



The role of Vanguards Better Care Together

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Vanguard

- Pilots for different ways of working
- New Care Models – 29 chosen in March 2015
- Integrated primary and acute care system - 9
- Morecambe Bay Health Community

Bay Health Partners

Creating a Population Health System for the Bay



Population 365,000

Geographical area 1800 m²

Two CCGs

Four NHS Trusts

- Morecambe Bay
- Cumbria Partnership
- Blackpool
- Lancashire Care

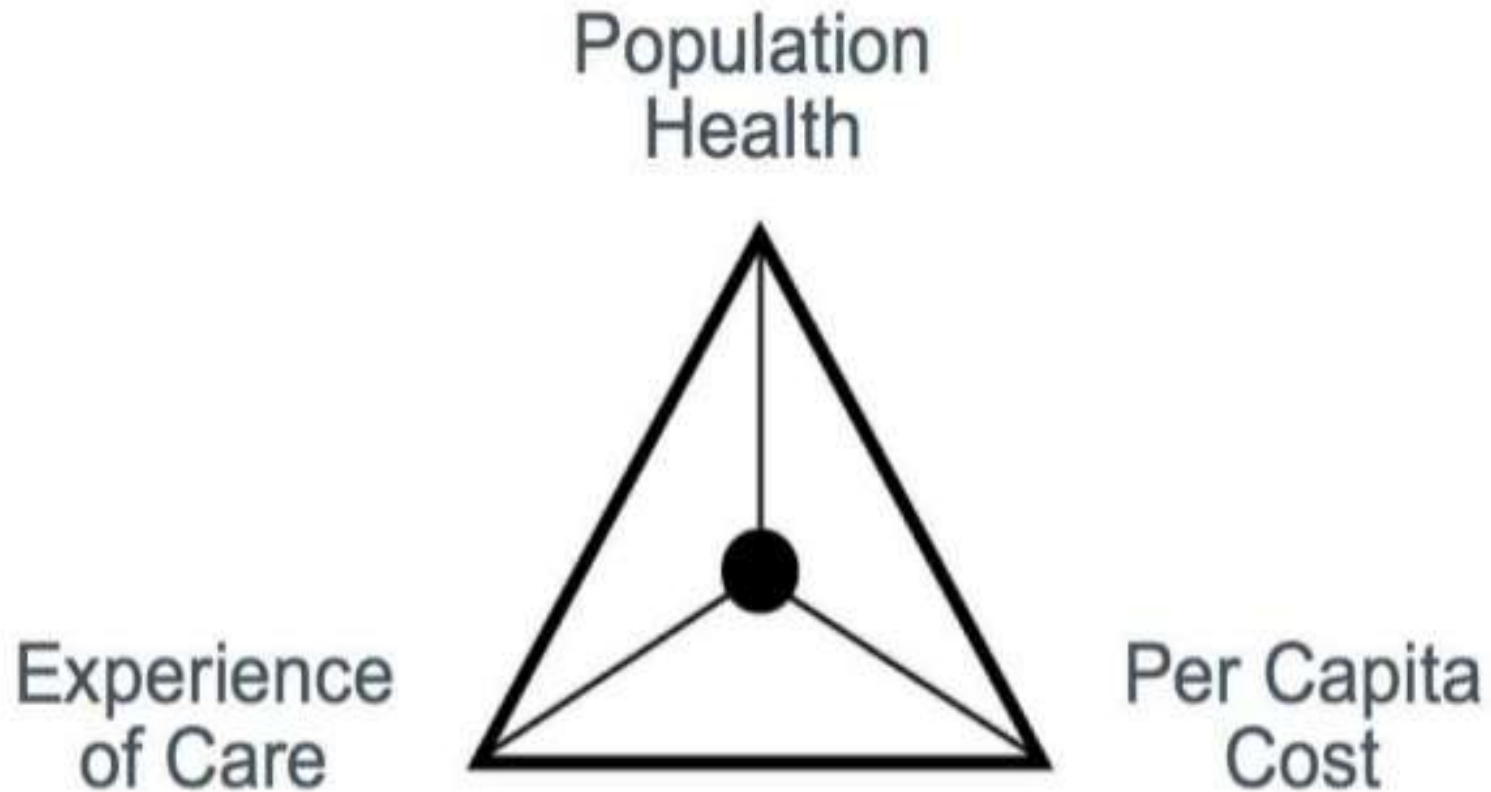
Two County Councils

Two GP Federations

(47 practices, not all Federation members)

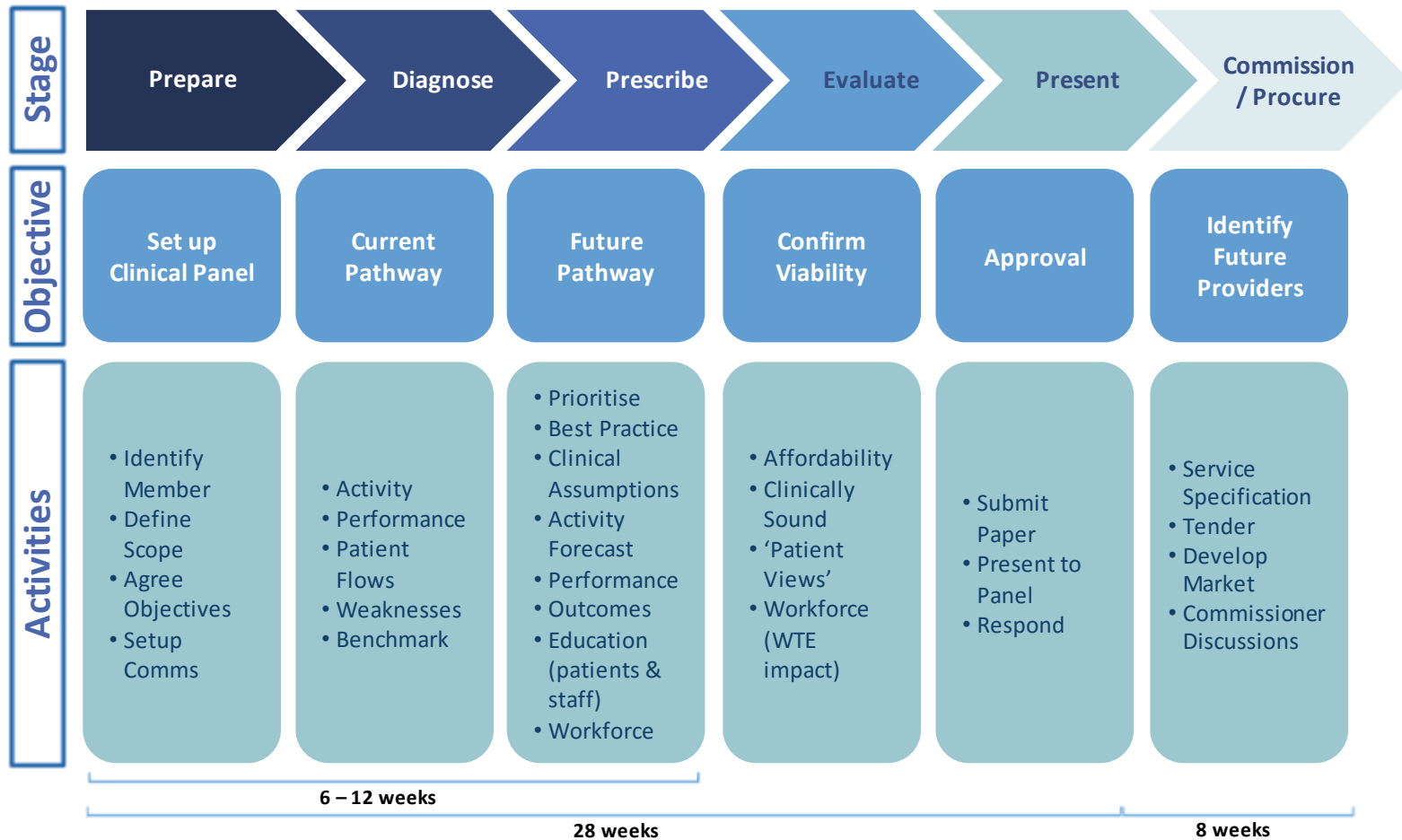
NWAS

The *Triple Aim* – our compass



*Safe, Effective, Timely,
Patient Centred, Equitable*

Process we used



Core group

- Led by consultant ophthalmologist
- BCT management lead support
- 2 GPs
- 2 optometrists
- CCG representatives
- Diabetic screening
- Information analyst
- Trust clinical service manager, lead nurse and clinical lead
- Third sector representative (also patient voice)

Objectives Ophthalmology

- Address capacity and demand mismatch
- Achieve equity of access and provision bay wide
- Integration of hospital and community services
- Right professional, right time, right setting
- Identifying and addressing educational needs

Task and finish groups

- Community Eye Care
- Cataract
- Glaucoma and ocular hypertension
- Paediatric ophthalmology
- Age-related macular degeneration
- Diabetic eye disease

Patient engagement

- Third sector representative on steering group liaised with patients
- Engagement events with patients, optometrists, third sector organisation staff and hospital eye service (HES) staff to discuss areas of possible changes in service delivery
- Patient experience in current HES (emergency services, cataract, general clinics, I Want Great Care results)

Our Survey Patient population

- 52% between 65 and 85 (a group that is increasing in size)
- 57% female, 43% male
- Distance for travel – about 30% travelled 6 or more miles – 1 more than 30
- Only 1.5% required hospital transport

What have our patients told us?

- Need to be sure the person I see is fully qualified
- Do not like current delays/waiting times
- Patients want local access and parking
- 51% preferred to be seen in the hospital, 31% in a GP practice and 18% at a local optician
- 17% would like weekend appointments, 7% evening appointments

Challenges

- Poor availability of good baseline information
- Adjusting to a different approach
- Finding out who else you need to link in with
- Few processes in place for wider communication and engagement
- Being the first cohort

What has worked well

- Taking a population needs approach
- All working together and agreeing priorities
- Having a keen optometrist workforce wanting to extend their scope of work
- Members taking joint responsibility
 - For a sustainable model
 - For quality standards



Any questions?