



The Integrated Care Clinics
ITICCS

Bringing Care Closer to Home
Wyre Forrest CCG

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Introduction to...

The Integrated Care Clinics

- ❖ Established in 1996, we have grown to become the UK's largest privately owned providers of physiotherapy, diagnostic and rehabilitation services.
- ❖ Over the last 5 years, we have developed our relationship with the NHS, and now deliver community MSK triage and treatment services for over 37 CCG's.
- ❖ We deliver over 600,000 physiotherapy sessions each year, of which 200,000 are to NHS patients through AQP and sole provider contracts.
- ❖ We work in collaboration with commissioners to provide innovative ideas that will improve patient outcomes, all users experience, and provide efficiencies.

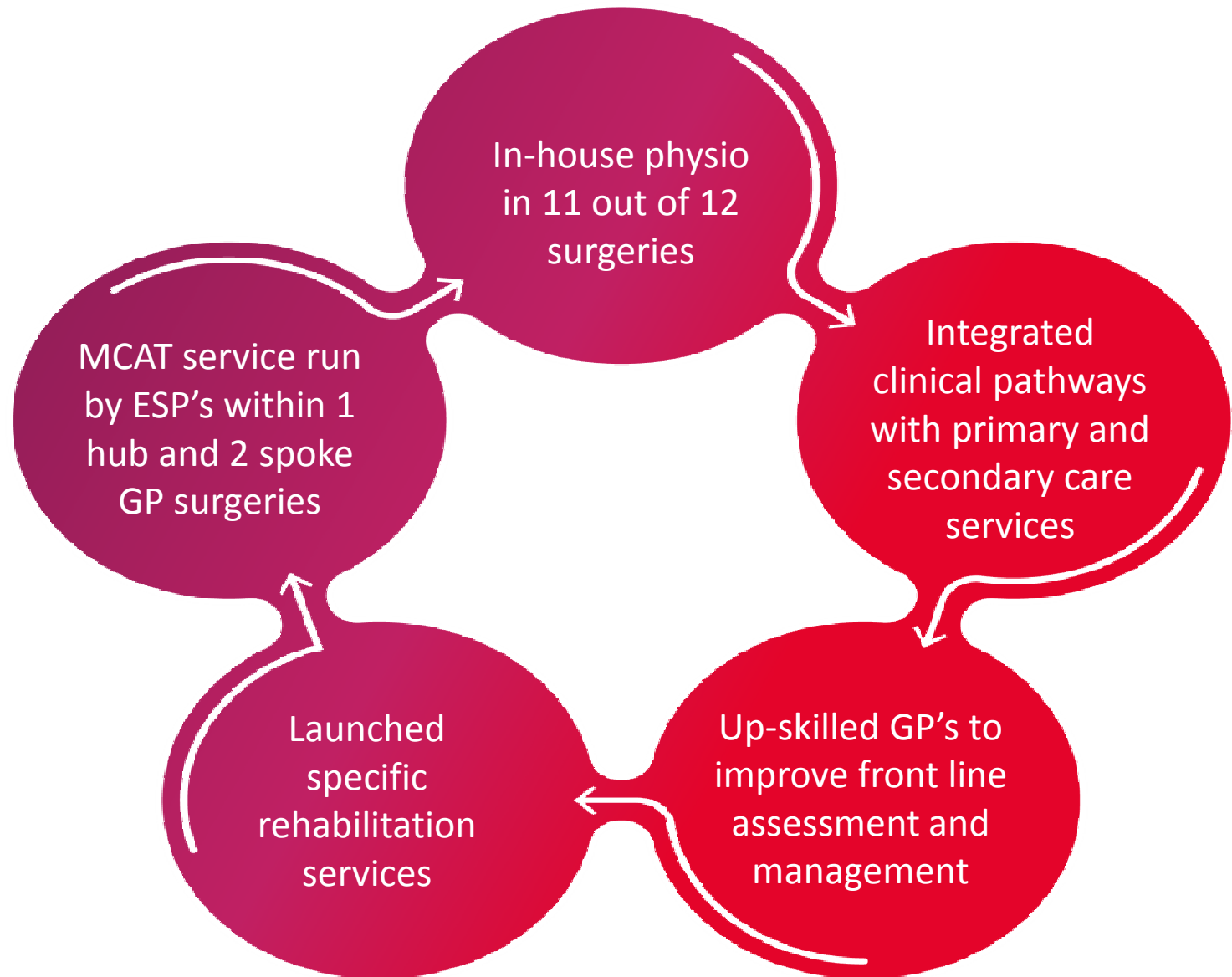


Previous Physiotherapy Service for Wyre Forrest CCG

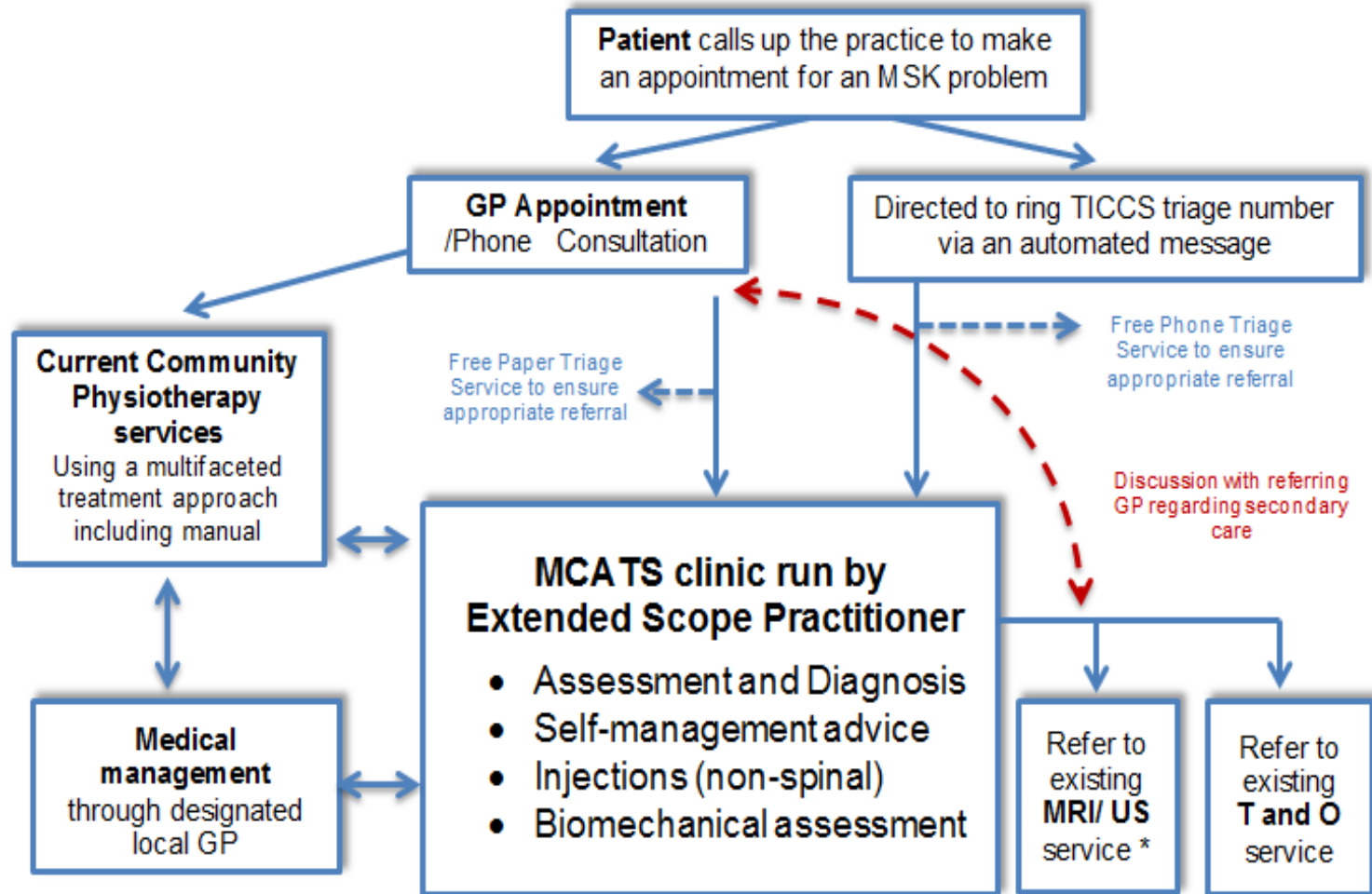
- Average wait: 16 weeks
- DNA rate: 14%
- Monday - Friday: 8.30am - 4pm service from 1 location.
- Limited patient satisfaction or patient outcome data
- Minimal service integration across primary and/or secondary care
- Lack of internal stakeholder up skilling/best practice promotion
- No interoperability/sharing of patient records across primary care



12 Month Pilot in Wyre Forrest CCG



MCAT Service Model



MCATs Service Model



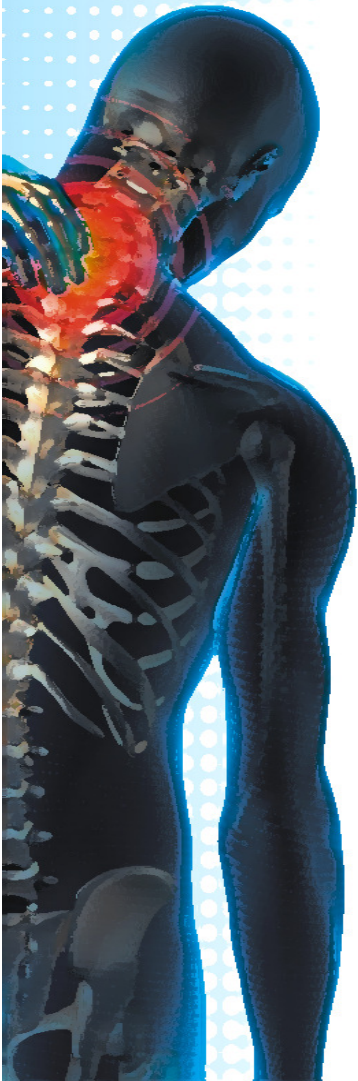
- After 3 months, outcome data showed a significant reduction in secondary care referrals.
- Based on this initial data, a £200,000 efficiency saving was predicted, when compared to previous model, if this model was run across the whole CCG.
- The MCATs service rolled out across the entire CCG allowing the service to align with the NHS Five Year Forward Plan by 'Bringing Care Closer to Home'
- Service runs Monday – Friday: 7am-7pm from 1 hub clinic and 7 spoke clinics. (Saturday clinics with patient demand)

Impact and Results Achieved

KPI's

- ✓ Average wait for physio reduced from 16 weeks to 1 week.
- ✓ DNA rate reduced from 14% to below 6%
- ✓ 40% reduction in number of scans and associated costs
- ✓ 45% reduction in secondary care referrals
- ✓ Of the secondary care referrals made, 95% went on to have surgical intervention
- ✓ Up skilling of each surgery's MDT

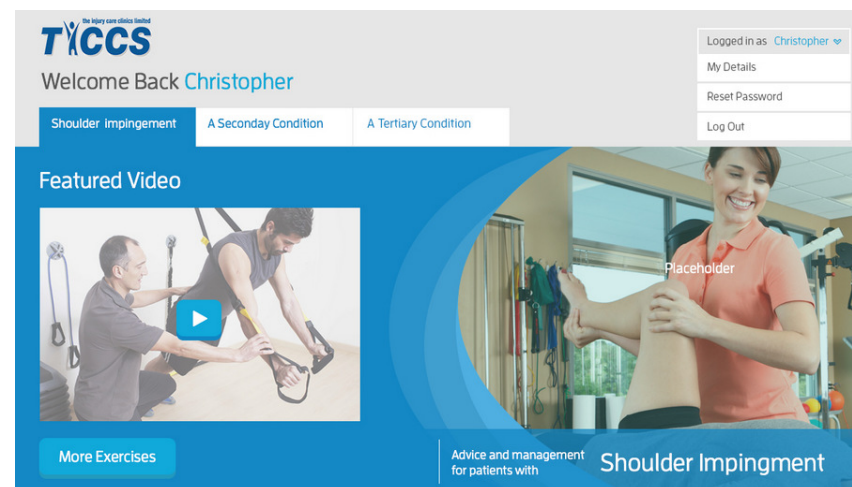
- ✓ An overall cost saving to the CCG of 9% which releases resources for front line care



Impact and Results Achieved

Care Closer to home

- ✓ Patients have a choice of 11 clinics with good transport links
- ✓ Extended hours and weekend appointments
- ✓ Patient portal that provides specific self-management advice, exercise videos and signposting to community/voluntary sector in the comfort of patients own home.



The screenshot shows the NHS TCCS (The Upper Limb Care Clinics Network) patient portal. At the top left is the TCCS logo with the tagline 'The Upper Limb Care Clinics Network'. Below it, a welcome message reads 'Welcome Back Christopher'. To the right, a user menu is visible, showing 'Logged in as Christopher' and options for 'My Details', 'Reset Password', and 'Log Out'. Below the welcome message are three tabs: 'Shoulder Impingement', 'A Secondary Condition', and 'A Tertiary Condition'. The main content area features a 'Featured Video' section with a play button icon over a video thumbnail showing a physiotherapist working with a patient. Below the video is a 'More Exercises' button. To the right of the video is a placeholder for another image, labeled 'Placeholder', showing a physiotherapist examining a patient's shoulder. At the bottom right, there is a section for 'Advice and management for patients with Shoulder Impingement'.

Impact and Results achieved

Patient Experience

- ✓ In 2014 there were almost 65,000 physiotherapy sessions.
- ✓ Of these patients
 - 97% were satisfied or very satisfied with the service
 - 98% would recommend the service to family and friends

Referrer Experience

- ✓ GP's felt they now had reliable and quick access to an expert MSK clinician.
- ✓ Promoted collaborative working
- ✓ Facilitated shared decision making between patient/GP/ESP/Physio
- ✓ GP uptake in CPD sessions was high, with positive feedback on relevance to their clinical practice



The Future...

- Due to the success of the 12 month pilot, the service was extended and is still successfully running today
- We continue to ensure patients remain at the heart of their care. Patient feedback still continues to mould the service.
- Wyre Forrest CCG has a relatively large older population, 21% being over the age of 65 (5% higher than national average). With an ageing population, and increasing prevalence of complex/long term conditions, efficient service models must keep patients out of hospital and focus on empowering patients to prevent/self manage.

