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| <b>REPORT TO:</b>  | <b>PRIMARY CARE COMMITTEE</b>   |             |
| <b>MEETING DATE:</b>                                       | <b>17<sup>th</sup> October 2016</b>   |             |
| <b>REPORT TITLE:</b>                                       | <b>Over 75's Service Development</b>  |             |
| <b>SUMMARY OF REPORT:</b>                                  | <p>At the previous Primary Care Committee, a recommendation was made regarding the need to develop a consistent core offer for over 75's across East Lancashire and to ensure that outcome measures were consistent across East Lancashire to understand impact in all localities.</p> <p>This report provides information on the core offer and outcomes measures in relation to the Over 75 Services.</p> |             |
| <b>REPORT RECOMMENDATIONS:</b>                             | Note the content of the report  |             |
| <b>FINANCIAL IMPLICATIONS:</b>                             | None  |             |
| <b>REPORT CATEGORY:</b>                                    |   | <b>Tick</b> |
|  | Formally Receipt  | X           |
|  | Action the recommendations outlined in the report.  |             |
|  | Debate the content of the report  | X           |
|  | Receive the report for information  |             |
| <b>AUTHOR:</b>   | <b>Kirsty Hamer</b>   |             |
|  | <b>Report supported &amp; approved by your Senior Lead</b>  | <b>Y</b>    |
| <b>PRESENTED BY:</b>                                       | <b>Kirsty Hamer / Rebecca Demaine</b>   |             |
| <b>OTHER COMMITTEES/<br/>GROUPS CONSULTED:</b>             | Localities  |             |
| <b>EQUALITY ANALYSIS (EA) :</b>                            | Has an EA been completed in respect of this report?   | <b>N</b>    |
| <b>RISKS:</b>  | Have any risks been identified/assessed?  | <b>N</b>    |
| <b>CONFLICT OF INTEREST:</b>                               | Is there a conflict of interest associated with this report?  | <b>N</b>    |
| <b>PATIENT ENGAGEMENT:</b>                                 | Has there been any public engagement associated with this report?   | <b>N</b>    |
| <b>PRIVACY STATUS OF THE REPORT:</b>                       | Can the document be shared?   | <b>Y</b>    |
| <b>Which Strategic Objective does the report relate to</b> |   | <b>Tick</b> |
| <b>1</b>   | Commission the right services for patients to be seen at the right time, in the right place, by the right professional.   | <b>X</b>    |
| <b>2</b>   | Optimise appropriate use of resources and remove inefficiencies.  | <b>X</b>    |
| <b>3</b>   | Improve access, quality and choice of service provision within Primary Care   | <b>X</b>    |
| <b>4</b>   | Work with colleagues from Secondary Care and Local Authorities to develop seamless care pathways  |             |

**NHS EL CCG – PRIMARY CARE COMMITTEE  
17<sup>th</sup> October 2016**

**East Lancashire Over 75's Core Service Offer**

**1. Introduction**

This document provides an overview of the East Lancashire Over 75's Scheme's Core Offer across all Localities (Burnley, Hyndburn, Pendle, Ribblesdale and Rossendale).

Each Locality will work towards achieving the aims and objectives below by working to the core service offer to ensure equity across East Lancashire. Each Locality will have the responsibility for determining what provision is necessary within their local area to achieving the aims and objectives of the Over 75's Scheme. The Outcomes measures identified in this document will be collated by all Localities to ensure that they are meeting the aims and objectives set and that there is equity across East Lancashire.

**2. Aims / Objectives**

The information below details the aims and objectives the Schemes across East Lancashire are working towards:

- a. Provide support for elderly patients, particularly those over the age of 75 with multiple and complex problems to prevent them from requiring secondary care services. This includes improved access to primary care.
- b. Provide support for those patients over the age of 75 with long term conditions to improve management and prevent them requiring secondary care services.
- c. Provide support for those patients (irrespective of age) residing in a Nursing or Residential Care Home.
- d. Utilisation of tele-medicine in Care Homes across East Lancashire
- e. Provide case management support to ensure patients are seen at the right place at the right time by the right person.
- f. Provide greater use of alternative support to prevent admissions and/or treatment required in secondary care i.e., befriending schemes, third sector referral via Care Navigators etc.

**3. Core Service Offer**

To achieve the above the Schemes across East Lancashire will provide a range of support which will include:

- a. Same day access to Primary Care for patients over the age of 75.
- b. Extended appointments to support patients over the age of 75.

- c. Care Home Nursing Support across East Lancashire (including Acute Visiting Schemes and Case Management for patients with complex needs)
- d. Utilisation of tele-medicine in Care Homes across East Lancashire
- e. Nursing Support for Housebound Patients over the age of 75. (including Acute Visiting Schemes and Case Management for patients with complex needs)
- f. Utilisation of Care Navigators and other third sector support for patients over the age of 75.
- g. All of the above will form part of the extension of the INT. Pathways will evolve through the INT Process and the above will be included as part of the INT Service Specification and Standard Operational Procedure.

#### 4. Output and Outcome Measures

The following data has been agreed to be captured as part of the performance feedback for the service. Work is being carried out with the Over 75 Services to develop a template to capture the data below utilising EMIS.

##### Outputs

- a. Numbers of patients seen as part of schemes.
- b. Locality
- c. Age of patient. D.O.B
- d. Patient involved in the INT YES / NO
- e. Patient in a Care Home YES / NO
- f. Patient Housebound YES / NO
- g. Any Long Term Condition identified YES / NO Condition
- h. Onward referral required YES / NO Who

##### Outcomes

- a. Patient Questionnaire including; feedback of service received, recommend to a friend, feel confident in managing their own condition etc.
- b. Stakeholder Questionnaire including; how the service is perceived by other stakeholders, any improvements that could be made?
- c. Numbers of unplanned admissions (Care Home Patients) Comparator previous year
- d. Number of unplanned admissions (Over 75's) Comparator previous year.
- e. Number of A&E Attendances (Care Home Patients) Comparator previous year.
- f. Number of unplanned admissions (Over 75's) Comparator previous year.
- g. Primary Care Audit – request audit by Practices of over 75's patients including primary care access, number of appointments (comparator previous year) – part of the Quality Framework.

#### 4. Recommendations

- 4.1 The Primary Care Committee are asked to note the contents of the report and to approve the core service offer and the outcome measures.

**Kirsty Hamer**  
**Ribblesdale Locality Manager**