



## **Great Yarmouth and Waveney Clinical Commissioning Group**

HealthEast

### **Briefing for Great Yarmouth and Waveney Health Scrutiny Committee on the impact of out of hospital teams**

In April 2014 NHS Great Yarmouth and Waveney CCG commissioned an out of hospital team for Lowestoft, the first of its kind in the area.

Since then, the CCG has completed the 'Shape of the System' public consultation aimed at rolling-out across Great Yarmouth and Waveney a model of care based on looking after people in their own homes wherever possible.

The out of hospital teams have been highly successful with some excellent patient feedback to date. It needs to be noted that the teams are up and running currently in Lowestoft and in Great Yarmouth. The new model of care is still in the process of being rolled out across the whole of Great Yarmouth and Waveney and so the full impact is not yet being felt.

#### **JPUH Emergency Admissions (Great Yarmouth and Waveney patients only)**

The population where we know the out of hospital teams are having the biggest impact is the over 75s. In April to November 2015-16 there was a 4% reduction in the number of emergency admissions from the over 75s when compared to the same months in 2014. Even in the winter months of December to January 2015-16, when there is always an increase in admissions, there was a reduction of 0.1% in December and January when compared to the same two months in 2014/5, the previous year. This group of patients can be those that have more complex discharge needs.

It should be noted that these figures are for GYW patients attending the James Paget University Hospitals NHS Foundation Trust, they do not include the figures for patients attending other acute trusts or for patients attending JPUH from other CCGs.

#### **Patient Experience**

In its first year the Lowestoft team supported over 1,000 patients. Patient, family and carer satisfaction is very high; over 90% in satisfaction questionnaires.

Patients have told us:

"I can't express how it has helped to restore my confidence..."  
"...more realistic consideration of patients actual needs"

Reviews identify a real sense of "team" with all out of hospital team staff encouraged to share views and suggest improvements. Patients are put first and supported in the right place by a relevant professional, and that there is good evidence of integrated working with other public

services.

There are other benefits beginning to show too. Adult social care believes that the number of Lowestoft residents going into long term care has reduced.

### **The North Out of Hospital Team**

The North Out of Hospital Team (supporting Bradwell, Gorleston, Great Yarmouth and the Northern Villages) was established by East Coast Community Healthcare and NorfCC Adult Social Care on 1 April 2015. It is a truly integrated service across health and social care, with one team manager leading the entire team, with a single budget to resource the team and with one care assessment and one care plan for all patients.

This service has been developing and growing and on 1 October 2015 the service went 24/7. In its first month of service the team supported 38 patients to remain at home, by August this rose to 107 patients and in September 129 patients. Referrals are being received from GPs, Social Care, the local acute Trust, paramedics and others.

Feedback has been very positive....

“Would have been unable to cope without this team, they were always willing to fit in with our routine to give generously of their time and to go beyond the call of duty. Thank you”

It is too early to have definitive numbers over a whole year given the recent implementation, but between April and September 2015 the North Out of Hospital Team has supported over 460 patients to remain at home when they might previously have been admitted to hospital.

Experience from the Lowestoft Out of Hospital Team suggests that, if the North team had not supported these patients to remain at home, approximately one third of them would have been unnecessarily admitted to the local acute trust.

### **Lorraine Rollo**

Head of Communications and Engagement

29 March 2016