Tracey Cole
Director of Commissioning

Continuing Healthcare: Our Transformation Journey
What is Continuing Healthcare?

Continuing Healthcare patients:

- Are often our most complex and vulnerable patients
- Have care packages which are arranged and funded solely by the NHS
- Have needs that have arisen as a result of disability, accident or illness
- Must be assessed, reviewed and case managed according to a national framework.
Where Were We?
Referral Receipt Points
Implications

• Several points of access with inconsistent handling
• Reliance on fax machines
• Paper based world
• Paper storage issues

• Lost referrals
• No oversight of those waiting
What Did We Do?
What Did We Do?

• Resigned the patient journey
• Implemented a Single Point of Access
• Rolled out Standard Operating Procedures
• Provided improved training
• Strengthened partnership working
• Involved our patients
• Introduced enhanced performance management and reporting systems.
Single Point of Access
&
Electronic Workflow Management System

NHS Vale Royal Clinical Commissioning Group
NHS South Cheshire Clinical Commissioning Group
What Did We Do?

Co-designed and implemented an innovative digital solution to bring about:

- Greater efficiency
- Safer working
- Paperless environment
- Faster patient outcomes
Where we are now?
### About the patient

1) **Patient**

- **Title**: Mr.
- **First name**: John
- **Last name**: Smith
- **Date of birth**: 09/21
- **Gender**: Male

2) ** Permanent Address**

<table>
<thead>
<tr>
<th>Address Line 1 *</th>
<th>Address Line 2 *</th>
<th>Address Line 3</th>
<th>Address Line 4</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

- **Postcode** *
- **Telephone** *
- **Is the patient currently at their permanent address?** Yes [ ] No [ ]
Psychological Emotional

Domain Level:

Evidence in records to support this level:

Patient has
Implications

- Several points of access
- Reliance on Fax
- Paper-based world

- Consistent thorough approach
- Responsible Commissioner check
- Minimum data set check
- Workflow management system
- Automated communication to patients
- Pre-populated review documentation

- Lost referrals
- Non-performance of those waiting
Implications

- No patients lost in system
- Single place for storage
- Automated wherever possible
- Consistent, improved faster communication with patients
- Speeds up the patient journey
- Improved record keeping for every step of process
- Reduced postage and paper spend
- Removes reliance upon fax machines
- Allows for better resource allocation
### Quality and Performance

NHS England Target is for 80% of patients to receive a decision in relation to NHS CHC Eligibility within 28 days

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarter</th>
<th>Percentage</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017/18</td>
<td>Quarter 1</td>
<td>66%</td>
<td></td>
</tr>
<tr>
<td>2017/18</td>
<td>Quarter 2</td>
<td>68%</td>
<td>Digital solution implemented</td>
</tr>
<tr>
<td>2017/18</td>
<td>Quarter 3</td>
<td>76%</td>
<td></td>
</tr>
<tr>
<td>2017/18</td>
<td>Quarter 4</td>
<td>82%</td>
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### NHS England Ratings 2017 / 18
#### Continuing Healthcare/Complex Care Service

<table>
<thead>
<tr>
<th>Inadequate</th>
<th>Requires Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>Outstanding</td>
</tr>
</tbody>
</table>

The service has been rated as Good.
Lessons Learned

• We must always listen to our patients

• Staff engagement from the start has been critical

• IT must follow staff and the process rather than the other way round

• To be innovative organisations must not be constrained by a contract

• Support exists:
  – Innovation Agency
  – Academic Health Science Networks
  – NHS England
Thank You

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