



Learning Labs

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West London, My Care, My Way: Learning Labs

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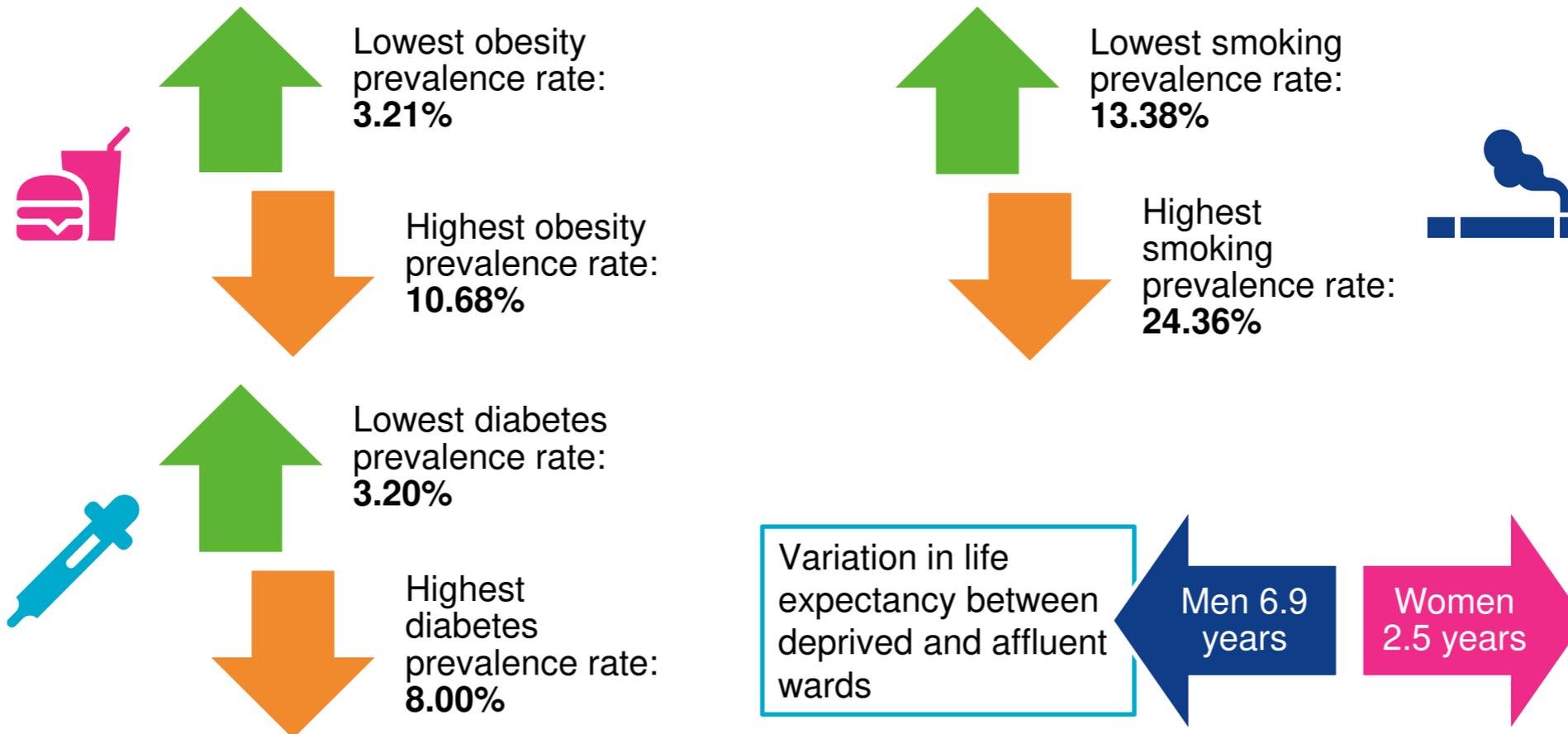
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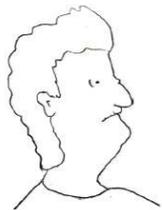
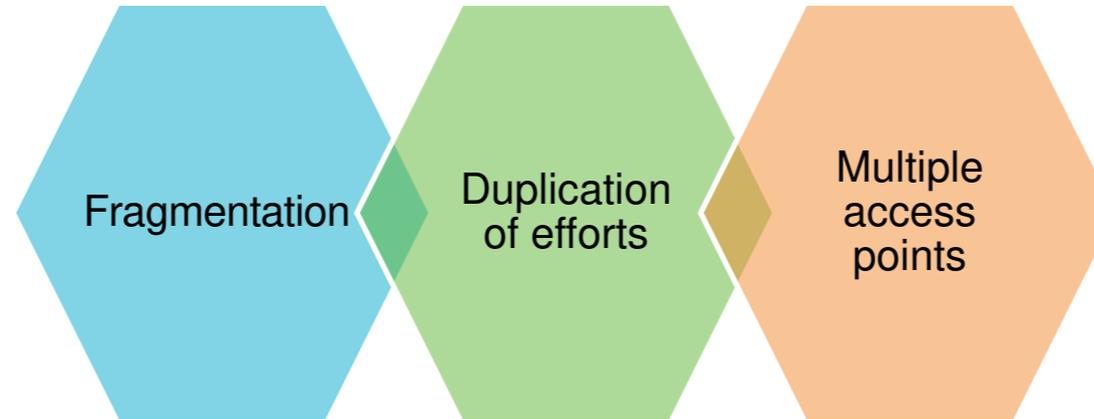
Introduction

About West London

The population in the area covered by West London CCG is unusual in that it has a large proportion of older working age residents and very few children, as well as high levels of international migration and cultural diversity. Localities within West London have varied prevalence rates of key risk factors and chronic diseases, depending on their level of deprivation.



| What did it feel like to be a patient in West London?



Rita is confused about the numerous professionals she sees

Rita is aggressive and this leads her to be in hospital / care home, rather than in her own home

Nobody has the full picture of what Rita wants or needs: she has to wait a long time to be seen and assessed properly



Jeanette is worried about her future and about falling

Jeanette is increasingly frail and has several falls

Jeanette is isolated: she is not accessing the services she needs and is thus deteriorating quickly



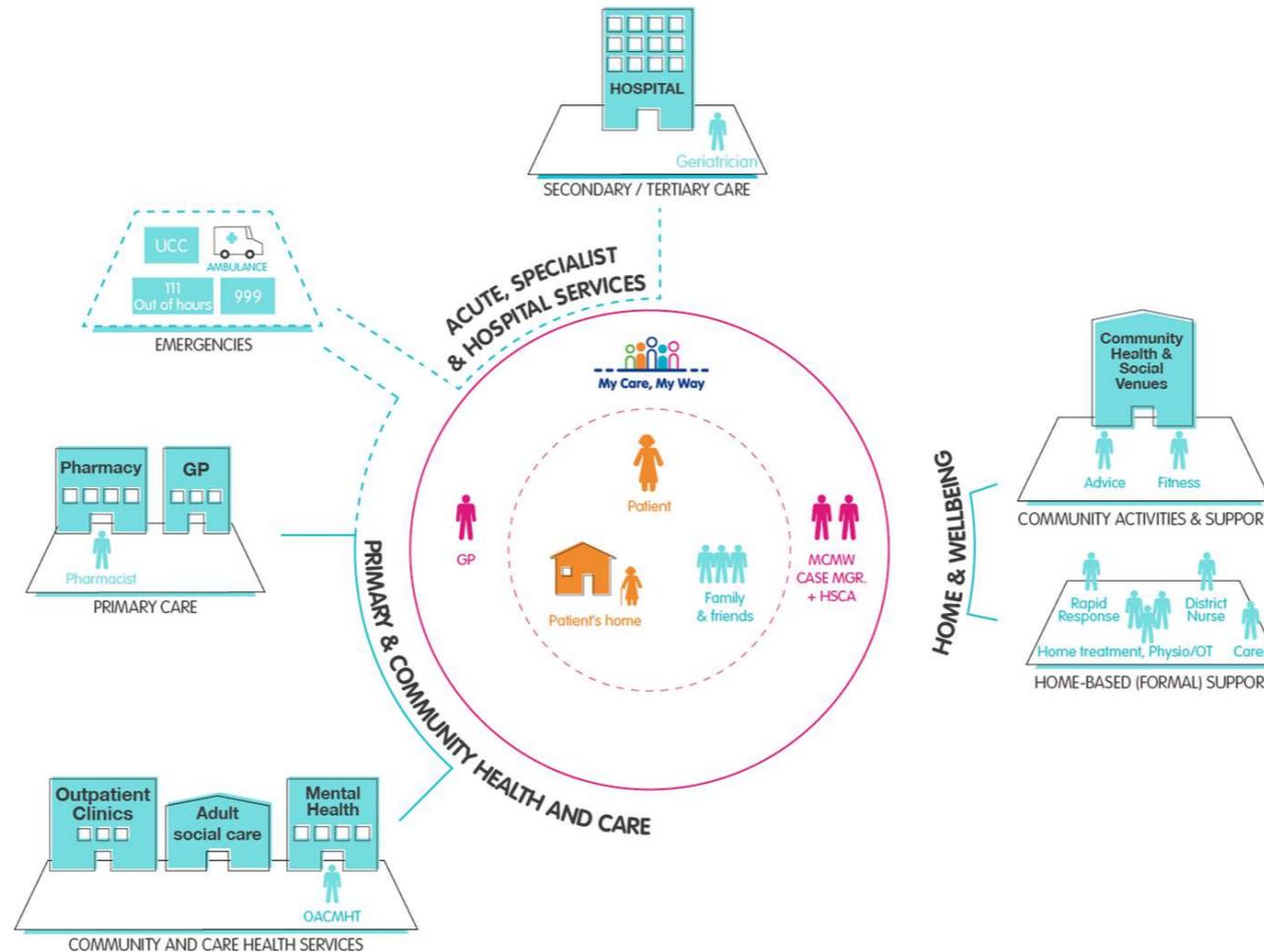
Bridget is not active and spends most of the day in bed

Bridget is depressed and her family does not know how to manage her end of life

Bridget's family does not understand that Bridget is approaching the end of her life and cannot plan accordingly

My Care, My Way addresses these challenges

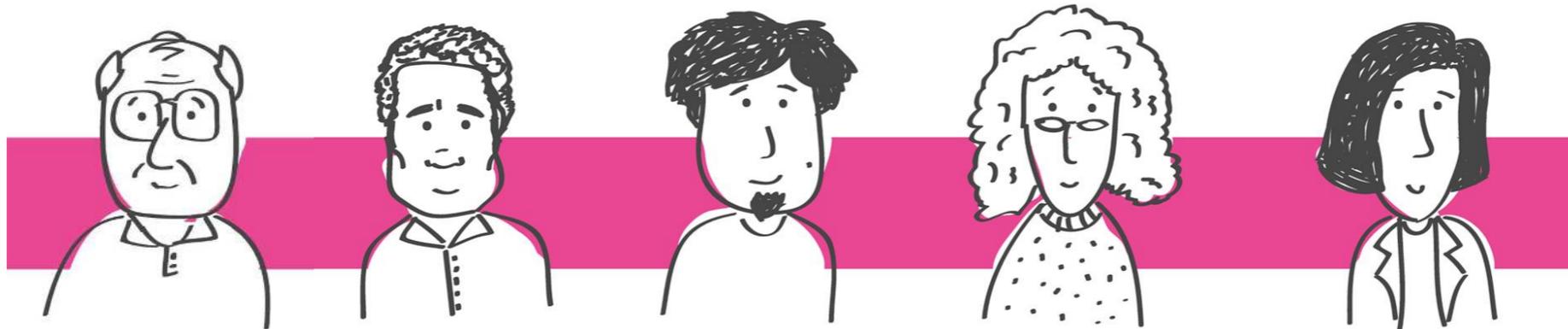
My Care, My Way is a new way of working with people aged 65 and over. It brings together physical health, social care, mental health and the voluntary sector services to plan and deliver care with patients that meet their holistic needs.



| Roles

My Care, My Way depends on each and every one of the team working together with commitment and passion.

The core My Care My team is made up of five main roles, who draw on a wider network of expertise which could include mental health nurses, social workers, geriatricians, pharmacists and carers amongst others. This core team bring a wide set of clinical skills alongside motivational interviewing, coaching, communication and listening skills.



Patients

Health and
Social Care
Assistants

Case
managers

Senior case
managers

GPs

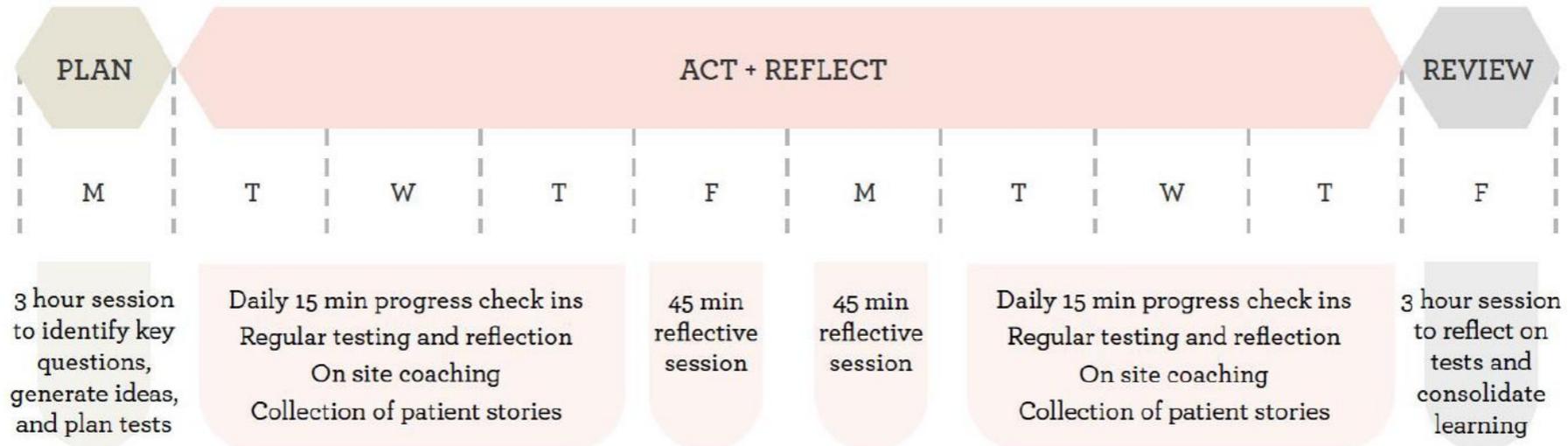
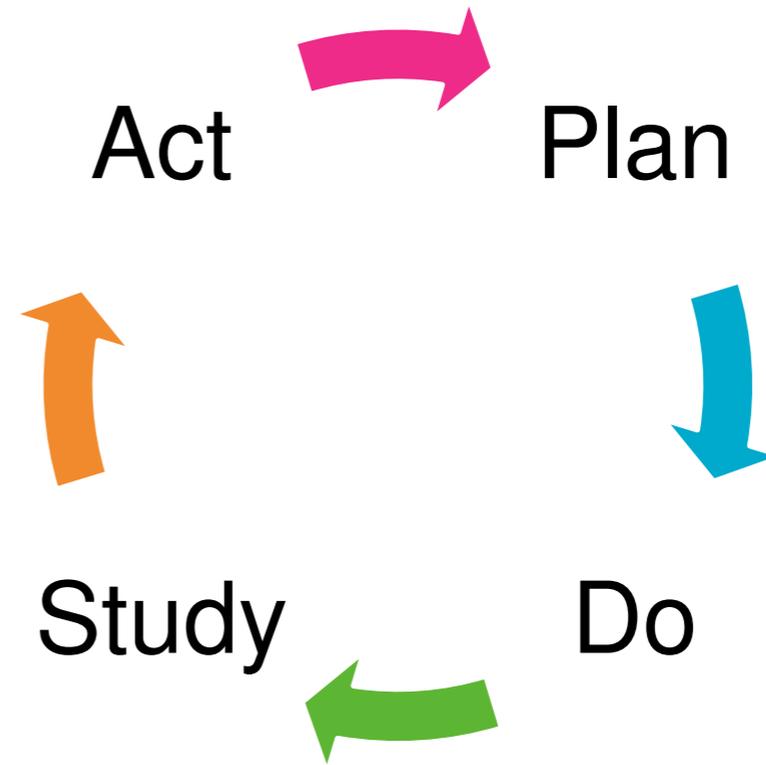
| How did we help My Care, My Way?



I What did we do?

Each GP practice team was supported to set up and facilitate a **Learning Lab** in their practice.

Through fortnightly cycles of planning, action and reflection, learning lab teams were supported to develop practical responses to emergent and complex challenges.



| What did we achieve?

People's experience of care

- Person-centred practice focused on improving people's experiences and outcomes
- Improved continuity and consistency



Staff experience and engagement

- Developed a more standardised service delivery model for MCMW team
- Grew a culture of rapid learning and adaptation
- Built recognition for the work and benefits of MCMW
- Improved working culture and relationships within / between teams



System leadership

- Improved clinical and organisational leadership at a practice level
- Aligned practice level leadership and system leadership
- Grew demand for the refined MCMW model from a wider group of providers



| What does it feel like to be a patient in West London now?

Patient
focused and
holistic



Rita tells her story once to the appropriate professional and has one main point of contact

Rita's needs are supported holistically, to avoid crises and exacerbations

One professional ensures that Rita receives appropriate help, as quickly as possible



Janette gets appropriate home adaptations and advice to manage her bills

Janette regains her ability to move around and some of her independence

Janette maintains and improves her condition, and she accesses the community



Bridget is seen by an MDT who ensure she is as comfortable as possible

Arrangements are made to support Bridget's desire to die at home

Bridget's end of life needs and wishes are recorded; the family makes appropriate arrangements



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Questions