

West Wakefield

health and wellbeing



West Wakefield Health & Wellbeing

Care Navigation

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Wakefield District

West Wakefield

- 6 Practices
- 64,000 Patients

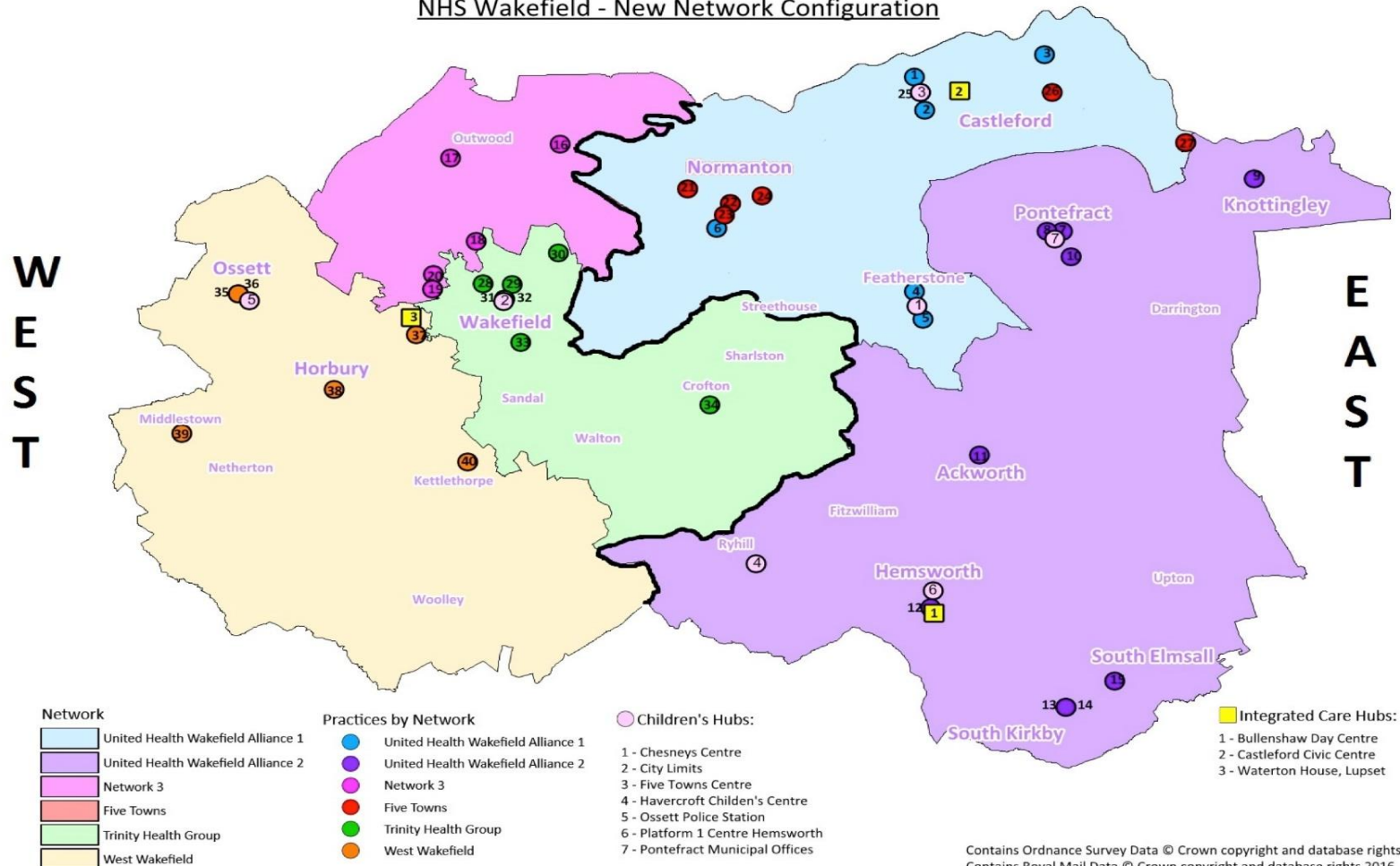
Networks 3, 5 and 6

- 18 Practices
- 162,000 Patients

Wakefield District

- 40 Practices
- 332,000 Patients

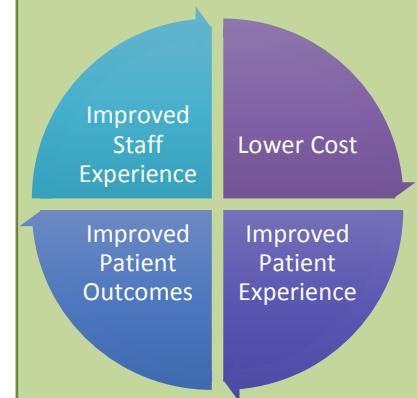
NHS Wakefield - New Network Configuration



The MCP's Hypothesis

50% of work done by GPs could be carried out by a more cost effective resource

The new model of care has been designed to achieve the four objectives of the Quadruple Aim (variation of Triple Aim).



The Vision For General Practice



Why do Care Navigation?

Decreasing number of GPs

Pulse

'The number of full-time equivalent GPs dropped by 1.3% in the last three months of 2016, new workforce figures reveal. Official data from NHS Digital, show a decline of 445 FTE GPs, including registrars, locums and retainers, from 34,495 to 34,050.'

Increasing number of patients

Guardian

'The 513,000 or 0.8% rise in the number of people living in Britain in the year to June 2015 was similar to the annual average increase over the last decade.'

Why do Care Navigation?

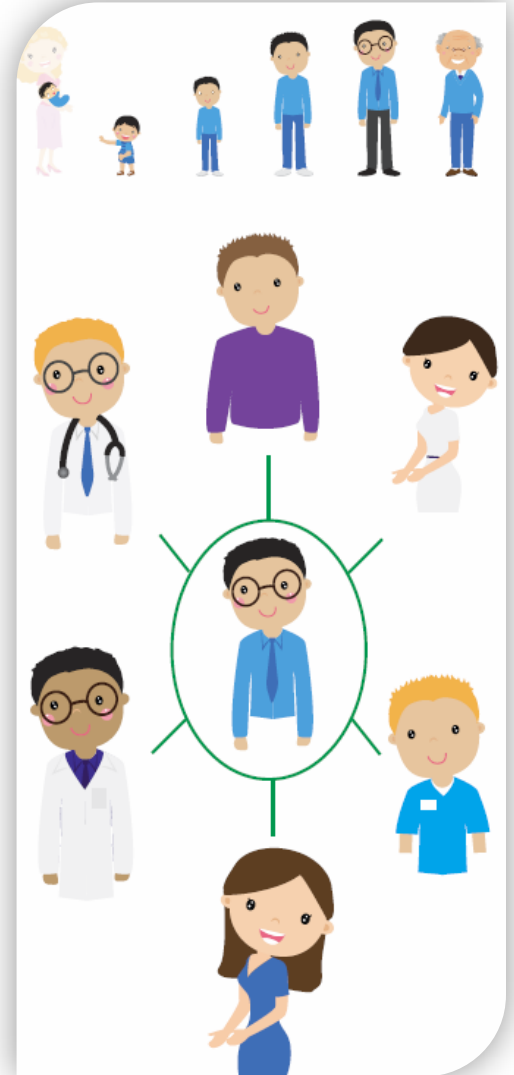
- GP forward view 2016 widening workforce.
 - Care Navigators will be pivotal to navigate to the extended primary care team and local services
- Patient's receive the right care, by the right professional, at the right time.
 - This means one visit, not two for the patient.
- Improved job satisfaction for frontline staff.
 - The Care Navigators now receive thanks from patients

Care Navigation Definition

“A person-centred approach that uses signposting and information to help primary care patients and their carers move through the health and social care system as smoothly as possible to ensure that unmet needs are met”

Extended Primary Care Team

- **Care Navigators**
- Physio First
- Pharmacists in General Practice
- Advanced Nurse Practitioners
- Health & Wellbeing Workers
- Mental Health Workers
- Health Champions



PEARS Scheme

PEARS stands for Primary Eyecare Acute Referral Scheme.

[Download advice for patient](#)

The patient can self-refer if they have started to experience any of the following symptoms:

- Small eye injuries / foreign bodies
- Flashing lights and new floaters
- Red eyes
- Distorted vision
- Recent onset blurred vision
- Eyelid cysts and styes
- Recent onset double vision
- Gritty and itchy eyes
- Recent onset drooping eyelid

If the patient is registered with a Wakefield GP, the patient can access this local expert service rather than waiting for a GP appointment or referral to a specialist clinic.

Service Access Information

What is PEARS?

PEARS is a way for people who are experiencing acute eye problems (problems that have begun very recently) to get the help they need quickly and easily.

In the past, people experiencing acute eye problems would usually have to go to their GP. The GP would then refer them to a specialist eye clinic. This could be a slow process – frustrating for the patient and wasteful for the health service because often the problem would turn out to be simple to resolve.

Now, with PEARS, any patient can arrange to come directly to a specialist optician who is involved in the scheme.

This is called 'self-referral' and is as simple as ringing to make an appointment.

Remember – this service is only available for people who are registered with a GP in the Wakefield area.

What happens then?

At your PEARS appointment we will carry out a full clinical examination. Most conditions can be treated easily there and then.

Other acute eye problems may require the help of an ophthalmologist. If this is the case, we can help make the referral for the patient, making it easier to get the patient the treatment they need as quickly as possible.

Wakefield Central

Asda Opticians Asdale Road, Wakefield WF2 7EQ

Tel: 01924 241800

Boots Opticians 1 Northgate, Wakefield WF1 1HE

Tel: 01924 387411

Best Practice Guidelines

- Practices have call recording facilities.
 - To be backed up by the use of the clinical system template.
- Useful phrases:
 - *“If your condition worsens, please come back to us”*
 - *“If the service we have given you information on, does not meet your needs, please come back to us”*
- Supplying patients with detailed information.
 - Via leaflets, electronic information, etc.

DoS – Self Care

West Wakefield Health and Wellbeing considers the results marked with a (🏆) as being particularly useful, but in accordance with our site disclaimer we are not responsible for them, nor do we endorse or guarantee the authenticity, accuracy or relevance of these or any other results displayed.

Hobbies



Found 210 items, showing 40, page 1

First

Previous

1

2

3

4

5

Next

Last

Location

☐ OFF Filter by location

205

Filter by type

☒ ON Services

3

☒ ON Groups

205

☒ ON Places

0

☐ OFF Facebook Pages

0

☒ ON Youtube Videos

2

Filter by popular tags

☐ OFF Hobbies

204



Craft & Hobbies, United Reformed Church Hall - Knottingley

Group

Last updated - Jan 19, 2017
5:50:52 PM



Ackworth Parish Council

Jo Jingles - Ackworth

Group

Last updated - Jan 19, 2017
5:50:52 PM



Civic Trust - Ossett War Memorial Community Centre

Group

Last updated - Jan 19, 2017
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Horbury Historical Society

Group

Last updated - Jan 19, 2017
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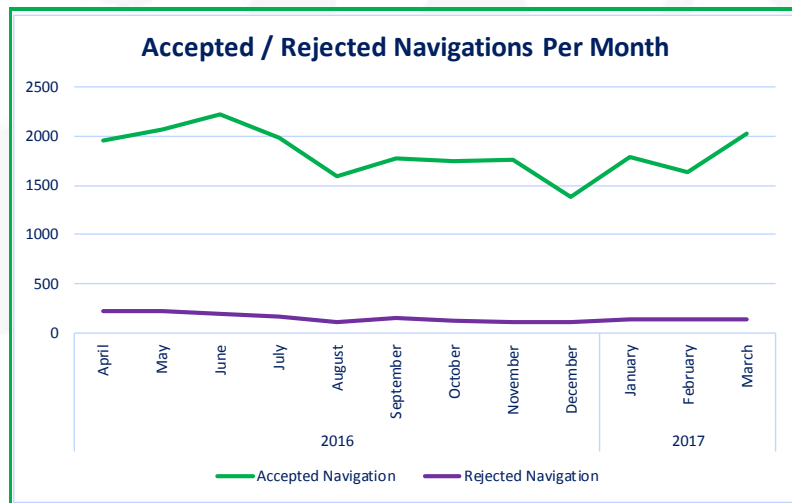
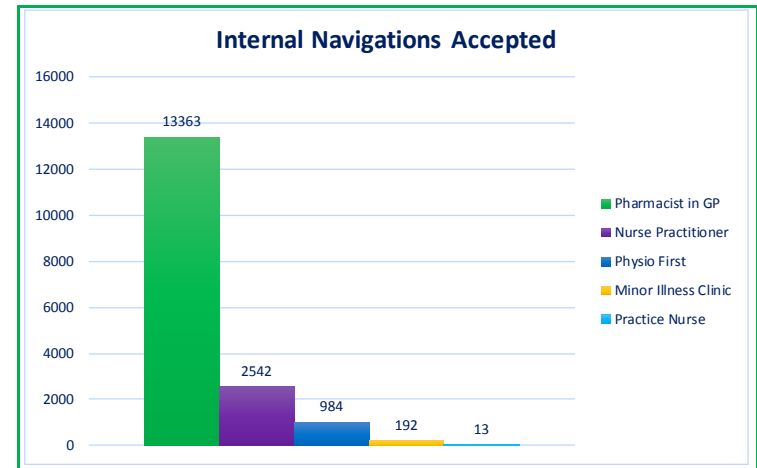
south featherstone gospel hall



What are the results?

2016/17 Results

- 25, 582 signposts away from GP appointments.
- 92% accepted signposts.
- 97% of patients surveyed were happy to see the healthcare professional they were signposted to.
- 277 trained Care Navigators across Wakefield.



Feedback

"I'm happy as long as I get to see someone who is best suited to help me."

"It frees up the GP to see someone more needy, you are able to see the best person to help you. Makes the system more efficient."

"Yes. Saves GP time. Target the problem."

2016/17 Signposts

Services / Clinicians	Accepted Signposts
Blood pressure monitoring	15
CASH Clinic	93
Community Pharmacy Service	1997
Counselling Service	7
Dental Service	11
District Nurse	300
Health Care Assistant	350
Health Trainer	5
IAPT	2
Midwife	3
Minor ailments clinic	218
Nurse Practitioner	2871
Nurse telephone triage	138
Optician	148
Pharmacist in GP	14812
Physio First	1091
Practice Nurse	242
Smoking cessation service	27
Social prescribing service	21
Social Services	5
Voluntary support service for carers	8
Warfarin Monitoring	5
Grand Total	22369

GP Time Saved Table

Service / Clinicians	GP Time Saved (In Minutes)
Nurse telephone triage	5
Health & Wellbeing Development Worker	10
Blood Pressure Monitoring	5
Warfarin monitoring	0
CASH Clinic	10
Counselling service	10
Dental Service	10
District Nurse	5
Health care assistant	5
Health Trainer	10
IAPT	10
Midwife	10
Minor ailments clinic	10
Nurse practitioner	5
Optician	10
Pharmacist in GP	7.5
Community Pharmacy Service	10
Physio First	10
Practice Nurse	5
Smoking Cessation Service	10
Social prescribing service	10
Social Services	10
Voluntary support service for carers	10

GP Time Saved

- Pharmacist in GP
 - Prescribing Support Services (PSS) study suggested that for every 100 minutes of pharmacist time, 75 minutes of GP time was saved.
 - Therefore, for every Pharmacist navigation we have accredited 7.5 minutes of GP time saved.
- Advanced Nurse Practitioner
 - Nurse Practitioner can effectively deal with all GP problems with the exception of Fit notes and termination of pregnancy.
 - Some patients who are referred to Nurse Practitioner could potentially see a GP for 10 mins or 5 mins through telephone call.
 - Therefore, for every ANP navigation we have accredited 5 minutes of GP time saved.
- Physio First
 - Patients would normally be seen by a GP for minor MSK problems.
 - Now they are seen in a longer consultation by the physiotherapist.
 - Very few patients are referred back to the GP after using Physio First.
 - Therefore, each Physio First navigation is 10 minutes of GP time saved.

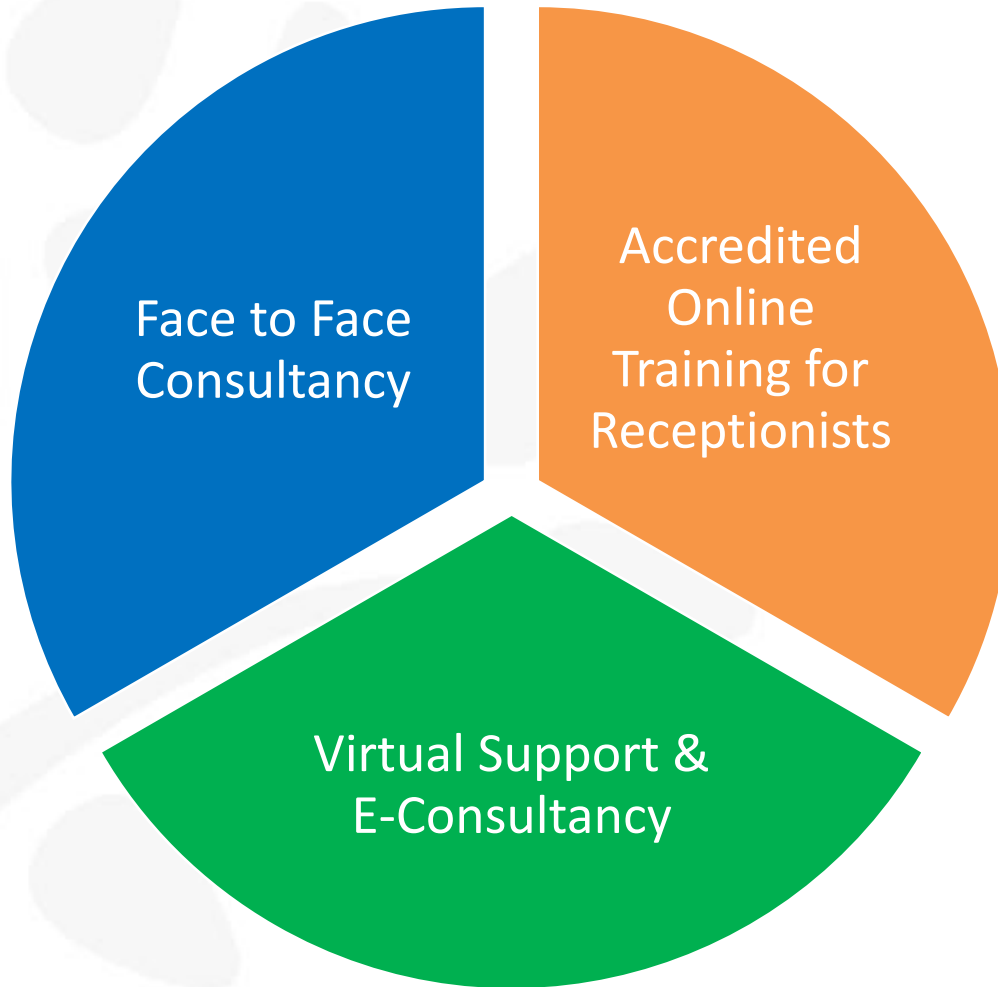
GP Time Saved

- Community Pharmacy Service
 - Patient rings for minor illness, is then normally given a face to face assessment by a GP or NP.
 - Care Navigation directs them to a more appropriate resource.
 - Patients could potentially have come to see a GP for an eye problem.
 - Therefore, each above navigation is 10 minutes of GP time saved.
- Optician
 - Through Care Navigation we are diverting patients to a more specialised clinician through the pears scheme.
 - This means they are seen within 48 hours by their regular optician, who provides acute eye care in the community.
 - Therefore, each above navigation is 10 minutes of GP time saved.
- Dentist
 - Patient's should not be seen for dental problems in GP practice, but they can present quite frequently.
 - If they had not been asked the nature of their problem, these patients could have seen a GP and their time would have been wasted.
 - Therefore each dental problem care navigation is 10 minutes of GP time saved.

Practice Worked Example

- Care Navigation at a practice with a list size of 12,500 patients in 2016/17
- 5819 signposts per year = 743 GP hours saved
(based on the 'GP Time Saved Table')
- Typical GP at this practice works 8 appointment sessions of 3 hours
 - 24 GP Consultation Hours per week
 - 24 x 46 working weeks = 1,104 GP Consultation hours per year
- This Practice has 7 x WTE GPs
 - 7 x 1,104 GP hours = Total of 7,728 GP hours per year
- $743 / 7,728 = 9.61\%$ **GP Consultation Hours Saved**

The West Wakefield Model



Timeline



Outline of Accredited Online Learning

Covers the following topics;

- What is care navigation?
- Understanding the role of the care navigator
- Understanding how to undertake care navigation
- Understanding other health professionals we can work with for effective care navigation

Essential Level Online Training Health Education England 2016

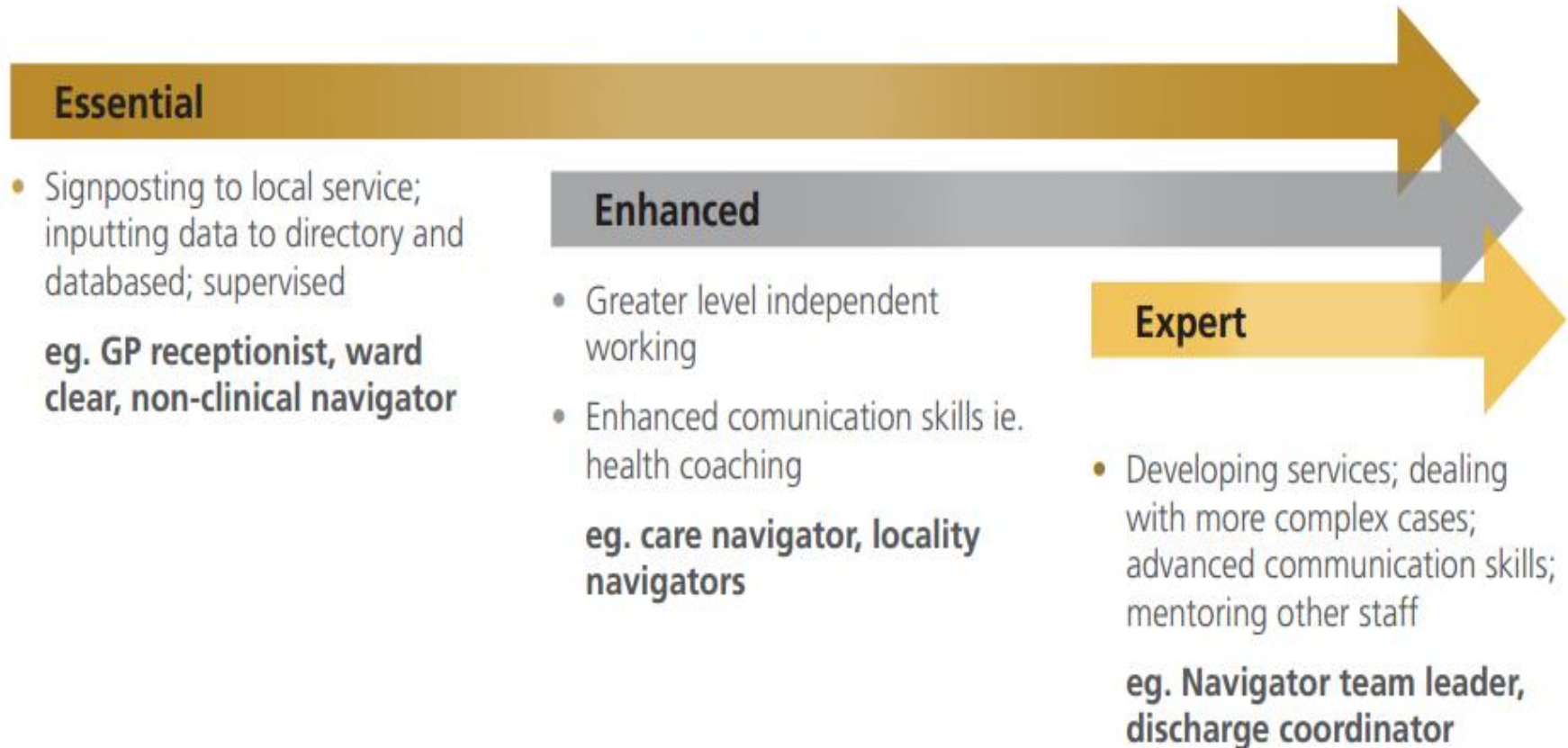


Figure 5. Overview of the tiered competency framework; essential, enhanced and expert levels with competencies

Snapshot of Online Learning

03

WHAT IS CARE NAVIGATION

Topics included in are:

- Why is Care Navigation needed?
- What are the benefits to a GP practice?
- What are the benefits to the patient?



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KNOWLEDGE CHECK: QUESTION 1

What are the benefits of Care Navigation to a GP's practice? Check all that apply:

- ☐ A. Higher patient satisfaction
- ☒ B. Better patient experience
- ☐ C. Allows receptionists to withhold appointments
- ☐ D. More appointments at the end of the day
- ☒ E. Enables Care Navigators to make clinical decisions
- ☐ F. Increased job satisfaction



CHECK

- Lessons learned from delivering this model in Wakefield & other elements of extending primary care
- Multiple packages to suit differing requirements
- Health Education England recommends ongoing support from peers and mentors, as well as training resources about local services (HEE Competency Framework, 2016).
- Business Intelligence Support
 - Promoted by NHSE as best practice amongst the Vanguard

Any Questions?

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