

# PRIMARY CARE BULLETIN



## Care Closer to Home

MARCH 7th 2016

ISSUE 4

### Care Closer to Home: One month to go

Lynne Woodcock, Managing Director, ACE

Welcome to the Primary Care Bulletin on **Care Closer to Home** brought to you by Anglian Community Enterprise (ACE). Each week in the run up to go-live on 1st April 2016 we will be keeping you informed with developments in CC2H. This week our Spotlight feature focuses on the Pain Management and Physiotherapy services. We also have updates on the Community Gateway and a reminder about AQP services.

If you are a General Practitioner, or part of a Primary Care Team, please read on to understand how changes coming into effect from 1st April 2016 will affect you and your Practice.



### The Community Gateway

**Further information on our single point of access through which you can refer to Care Closer to Home services from 1st April 2016.**

As you know, ACE have developed a Community Gateway to ensure safe transfer and appropriate allocation of all patients. This Community Gateway is a single point of access for all new referrals to ACE services. It also helps professionals as they will have a single route into the organisation and one familiar referral form with specialist inserts dependent on the service needed.

As well as being able to call your integrated team directly, the Community Gateway will also take calls from professionals and patients and their families/carers. Intelligent navigation will ensure that a query is dealt with in one call wherever possible.

The Community Gateway will be open, and the new referral forms available, from April 1<sup>st</sup>. The forms will be accessible via a dedicated web portal and within SystemOne and EMIS. There are mandatory fields that have been developed to ensure we have enough information to make the right clinical assessment and to ensure the safety of our patients and staff. Using the web portal will help you with completion of those mandatory fields as you will not be able to progress until they are completed.

Our clinicians and administration staff have been at the heart of developing this new initiative; understanding the problems that patients and professionals face when transferring patients, and working hard to design the best solution.

Next week's bulletin will include a guide to access and complete the new forms. In the interim, if you have any questions about the Gateway or the new referral process, please contact Kerry-May Surtees, ACE's Integrated Care Manager Health & Wellbeing.

Kerry-May.Surtees@acecic.nhs.uk

#### Any Qualified Provider: Referrals are changing

From April 1st AQP Osteopathy, Chiropractor and Private Physio Services will no longer be commissioned. Instead, Physio Services will be provided by ACE in four localities as part of CC2H.

We advise all GPs to cease making referrals to AQP providers of these services from **10th March 2016**.

Instead, ACE's Physio Service can take referrals by:

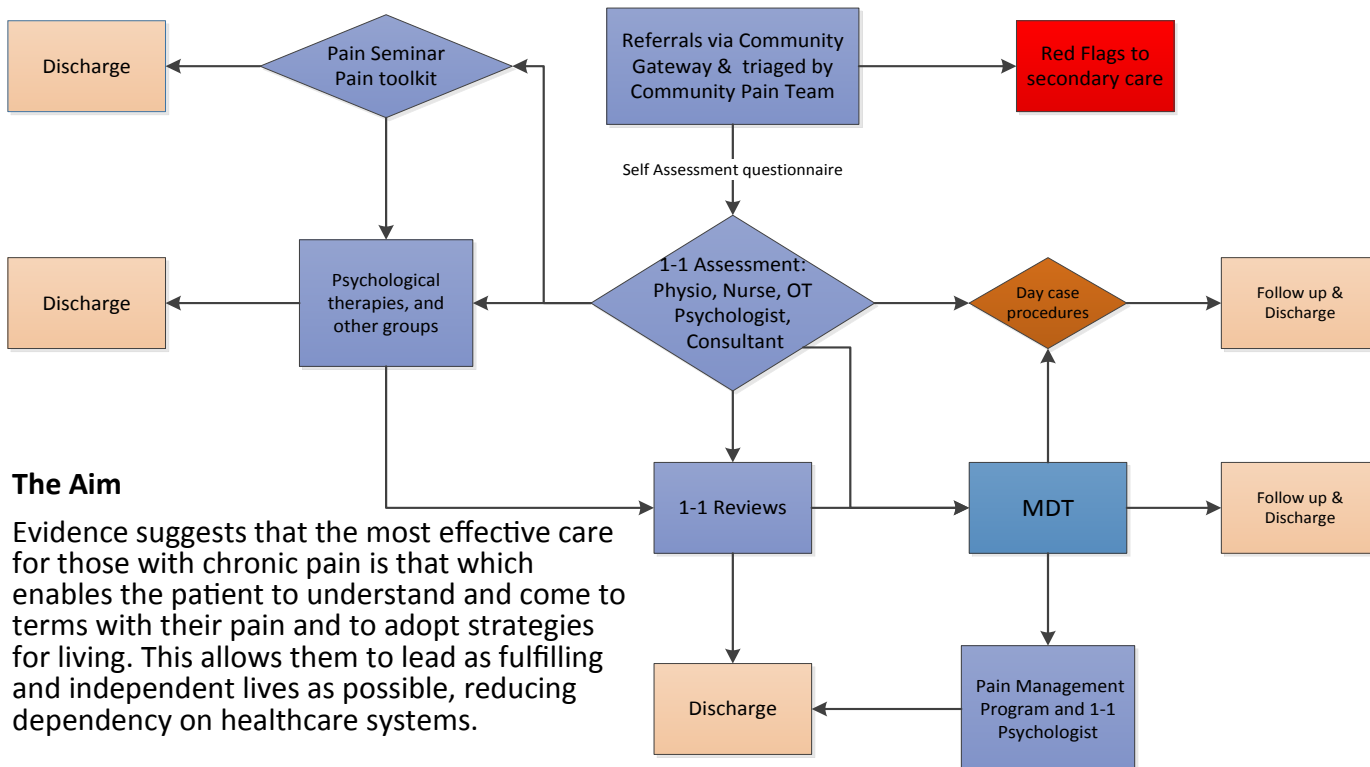
Fax: 01255 201690

Email: [acecic.rehabadultphysio@nhs.net](mailto:acecic.rehabadultphysio@nhs.net)

The Community Gateway will take physio referrals from 1st April.

## Spotlight on.....Pain Management

The Pain Management service will be changing under CC2H. The diagram below shows the new pathway.



### The Aim

Evidence suggests that the most effective care for those with chronic pain is that which enables the patient to understand and come to terms with their pain and to adopt strategies for living. This allows them to lead as fulfilling and independent lives as possible, reducing dependency on healthcare systems.

### The Current Pain Management Service

The current service has a high level of re-referral and dependence on invasive interventions. In this model 95% of referrals are seen by a Consultant, with a first appointment held in an acute setting. This has resulted in long waiting times.

### The CC2H Pain Management Pathway

As the pathway diagram above shows, with CC2H all referrals will be received via the Community Gateway and managed by the Community based Pain Service. We will introduce a psycho-social approach to support self-management of pain, minimising dependence on medical and clinical intervention.

Where theatre based injections are required, we have partnered with Baddow Hospital to carry out day procedures. Referrals to Baddow will be received via the Community Gateway.

## Spotlight on.....Physio

From April 1st 2016 all GP referral to Physio will be through the Community Gateway.

Over the course of the CC2H contract, the Outpatient Physiotherapy pathway will be transformed. A big part of transformation will be the introduction of patient self-referral. Self-referral has been welcomed by patient panels and has been proved to significantly reduce GP appointments (Kings Fund 2014). It also supports earlier presentation, allowing patients' needs to be more rapidly met, reducing chronicity and patient anxiety and enabling greater numbers of patients to be supported to self-manage their condition.

We will share our implementation timeline for self-referral in due course, and anticipate it will result in 15% of referrals bring supported to self-manage without any clinic or home based intervention.

### How will self-referral work?

Patients will be offered electronic or paper based patient assessment questionnaires. These will then undergo clinical triage. Outcomes here will vary, with one option being to provide patients with advice and exercises by email or post and a follow-up appointment. This approach would enable patients to take the first steps to improving their condition ahead of their first appointment.

Support will include:

- Phone advice
- Use of smart phone apps
- Pain management advice and education
- Internet based exercise programmes
- Volunteer/health coaching