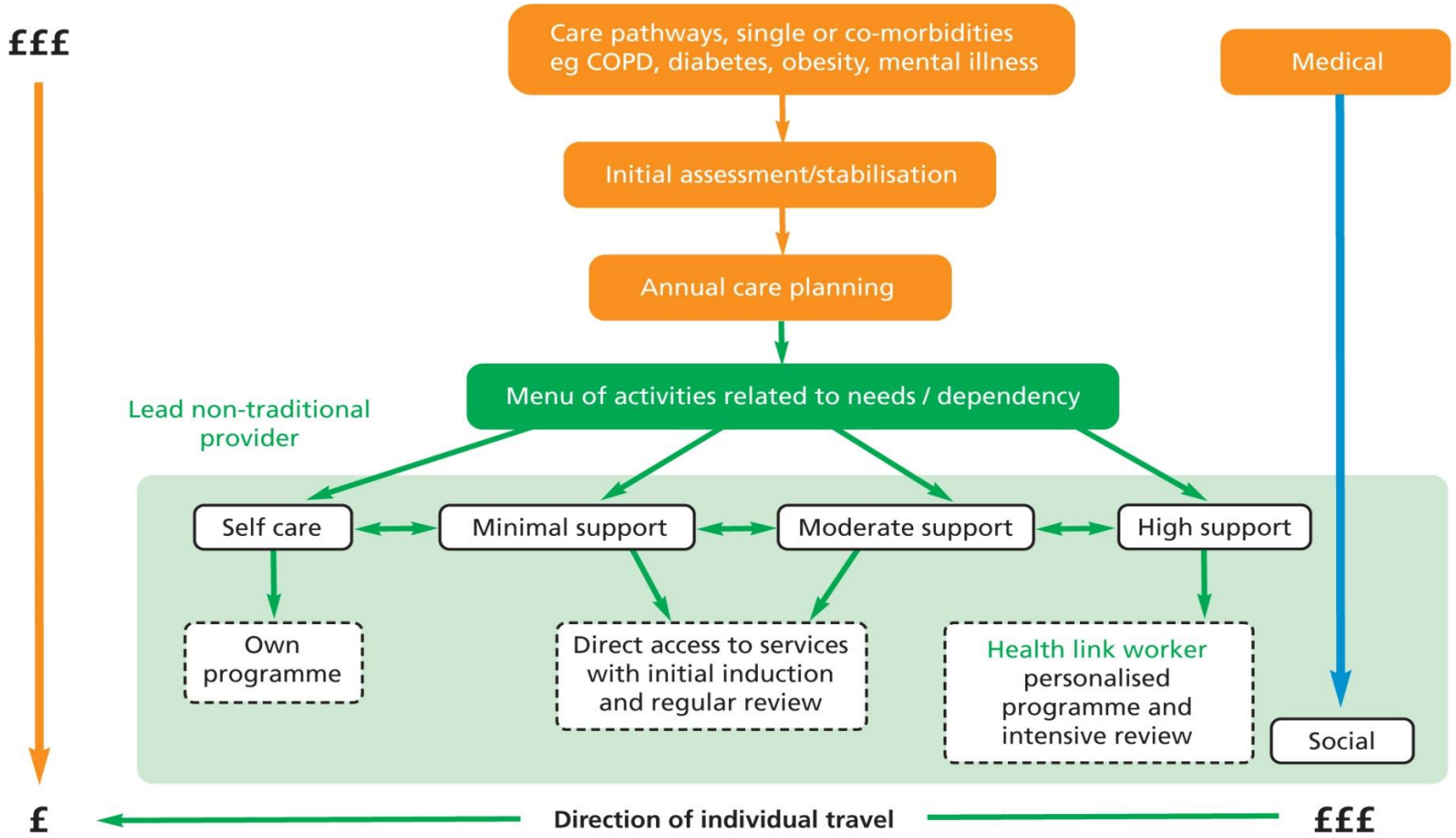
# An outcomes contract for social prescribing for long term conditions

Chris Drinkwater

Chair, Ways to Wellness

# Pathways between medical and social models of health




https://www.diabetes.org.uk/upload/Professionals/Year%20of%20Care/thanks-for-the-petunias.pdf

# Developing the programme

- Steering group hosted within Voluntary Organisations Network North East (VONNE).
- Strong project team – finance, operational and voluntary sector experience (SEIF & BLF).
- Developing the service specification & procuring providers.
- Negotiating with the CCG and agreeing outcome metrics.
- Setting up the governance framework.
- Sourcing funds – BLF, Cabinet Office, Bridges Fund Management.

Ways to Wellness

# Key Elements

- Prime contractor – 7 year contract with CCG, sub-contracts with 4 providers
- Simple outcomes
- Dedicated management information system
- Focus on funding link workers rather than activities
- Information governance (HSCIC Level 2 AQP)
- Further evaluation built in

Ways to Wellness

# Baseline Population & Referral Criteria

- Registered with a GP practice in Newcastle West (18 practices, 112,000 population, 14,229 on LTC QOF Register)

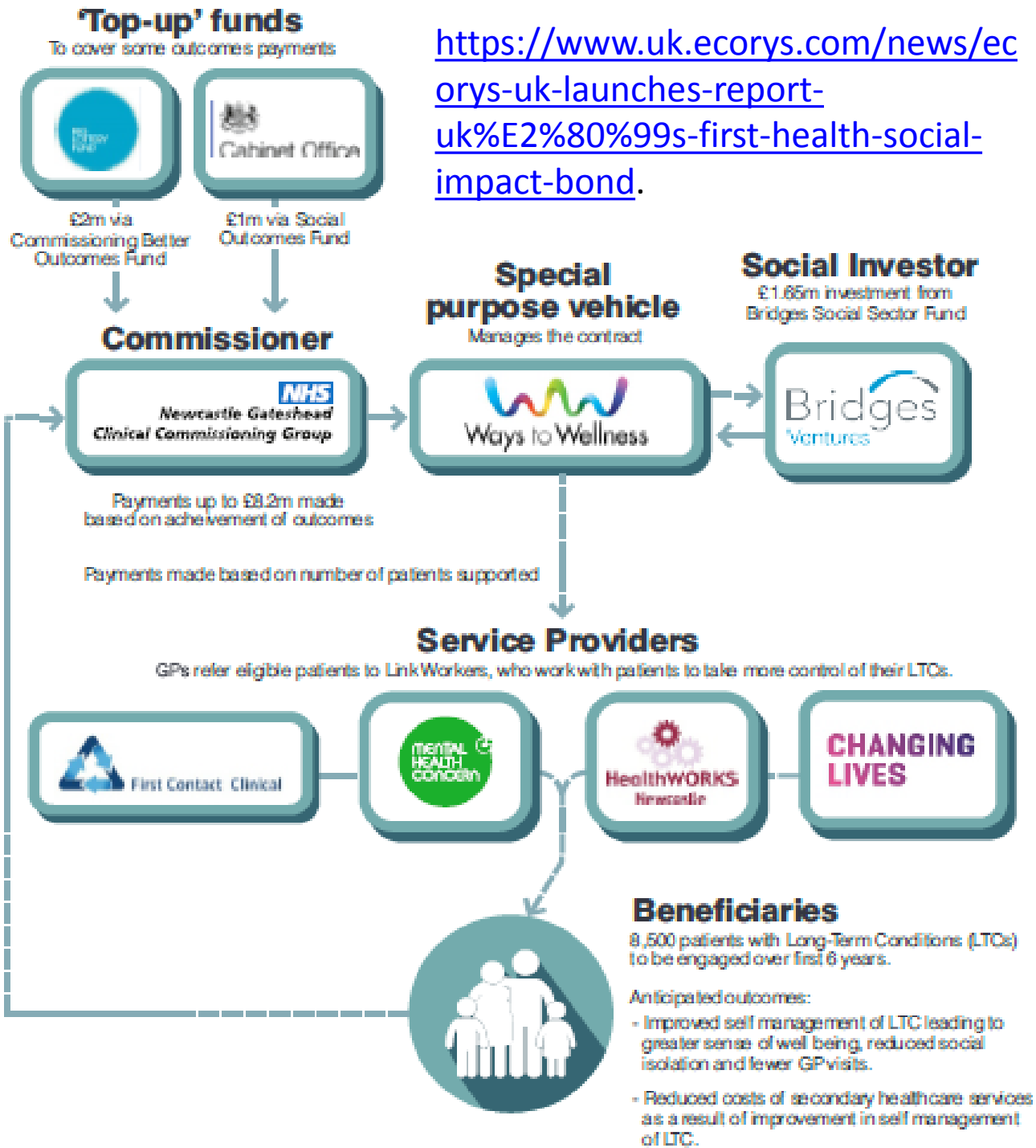
- Long-term condition (LTC):
  - COPD, Asthma, Diabetes (Type 1 or 2), Coronary Heart Disease, Heart Failure, Epilepsy, Osteoporosis

- 40 to 74 years of age

- Further prioritised referral criteria:
  - social isolation
  - poor understanding of condition, frequent attender at GP or hospital, poor adherence to prescription
  - anxiety or depression (in addition to one of the above LTCs)
  - poor health but with scope to improve with lifestyle change
  - poor English literacy
  - obese or inactive

Ways to Wellness

# The Ways to Wellness Model



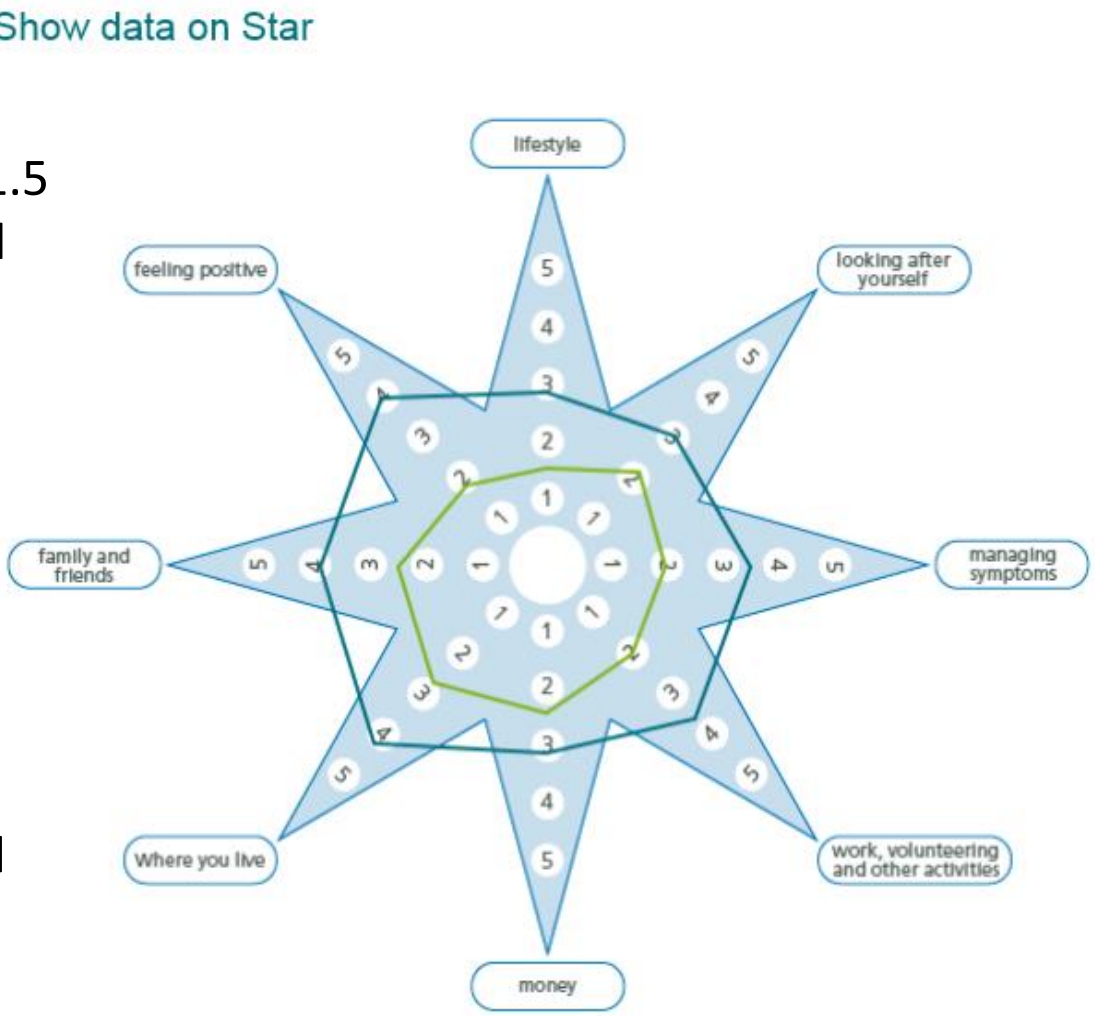

https://www.uk.ecorys.com/news/ecorys-uk-launches-report-uk%E2%80%99s-first-health-social-impact-bond.

Ways to Wellness

# Outcomes

1. **Well-being Star™**
   Average improvement over 1.5 results in an outcome- based payment (30%)

2. **Secondary care costs**
   Savings in scheduled & unscheduled admissions, out-patient and A&E costs compared against a matched cohort results in an agreed payment (70%)



Ways to Wellness

Find support groups

Get involved in local groups and activities

Make lifestyle choices

Get more active

Find relevant information

Develop positive relationships

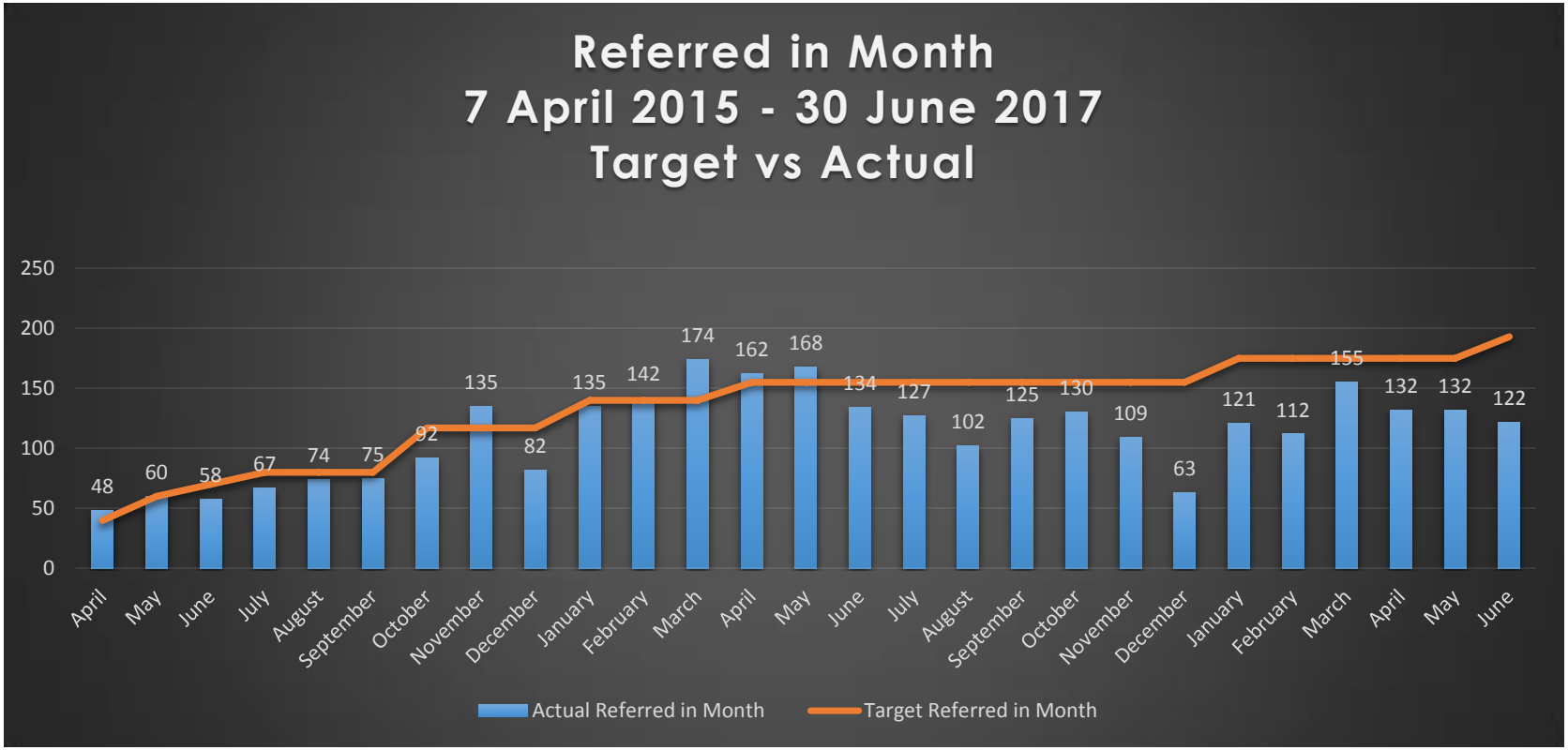
Gain confidence

**Link workers**
**22 FTE across 4 providers**

Access specialist services and support

Healthy eating and cooking

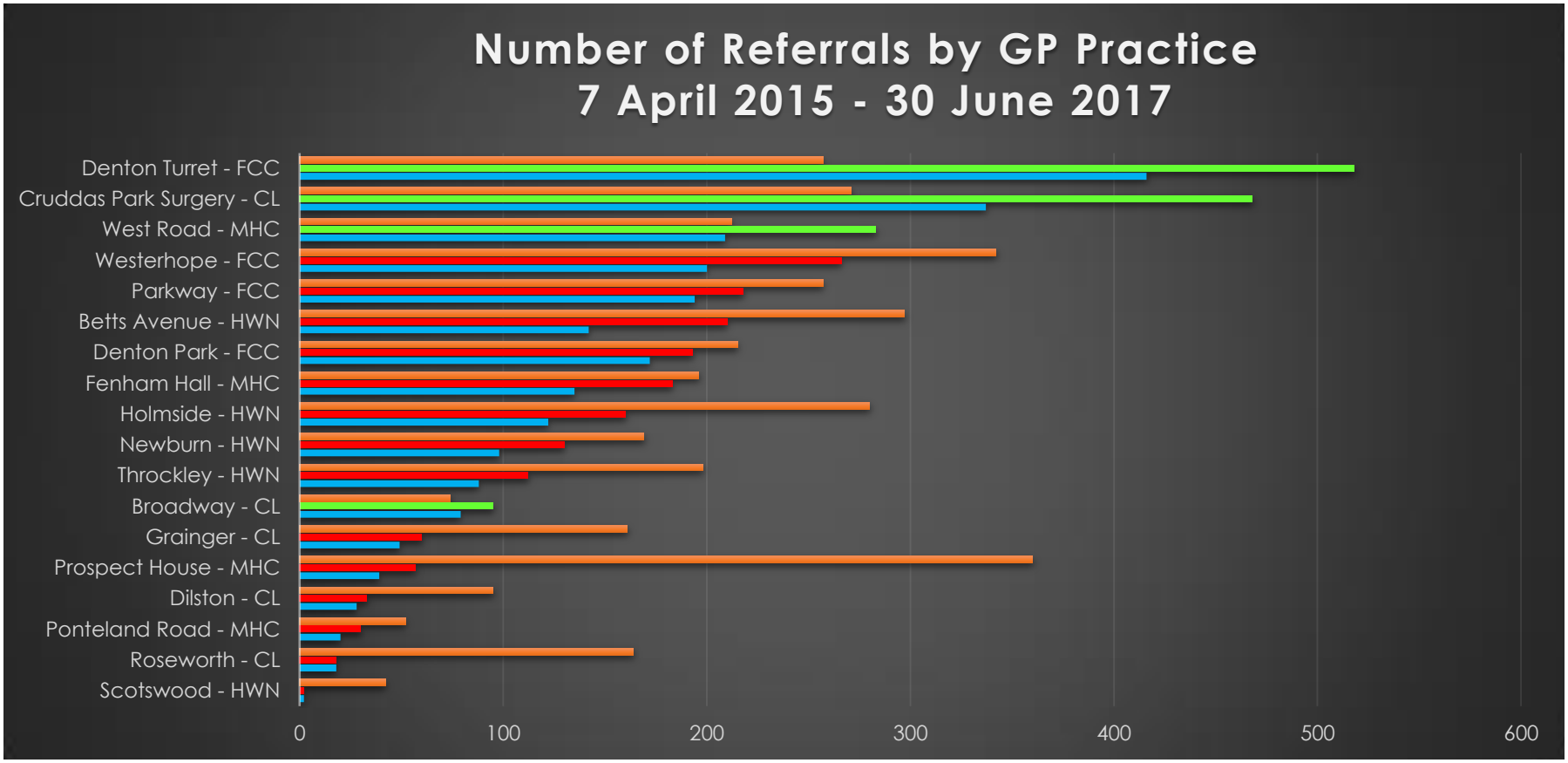
# Service Metrics – Referred in Month Service to Date




- **Referred in Month in Year 1: 1,142 = 97% of target**
- **Referred in Month in Year 2: 1,508 = 79% of target**
- **Referred in Month in Year 3: 386 = 71% of target**
- **To Date Referred in Month: 3,036 = 83% of target**

**607 shortfall in referred in month service to date**

# Service Metrics - Referrals by GP Practice Service to Date




Above Target

Below Target

Target to 30 June 2017

Starts 'Successful New Referrals'

# Highlights from further data analysis: first 1347 patients

- Men 46.6% (1st Star 28.6) Women 53.2% (27.4)
- Age 40-59 45% (1st Star 26.5)
- Age 60-74 55% (1st Star 30.4)
- 40.6% with 2 or more LTCs, numbers increase with age.
- Link workers spend an average of 8.4 hours with each patient, which represents an average of 23 contacts per patient

Ways to Wellness

# Service Users …

"I do believe that knowing the Ways to Wellness team is like winning a lottery ticket in life."

"I feel like finally there is a light at the end of the tunnel and I want to say thank you for calling me and listening, I really appreciate it."

"This service has resolved a lot of issues that worried me."

"I now have a totally different outlook."

"I feel really proud of myself that I'm getting out and about more."

"It has helped to focus my mind and gave me belief that things can change."

"I feel better already talking to you. It helps motivate me."

Institute of Health&Society

Newcastle University

Ways to Wellness

http://bmjopen.bmj.com/cgi/content/full/bmjopen-2016-015203?ijkey=GgHZG0gd300M44i&keytype=ref

Ways to Wellness

**Thank you to all our providers and funders**

MENTAL HEALTH CONCERN

First Contact Clinical

HealthWORKS Newcastle

CHANGING LIVES

LOTTERY FUNDED

BIG LOTTERY FUND

Cabinet Office

NHS
Newcastle Gateshead
Clinical Commissioning Group

Bridges Ventures

NHC

NHS
Health Education North East


Thank you for listening
Questions?

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