

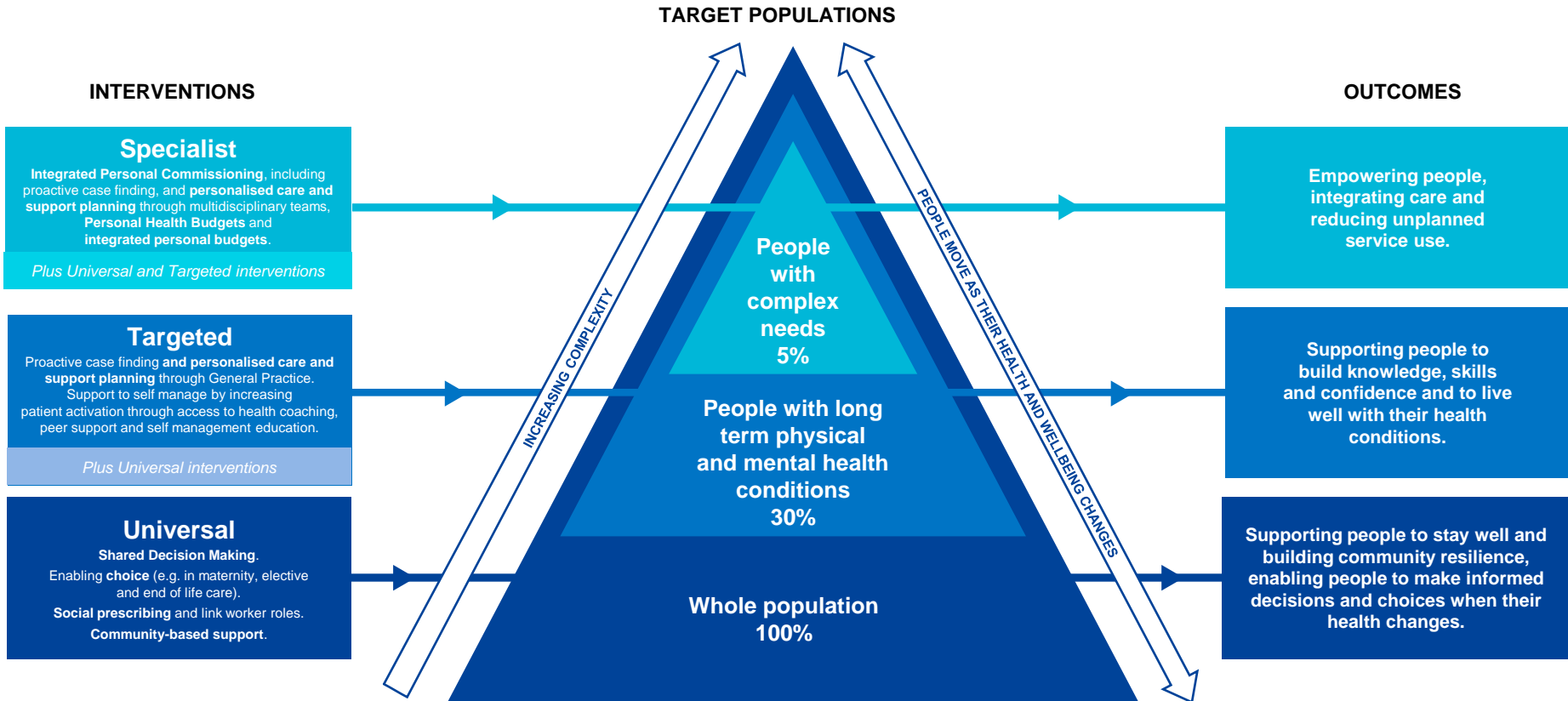
Personalised Care 5 year ambition – Humber Coast and Vale

NHS England and NHS Improvement



Comprehensive Model for Personalised Care

All age, whole population approach to Personalised Care



LTP commitment	23/24 target	Measure	How translated to local plans?
Personalised Care reaches 2.5million people by 23/24	2.5million people by 23/24	Count, aggregated from PCN, CCG, STP/ICS data –	In STP/ICS 5-year plans
1,000 SPLWs 900,000 referrals	4,500 SPLW recruited and trained 900,000 people referred to social prescribing link workers	Count of link workers via CCG survey (sent out by primary care). Count of referrals using SNOMED codes extraction from GP systems via NHS Digital	Part of DES
Support for self-management	1,000,000 people with long term conditions and low confidence and skills to manage their conditions, identified and supported through patient activation measurement (PAM) and self-management support	National data collections	In STP/ICS 5-year plans
Personalised Care and Support	750,000 PCSP personalised care and support plans created or reviewed that meet the PCSP criteria listed in the technical specification	Data drawn from a range of sources: GPES, Maternity Services Dataset, Macmillan eHNA, COSD cancer dataset, and others being scoped	In STP/ICS 5-year plans
Personal Health Budgets	200,000 people benefitting from PHBs/ IPBs: <ul style="list-style-type: none"> - CCGs delivering to a range of cohorts and responsive to local needs - 40% of all PHBs delivered as a direct payment or third party budget - All CCGs delivering to areas where there is a legal right 3-4/1000 people benefitting from a PHB	CCG IAF data	Trajectories submitted by CCGs and agreed by Personalised Care Group and CCG In STP/ICS 5-year plans

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Component	19/20		19/20 MOU number	20/21		21/22		22/23		23/24	
	Lower bound	Upper bound	MOU	Lower bound	Upper bound	Lower bound	Upper bound	Lower bound	Upper bound	Lower bound	Upper bound
Link Workers	31			51		71		91		110	
Social Prescribing	1,390	5,558	1,350	5,558	9,727	11,116	16,674	16,674	23,622	22,232	30,569
PAM	2,779	5,558	1,031	5,558	11,116	9,727	16,674	15,285	23,622	20,843	30,569
PCSP	4,057	5,594	1,031	5,963	7,730	11,248	14,525	18,066	21,508	24,465	31,196
PHB	3,031	3,031		4,547	6,062	6,062	7,578	7,578	9,093	9,093	12,124

Workforce													
19/20	20/21			21/22			22/23			23/24			5 year ambition
	All (Primary & Secondary)	Primary (65%)	Secondary (35%)	All (Primary & Secondary)	Primary (65%)	Secondary (35%)	All (Primary & Secondary)	Primary (50%)	Secondary (50%)	All (Primary & Secondary)	Primary (50%)	Secondary (50%)	
110	368	239	129	551	358	193	643	322	322	276	138	138	1,948

Choice & Shared Decision Making

	19/20		20/21		21/22	22/23	23/24
Choice	Ensure compliance with the 9 contractual/legal choice minimum standards	Develop and embed processes and procedures to support the 26 week choice waiting time standard	Ensure compliance with the 9 contractual/legal choice minimum standards	Develop and embed processes and procedures to support the 26 week choice waiting time standard	Ensure compliance with the 9 contractual/legal choice minimum standards	Ensure compliance with the 9 contractual/legal choice minimum standards	Ensure compliance with the 9 contractual/legal choice minimum standards
SDM	Complete self assessment and Develop an Improvement plan	Embed in at least 1 clinical situation, e.g. MSK, using DSTs that are available (at least in demonstrators)	Deliver self-assessment improvement plan	Embed in at least 3-5 clinical situations	Embed in at least 10 clinical situations	Embed in at least 20 clinical situations	Embed in at least 30 clinical situations

Quality and Outcomes Indicators

Systems may use these indicators to monitor and measure the quality of personalised care delivery alongside any other outcome measures and reviews.



Component	Quality & Outcomes Indicators
Social Prescribing	<p>100% of GPs and GP practices are able to involve link workers in practice meetings and making referrals to them.</p> <ul style="list-style-type: none"> • 90% of link workers have received accredited training and feel confident in carrying out their role. • 80% of people take up their social prescription after referral • There is a positive impact on GP consultations and A&E attendances and wellbeing for those referred, achieving: <ul style="list-style-type: none"> o 14% fewer GP appointments o 12% fewer A&E attendances.
PAM	<p>Increase in knowledge, skills and confidence of people with long-term conditions for at least 75% of people with measured patient activation levels of one or two by 15 points.</p> <ul style="list-style-type: none"> • There is a positive impact on GP consultations, hospital readmissions, and A&E attendances for those with activation levels one or two, achieving: <ul style="list-style-type: none"> o 9% fewer GP appointments o 19% fewer A&E attendances
PCSP	<ul style="list-style-type: none"> • 85% of people with a personalised care and support plan were involved as much as they wanted to be in creating that plan. • 80% of people with a personalised care and support plan find it useful. • 90% of staff involved in personalised care and support planning have had access to accredited personalised care training, which includes personalised care and support planning.
PHB	<p>PHBs/ IPBs are made available to at least four cohorts by a CCG, moving to a position where no single cohort makes up more than 50% of all PHB / IPB holders in a local area.</p> <ul style="list-style-type: none"> • At least 40% of PHBs in a local area are managed as a direct payment or third-party budget (note that this excludes personal wheelchair budgets. It ensures a mix of approaches in a local area, but all individuals still have the choice to manage the money as a notional budget, a third party budget, or as a direct payment). • 80% or more of people with a PHB/IPB would recommend one to someone else. • On a scale of 1-10, people on average rate their experience of having a PHB/IPB at least seven. • At least 85% of CHC home care packages in a local area are delivered through a PHB. • The wheelchair voucher scheme has been replaced by personal wheelchair budgets.
SDM	<p>80% of people report they were as involved as they would wish in decisions about their care (measured by the GP survey).</p> <ul style="list-style-type: none"> • 80% of people report that they were as involved as they would wish in decisions about their care (measured by the CQC inpatient survey). • 90% of clinicians involved in decision making with people have had access to accredited personalised care training, which includes shared decision making.
Choice	<ul style="list-style-type: none"> • 75% of people who booked hospital outpatient appointments online felt that they were able to make choices that met their needs (measured by e-RS). • 100% of elective referrals take place through e-RS. • 100% of CCGs are compliant with the minimum standards in the Choice Planning and Improvement Guide. <p>Alternative provider offer at 18 and 26weeks waiting times</p>