Wellbeing Erewash
On Day Service

The On Day Service seeks to ensure that patients registered with a GP within Erewash can be seen on the same day for an urgent care need.

From April 2017 to October 2017, 22,716 appointments were delivered by the ‘On Day’ Service (an average of 3,245 per month).

The On Day Service has recorded 97% patient satisfaction.

In a six-month period of 2017-18 compared to the same period in 2016-17, GP practices signed up to the On Day Service recorded:

3.8% drop in non-elective admissions to hospital.

Practices outside this scheme saw non-elective admissions increase by 6.9%.

1.4% rise in A&E attendances.

Practices outside this scheme saw A&E admissions increase by 7.7%.

Nearly one in three people using the On Day Service in Long Eaton said they would have gone to A&E if an On Day appointment had not been available.

Investment in the On Day Service has generated estimated cost savings to the NHS of £1.4 million in 2017-18 – exceeding CCG targets.
Care co-ordinators

To help people access the most appropriate health service, we have nine care co-ordinators. During April to September 2017, the care co-ordinators:

- Had 6,242 contacts with patients
- Delivered 44 ‘over-80s’ appointments
- Supported 570 hospital discharges
- Contacted 94 individuals on the frailty register
- Completed 1,140 case reviews
- Made 589 referrals to Community Delivery Team meetings

The work of the care co-ordinators has helped contribute to:

- Reduced non-elective admissions to hospital by 2.47% for those aged over 75 (comparing the first six months of 2016-17 to a similar period in 2017-18)
- Reduced excess bed days for over 75s from 1,684 to 671 (a decrease of 60%)
- Reduced non-elective admissions to hospital by 11% for people with long-term conditions
Resilience

Erewash Time Swap has 166 active members who have swapped 878 hours to date, supporting each other with skills such as DIY, gardening and cooking. Time banking is an easy way for people to become a valued part of their community as well as giving practical help to those who need it.

Brilliant Erewash has introduced positive psychology and mindfulness to leading to a 118% increase in those who feel optimistic about the future and an 88% increase in those aiming to have a positive impact on others. Evidence suggests this may lead to improved academic attainment, improved physical, emotional and social wellbeing, and subsequent reduced demand on services.

More than 500 people in integrated care teams, care co-ordinators, and those caring for individuals with diabetes, have been trained in person-centred approaches and health coaching skills. This is helping to inspire a cultural shift in traditional services.

There are now 90 members of a new Development Workers Forum and 72 members of a new Voluntary Sector Forum helping share best practice, reduce duplication and strengthen the community and voluntary sector.

More than 30 voluntary Community Connectors have been trained to help increase connections within communities and signpost people to community support, leading to reduced isolation, improved wellbeing and reduced demand on services.

The online community directory - www.communitydirectoryderbyshire.org.uk - bringing together details of community and voluntary sector organisations, has more than 3,500 groups listed.