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
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

- Care Navigation
- Pharmacists In General Practice
- Physio First
- Social Prescribing
- Extended Access
- Schools App Challenge
- HealthPod
- Health Champions

General Practice
Decreasing number of GPs

‘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

‘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

https://youtu.be/OOWUWnJVmRk
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
Service Access Information

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.
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.
Our Work in Focus: Care Navigation

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.

What are the results?

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

<table>
<thead>
<tr>
<th>Service / Clinicians</th>
<th>GP Time Saved (In Minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse telephone triage</td>
<td>5</td>
</tr>
<tr>
<td>Health &amp; Wellbeing Development Worker</td>
<td>10</td>
</tr>
<tr>
<td>Blood Pressure Monitoring</td>
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</tr>
<tr>
<td>Warfarin monitoring</td>
<td>0</td>
</tr>
<tr>
<td>CASH Clinic</td>
<td>10</td>
</tr>
<tr>
<td>Counselling service</td>
<td>10</td>
</tr>
<tr>
<td>Dental Service</td>
<td>10</td>
</tr>
<tr>
<td>District Nurse</td>
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<td>Voluntary support service for carers</td>
<td>10</td>
</tr>
</tbody>
</table>
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 7,245 GP hours per year

- $743 / 7,728 = 9.61\%$ GP Consultation Hours Saved
The West Wakefield Model

- Face to Face Consultancy
- Accredited Online Training for Receptionists
- Virtual Support & E-Consultancy
Timeline

- **Stakeholder engagement**
- **Designing local model**
- **Task and Finish Group**
- **Accredited Online Training For Receptionists**
- **Provider Engagement Event – Phase 1 ‘Go Live’**
- **Evaluation & Rolling Programme**

3 Months
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
- Signposting to local service; inputting data to directory and databased; supervised
  eg. GP receptionist, ward clear, non-clinical navigator

Enhanced
- Greater level independent working
- Enhanced communication skills ie. health coaching
  eg. care navigator, locality navigators

Expert
- Developing services; dealing with more complex cases; advanced communication skills; mentoring other staff
  eg. Navigator team leader, discharge coordinator

*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?

11 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
Care Navigation Consultancy

• 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 Vanguards
Any Questions?

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