

CASE STUDY

Frailty Project - Network Based Contract HealthBridgeDirect GP Federation



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WHO ARE THC PRIMARY CARE?



At THC Primary Care our mission is to improve the delivery of your projects, networks and business performance in Primary Care, to save you time, money and stress.

Our project management and consultancy services provide hands-on help to deliver your project or ongoing initiative.

We can support you if you need help with your primary care workforce project, Training Hub or with implementing a GP Federation clinical service.

WHAT WAS THE GOAL?



To successfully roll out a £1m Frailty Local Incentive Scheme (LIS) across 42 GP practices and 5 GP networks which involved practice and network based targets.

WHAT DID WE DO?



This was the first ever network based contract to be implemented. THC led the way by enabling multi-organisational working across 42 GP Practices and 5 GP Networks. They proactively problem solved and carefully planned the project to lay the ground work for the future.

THC also formally established robust systems and processes for HealthBridgeDirect to smoothly tackle the next projects and network based contracts.

Over 18 months, THC successfully:

- Created financial templates and reporting dashboards
- Created weekly progress updates
- Attended meetings internally with the federation and contract meetings with commissioners
- Worked in close partnership with the Clinical and Practice Manager Leads
- Created and commissioned advance care planning training
- Acted as the first port of call for all enquiries
- Proactively and reactively responded to the variety of challenges encountered by this project
- Interpreted data and managed data discrepancies
- Created and collated patient surveys
- Compiled a draft evaluation report

WHAT DID WE ACHIEVE?



At the heart of the project

Nearly 4000 patients received a proactive frailty care plan.



96%

of patients felt involved in decisions made about their care and treatment.



87%

of patients found their care plan helpful in managing their conditions.



79%

of patients felt their health improved because of the care plan they received.

The implementation of the project was enabled by:

- **Collaborating successfully** - holding over 160 MDT meetings combining practices and community-based staff.
- **Reviewing and improving care plans** - by HealthBridgeDirect and the Clinical Commissioning Group.
- **Holding over 120 clinical peer review meetings** - with Primary Care Networks to share best practice.

Because THC formally established how to roll-out this network based contract they also went onto roll-out an Integrated Referral Management Local Enhanced Scheme and the Integrated Care Home Scheme.

WHAT DID HEALTHBRIDGE SAY? “

"One thing that is most needed but often hardest to find in the NHS is the ability to deliver - to take a programme or a project and to make it a success. Tara and her team are fantastic at this. You can give them whatever it is that needs to be delivered, and they will work hard to make sure they understand exactly what you want, how you want it to be, and then make that delivery a reality."

Ben Gowland , HealthBridgeDirect GP Federation

"Thank you Tara for your hard work. This scheme would not have been achieved without your efforts. It's been a privilege to work with you on it."

Dr Altaf Baloch, Federation Clinical Frailty Lead and Primary Care Network Clinical Director

"I would like to acknowledge the role you have played in progressing the Integrated Care Homes Nursing service in Redbridge, in particular, the mobilisation process. You have not only championed a smooth go-live process but also ensured stakeholders were fully engaged. This project has progressed remarkably well. I believe that eventually patients in nursing homes will benefit positively from your work. Thank you very much Tara for all your hard work."

Ette Chiwaka, Transformation and Commissioning Lead, Care Homes & Urgent Care Unplanned Care Directorate

WANT TO FIND OUT MORE?



Get support for your project, business or initiative.

Email or call Tara on:

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We've created a step-by-step guide

to rolling out network based contracts.
It explains how to build your team & engage stakeholders. Download it for free!

<http://bit.ly/Simple-Framework>



The Business of Healthcare Podcast

Tara looks behind-the-scenes at the business side of healthcare sharing her own project management and leadership insights.

thebusinessofhealthcare.libsyn.com