

Meeting the COVID Challenge

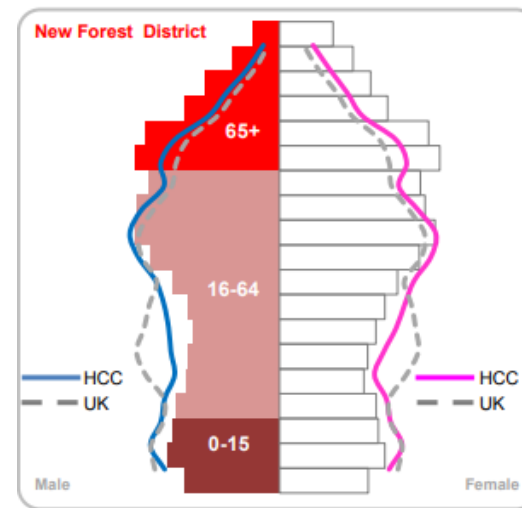
Lucy Lewis and Esther Clift

@lucylew79 @EstherClift



New Forest in Hampshire – background

- Highest concentration of older people in the country
- Longer life expectancy but healthy life expectancy is decreasing
- Local demographics
- General Practitioner visits



West New Forest Area

- Care is provided over 3 communities with a registered population of 30,000+
- A greater range of community services serving a wider population of 100,000+ is provided by our Primary Care Access Hub at Lymington New Forest Hospital.



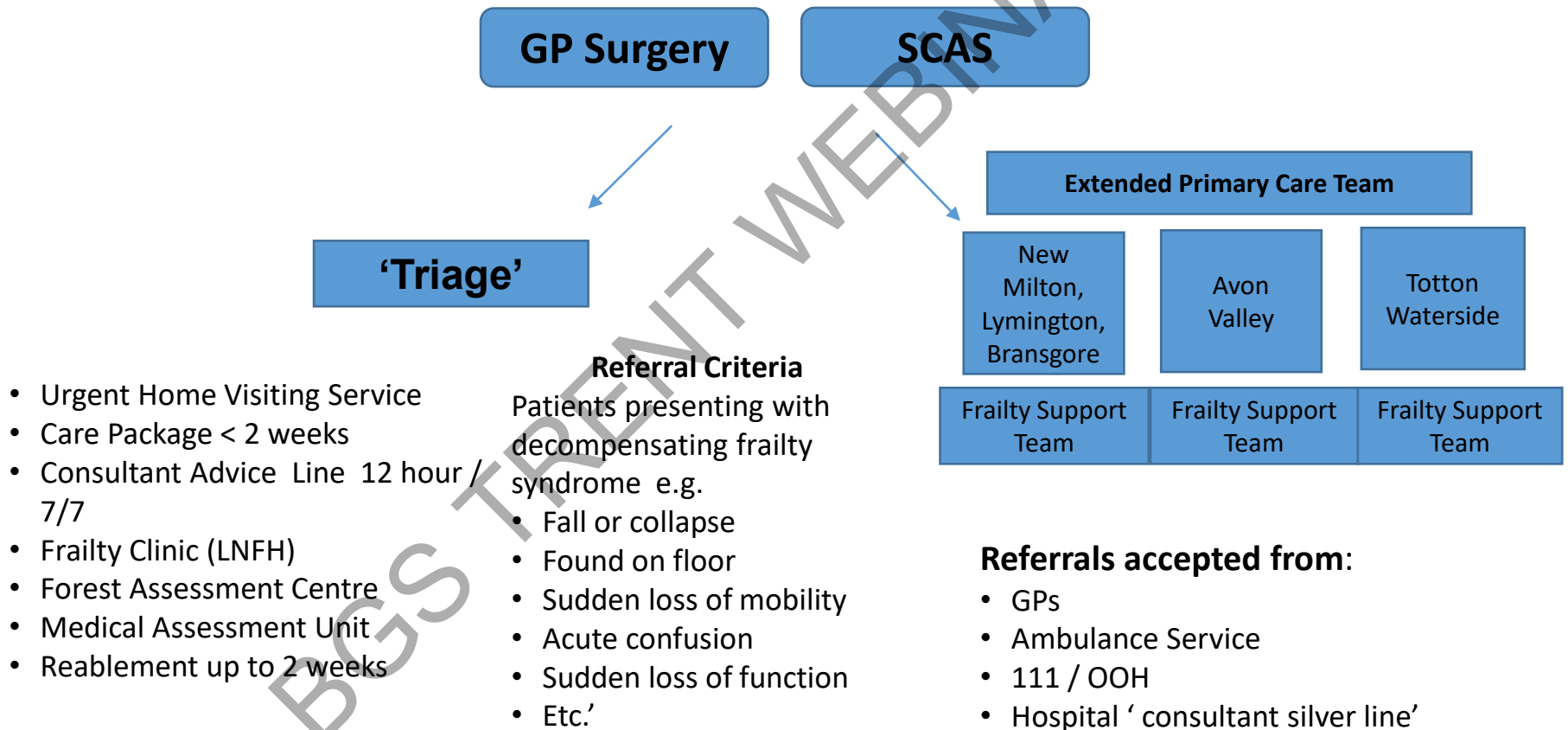
The Frailty Team Model

- Urgent response with senior clinical assessment and interventions
- Care planning and care co-ordination
- Complimenting each Extended Primary Care Team

Reactive Care

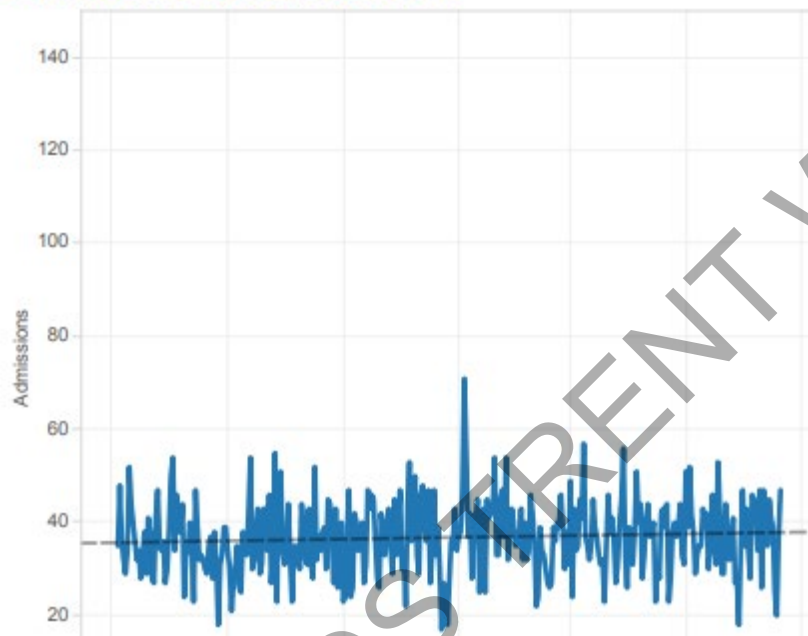
- 7 day service provision
- 8:30 to 18:00 core service
- Care packages as required - short term
- Service provision coordinated with
Lymington New Forest Hospital

The Frailty Team Model

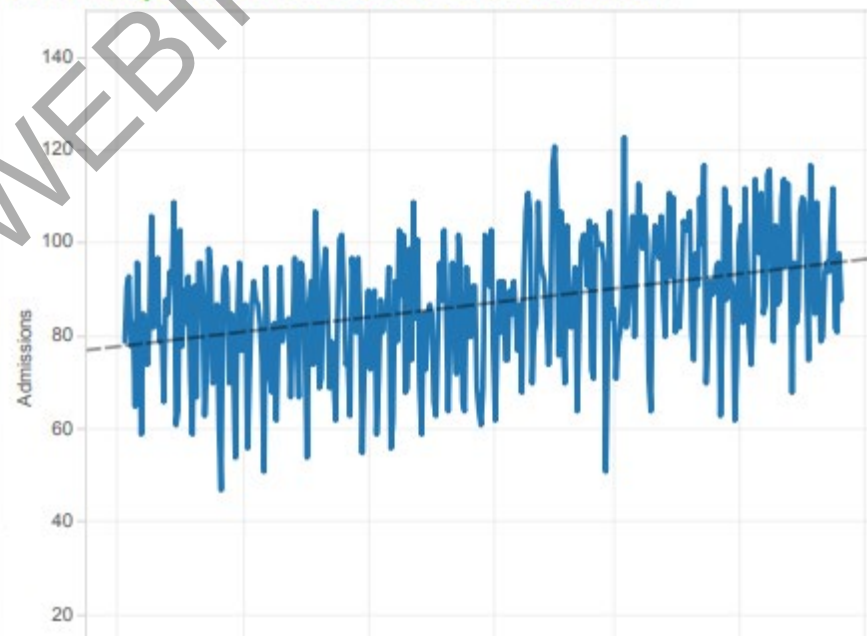


Impact of Reactive work

Seventeen Practices in FST rollout



West Hampshire CCG Practices not in FST rollout



Impact of the Frailty Service

No of Referrals

2,397 up to end Jun '19
407 direct from Ambulance
Service

Single Multi
Professional Team

Savings
£965,296 during 18/19

Impact on GPs

2,397 home visits avoided

One point of access

NEL Growth

Maintained at 3.8% below
national rate 5.8%

Patient Experience

Positive – people can
remain at home

Bespoke Frailty
Training

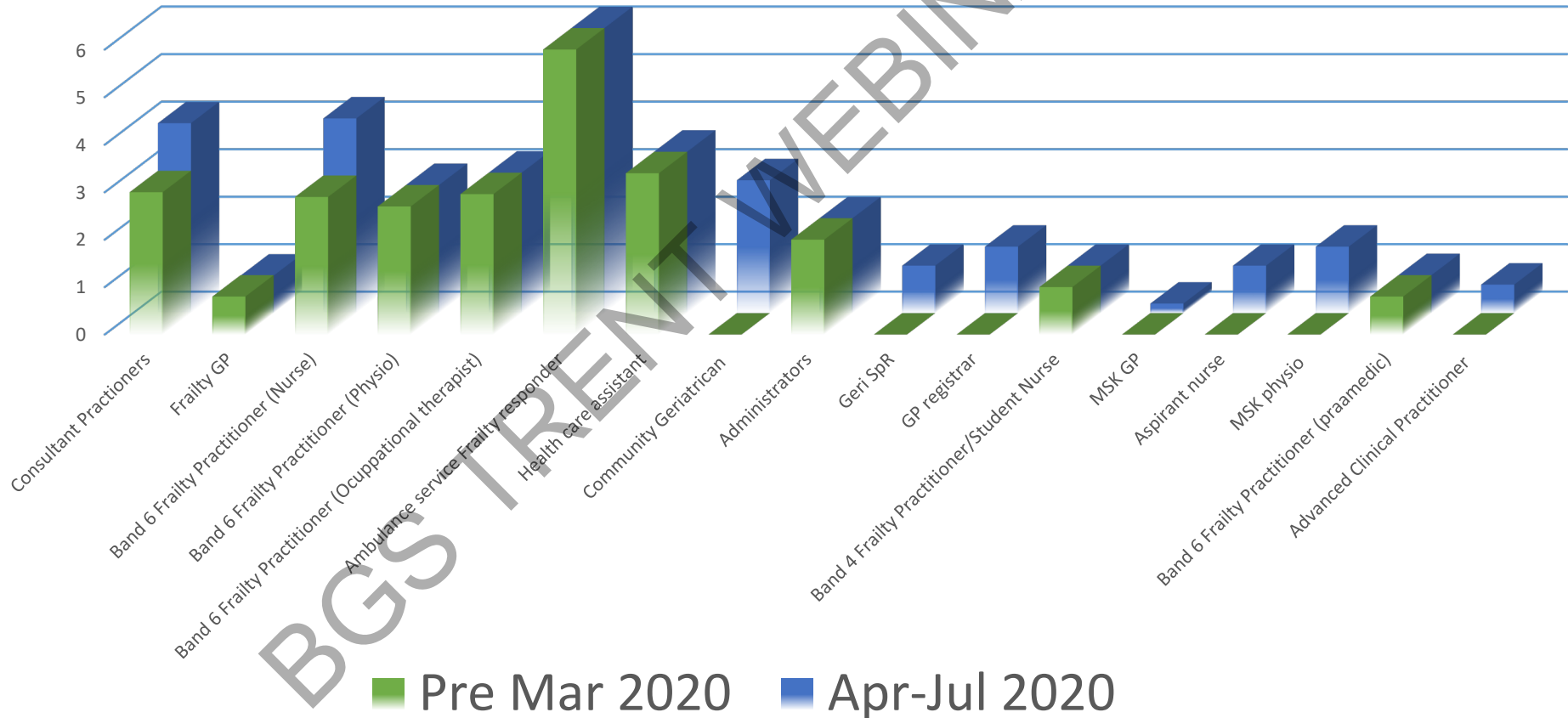
Resources

Increase in use of Lymington
Hospital

Staff Retention

Satisfaction of staff

COVID changes



Referral Comparison

	Mar-19	Apr-19	May-19	Jun-19	
Accepted	144	118	129	137	528
Inappropriate	4	5	6		15
No Capacity	18	25	26	18	87
	166	148	161	155	630

	Mar-20	Apr-20	May-20	Jun-20	
Accepted	136	216	233	206	791
Inappropriate	4	4	5	6	19
No Capacity	12	26	5	27	70
	152	246	243	239	880

Strengths

- MDT working
- Good communication with Integrated care team & GP
- Good team dynamic “Can do”
- What we do for people & their families
- Easier to escalate concerns (senior available) and can get feedback in the same day to do a second review
- Constantly adapting to the changing service

Opportunities

- Working as one team with Integrated Care Team
- Closer working with hospital Older persons’ assessment & liaison team
- Lots of new skills
- Expand team to match skills set and numbers of covid19 phase
- Work with care homes post discharge

Aspirations

- Lots more frailty learning
- Handovers become daily teaching events
- Write discharge letters to service users as well as GPs

Resources

- Older people’s front door teams in 3 local hospitals
- More frailty practitioners for continuity especially ACPs
- Training trainees (GPs, ACPs, SpRs)

What we've learned

WHAT PRACTICE
ARE WE SEEING IN
COMMUNITIES,
INSTITUTIONS,
POLICIES?

Understanding crisis-response measures Collective Sense-making



DURING CRISIS

STARTED

STOPPED

<p>END</p> <p>WE'VE DONE THESE THINGS TO RESPOND TO IMMEDIATE DEMANDS BUT THEY ARE SPECIFIC TO THE CRISIS</p>	<p>AMPLIFY</p> <p>WE'VE BEEN ABLE TO TRY THESE NEW THINGS AND THEY SHOW SOME SIGNS OF PROMISE FOR THE FUTURE</p>
<p>LET GO</p> <p>WE'VE BEEN ABLE TO STOP DOING THESE THINGS THAT WERE ALREADY / ARE NOW UNFIT FOR PURPOSE</p>	<p>RESTART</p> <p>WE'VE HAD TO STOP THESE THINGS TO FOCUS ON THE CRISIS BUT THEY NEED TO BE PICKED UP IN SOME FORM</p>

➔ NEW PRACTICE

➔ OLD PRACTICE

STOPPED

STARTED

POST-CRISIS

COVID Challenges

- Recruitment- workforce challenges
- Capacity of the service
- IT challenges and communication
- Level of clinical acuity and risk
- Interface with Emergency Departments
- Culture change around home support

Feedback



“@EstherClift the frailty team are fantastic! Gary and his colleague just came out to see my Dad.

We’ve been up all night with him. I could cry with relief they were so supportive, knowledgeable and now going to come out daily to see him until he improves.

Thank you so much” 😊

Gary – “Thank you so much for this tweet!
We thoroughly enjoyed meeting you all!
Hope you have a better night tonight,
you’re all doing great! ❤️

Acknowledgements

