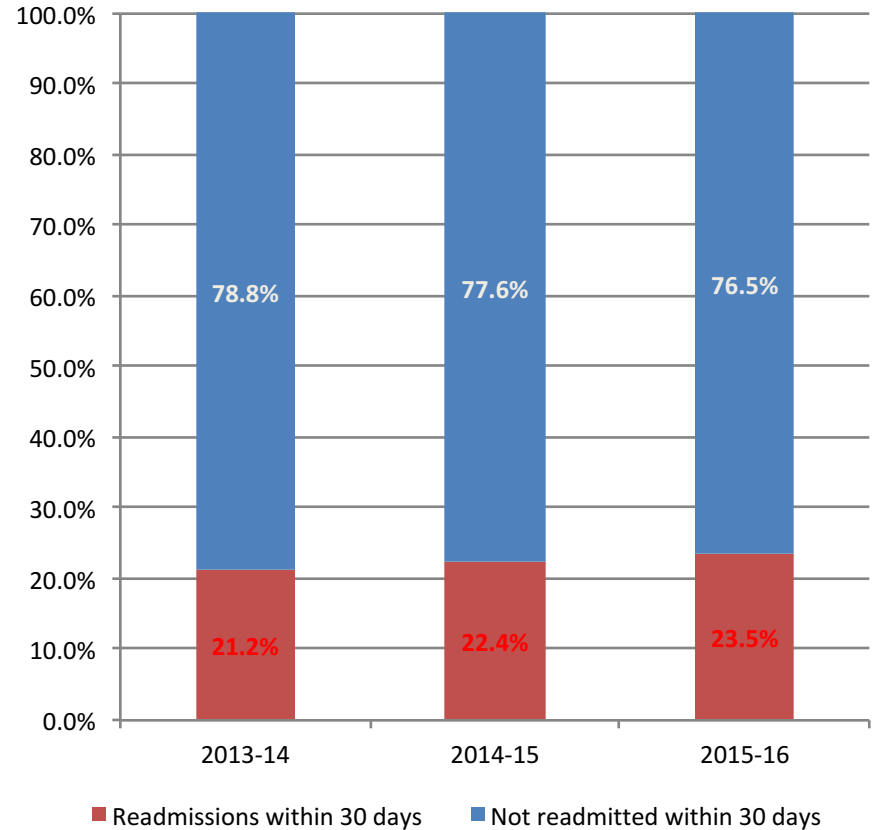
# Readmissions: Hull CCG



### Readmission Rates for Geriatric Medicine - Hull CCG



### Readmission Rates for General Medicine - Hull CCG



# Innovations



- **Single** Assessment Framework
- Tele health/**accessible expert advice** in a crisis
- **Rapid access** Diagnostics bloods X-ray CT

# Benefits Realisation



- Improved use of skilled workforce / reduce demand on GP's
- MDT response in 2 hours
- Improved ability for patients to self manage



- Improved access ambulatory care, fast track frailty clinic and falls service
- one care plan (recognition of interdependencies health and social and current duplication)

# Progress to Date



- Outline Business Case approved August 2016
- Design development completed
- Service Model / Programme of work agreed
- Pathways development underway
- Building starts November 2016
- Building Complete March 2018