

CLEAR High Intensity User

Central Camden Primary Care Network

Providing a proactive, personalised and holistic service for high intensity users of primary care

AT A GLANCE

CLEAR CHALLENGE

High intensity users taking up a disproportionate amount of primary and secondary care time – with 20 times the number of GP appointments and 15% of all ED attendances

KEY CHANGES

A new dedicated HIU service providing proactive, holistic care and support for HIUs including personalised care plans for complex patients

FORECAST BENEFITS

Improvement in the overall health and wellbeing of HIUs and a reduction in GP appointments, ED attendances and emergency hospital admissions generating potential annual productivity savings of up to £168,349

THE CHALLENGE

Central Camden PCN's high intensity users (HIUs) – patients who had attended the ED more than five times in 12 months – accounted for 15.4% of all ED attendances in one year and 10.5% of all emergency admissions.

They represented 0.1% of registered patients but created eight times the amount of activity for the PCN's nine GP practices. These patients had more than 20 times the median number of GP appointments, and three times the number of comorbidities than the general patient population. The estimated annual cost of GP appointments in a four-year period from September 2017 was more than £1 million.

WHAT WE DID

PCN staff were keen to understand how ED attendance by HIUs compared with their use of GP services. Four years of data, from September 2017, was extracted and analysed, comparing HIUs who attended ED and those who had more than two GP appointments per month with information on how the wider population used both services. This analysis revealed that 147 were HIUs. The CLEAR national faculty also compared HIU activity with four other PCNs involved in CLEAR transformation projects.

CLEAR RECOMMENDATIONS

A new HIU service was recommended consisting of care coordinators, advanced practitioners, health and wellbeing coaches and social prescribers - to provide 19 hours of care per patient per year.

The HIU team would signpost patients to other services, provide health promotion advice and practical help with non-medical issues including budgeting, housing and benefits.

Personalised care plans would be put in place for patients with complex needs with early interventions - such as managing breathlessness and coping in the cold weather - for those identified as being at risk of reaching crisis point.

A bespoke matrix developed in partnership with Hyde PCN was used to aid the development of the new model of care to explore the skills and roles needed and quantify them in terms of the number of hours required to deliver each element of care.

FORECAST IMPACT

The provision of proactive, holistic and coordinated care would improve the health and wellbeing of HIUs and ease pressure on both primary and secondary care services.

A potential annual saving of £187,226 could be achieved by a 20% reduction in GP appointments, 40% reduction in ED attendances and 40% reduction in emergency hospital admissions. The annual workforce cost of the new service is estimated to be £46,774, resulting in overall productivity savings of £140,452.

All four new staff roles fall within the Additional Roles Reimbursement Scheme so these costs could be partially refunded.

Holistic care for high intensity users will improve their health and quality of life.

Early interventions for this vulnerable group of people will reduce the number of crisis points when they have nowhere else to go except the ED.