

Planned Care Transformation Programme

Outpatients and Elective care

July 2017

Longer, healthier lives for
all the people in Croydon



Context

- In line with the Five-Year Forward View and South-West London STP, the healthcare system in Croydon requires radical transformation to be sustainable and affordable for the future
- Croydon's population is increasing, people are living longer and the population is ageing; the birth rate is increasing and there is an expected increase in migration into the area, leading to an unsustainable increase in demand on healthcare services
- There is an £8.2m opportunity for outpatients and a further £7.9m opportunity for elective care in Croydon by 2021



Outcomes for Patients

Improved patient pathways to enable them to receive the right care in the right place at the right time

Better patient access to care

Additional care in the community to avoid hospital attendance unless necessary

More joined up services

Giving patients the tools, education and support to manage their health conditions where clinically appropriate

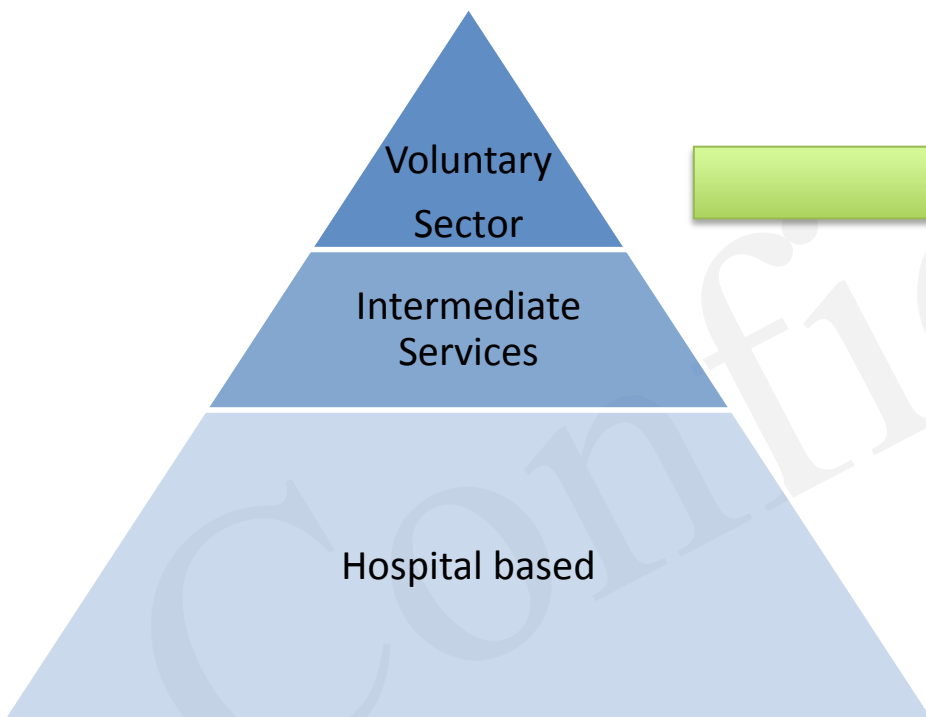
Improved experience of service users and carers

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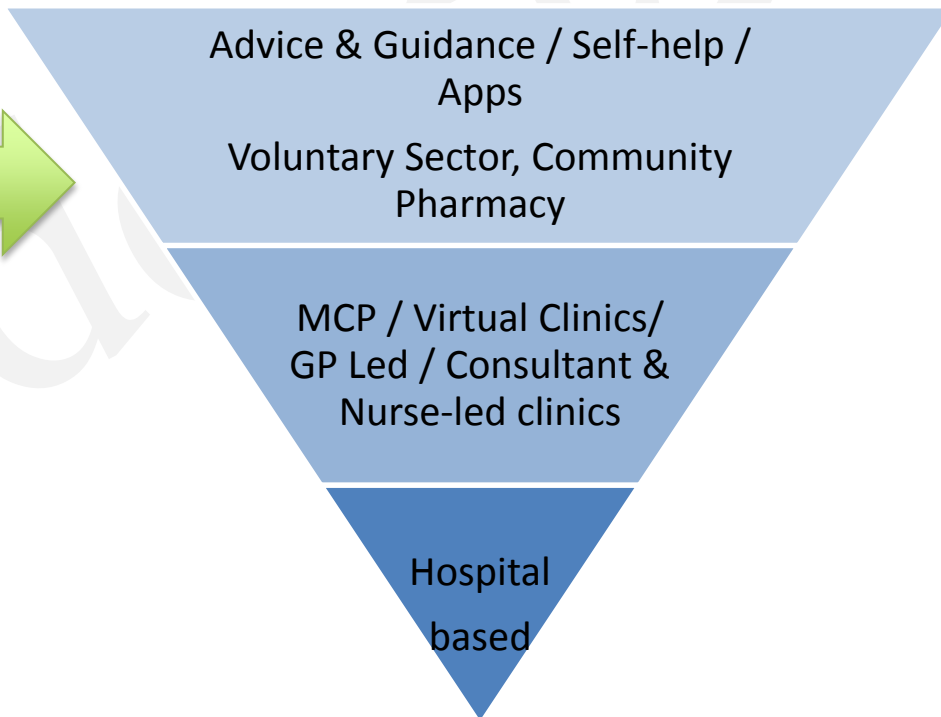


Vision

Current



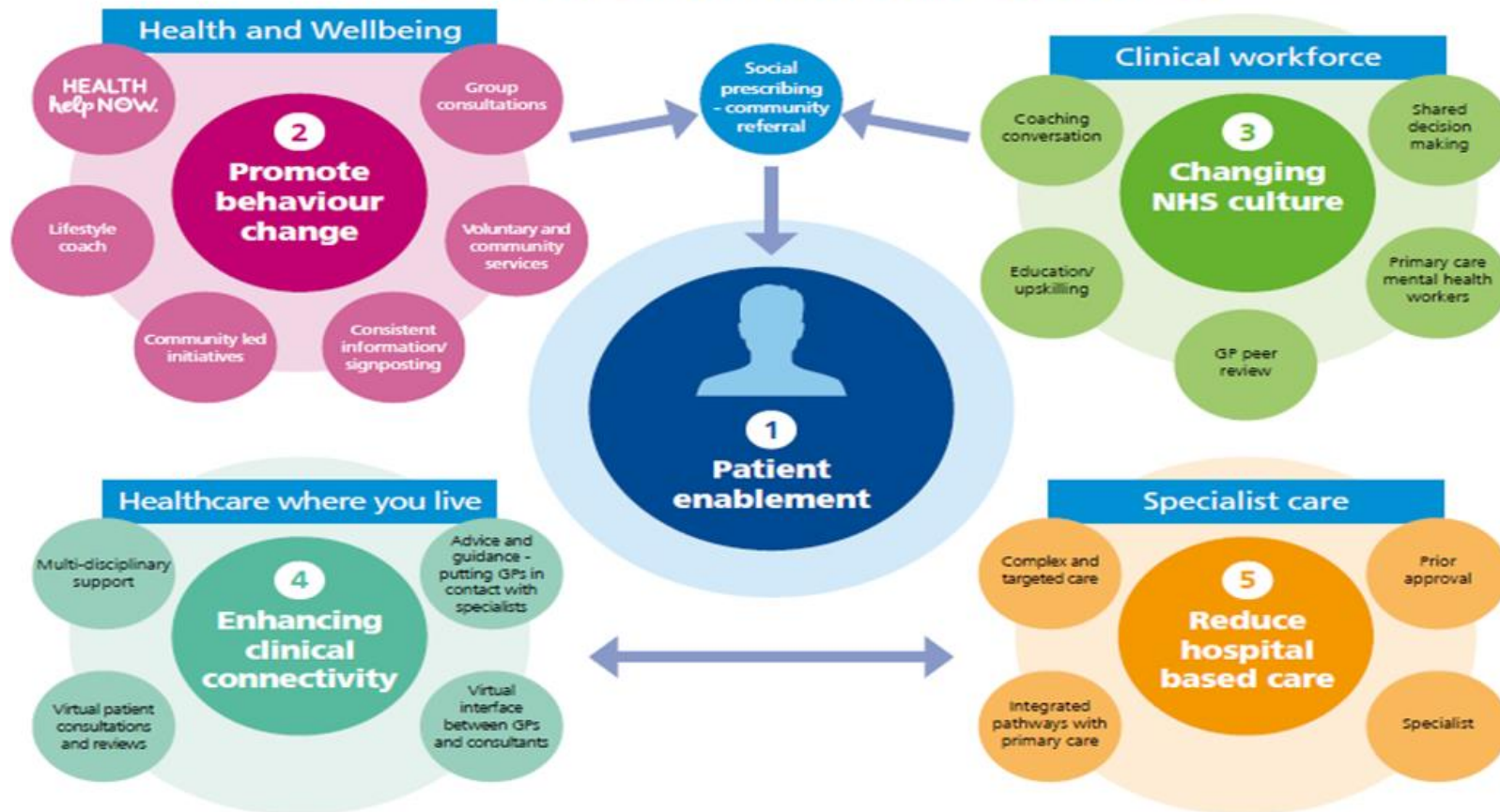
Future



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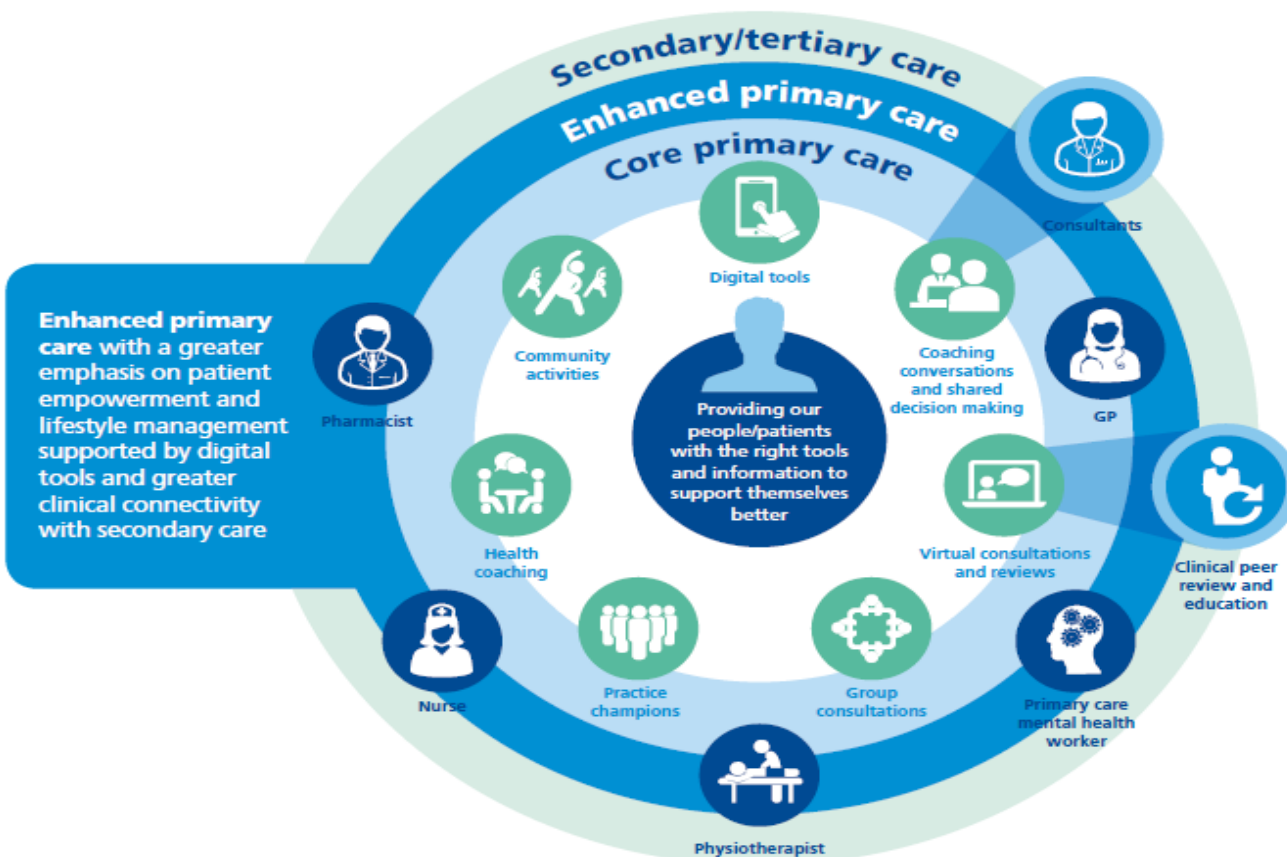
TRANSFORMATION SCOPE



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PLANNED CARE - FUTURE DELIVERY MODEL

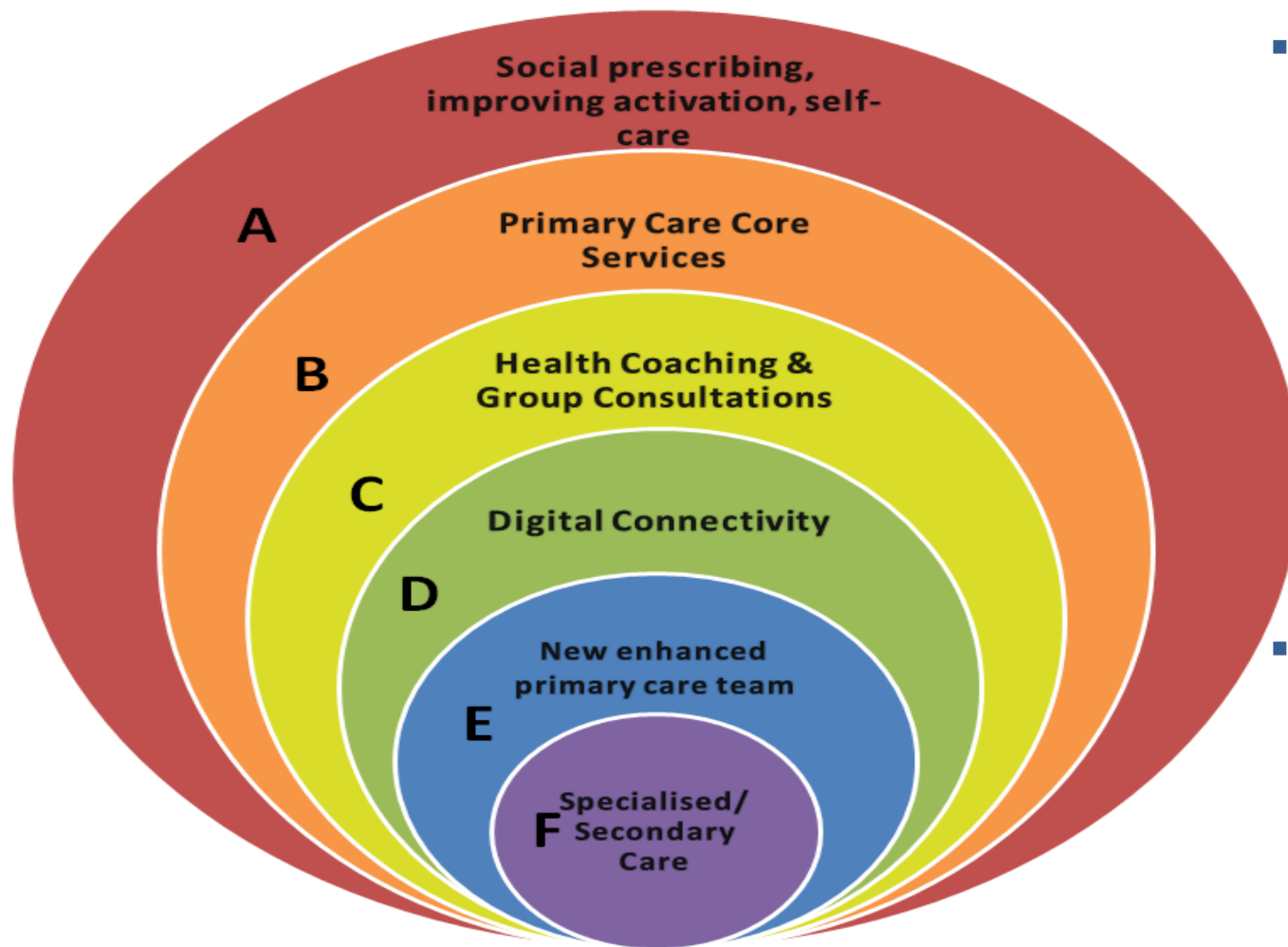


Integrated model of care at locality level – this is how we envisage care being delivered.

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Rainbow Approach



- To deliver scope we are adopting the rainbow approach

- These are the segments for which service provision needs to be transformed

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How will we develop the rainbow approach?

Rainbow Approach

A – Social Prescribing, improving activation, self-care

B – Primary Care Core Services

C – Health Coaching and Group Consultations

D- Digital Connectivity

E – New Enhanced Primary Care Team

F – Specialised / Secondary Care

Groups to Deliver Rainbow Tiers

Outcomes Based Commissioning

Point of access and Information Project

Galvanising Communities/ Prevention

Specialty Working Group

Together for Health

Primary/Secondary Care Workforce Development Programme

Primary Care/ GP IT User Group

Self-Care/ Self-Management Programme

Advice and guidance

Specialty Working Group

Specialty Working Group



Developing the new way of working

1. Point of Access and Information Project

Consolidate Information on services, both statutory and non-statutory

2. Galvanising Communities

- Involvement of third sector
- Community Activities
- Patient Ambassadors

3. Together for Health

Primary and secondary care workforce development programme

- Change of culture
- Shared decision making
- Difficult conversations

Self-care and self-management programme

- Development of Apps
- Development of self-care activities
- Develop health champions
- Group consultations

4. Specialty Working Groups

- Develop patient journey/ pathway
- Consider inputs required to support primary care
- Consider what has to be provided by secondary care



Planned Care Transformation Programme

Table Discussions

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Questions to consider:

The aim of the workshop is create a geographic based model for each specialty.

Part 1:

- What services will be required for each element of the rainbow?

Part 2:

- Now that you have described what we need, how do you make it happen?
- What and who will be required to deliver all aspects of the model?

