

A comprehensive model for Personalised Care

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James Sanderson, Director, Personalised Care Group,
NHS England

@JamesCSanderson





NHS

70

**YEARS
OF THE NHS
1948 - 2018**

*Happy
birthday!*
#NHS70

Personalised Care a growing priority

*“... Deploy rigorous and validated population health management capabilities that improve **prevention, enhance patient activation and supported self-management.**”*

*“The expansion of Personal Health Budgets (PHBs) to **over 40,000 people in 2018/19** and the provision of **10,000 Personal Maternity Care Budgets (PMCBs)** by the end of 2017/18 through the seven Maternity Pioneers.”*

- Next Steps on the Five Year Forward View

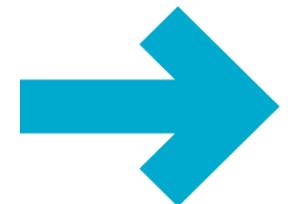
*“...**full integration** of health and social care centred around the **person.**”*

*“...turbo-charge progress on **integrated health and care budgets**... transferring the highest possible **control** to those receiving support.”*

- Secretary of State for Health and Care, Jeremy Hunt, 20 March 2018

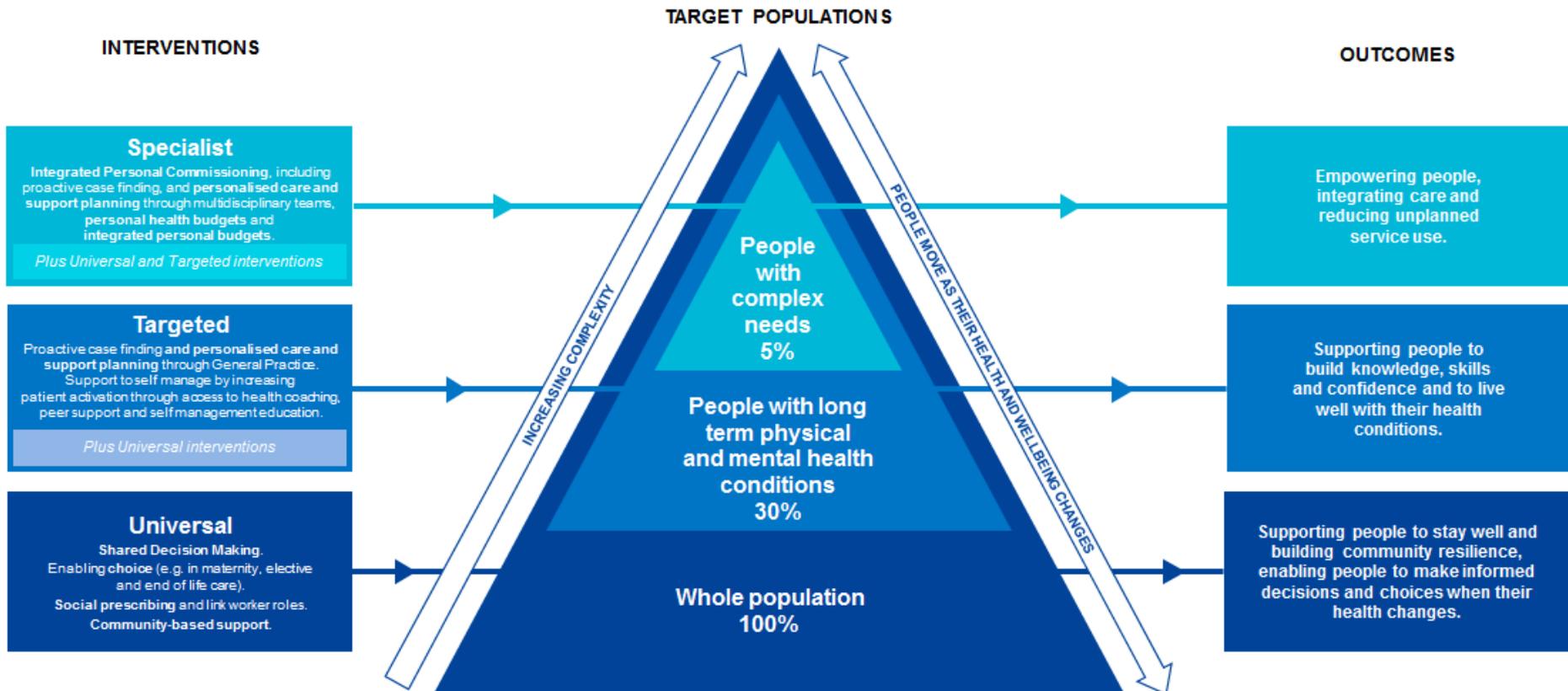
“The founding of the NHS was remarkable because it changed the nature of healthcare as we knew it. We now have the opportunity for a similarly profound transformation. At its heart it is about building an NHS around the needs of the patient.”

- Prime Minister, Theresa May, 18 June 2018



Comprehensive Model for Personalised Care

All age, whole population approach to Personalised Care

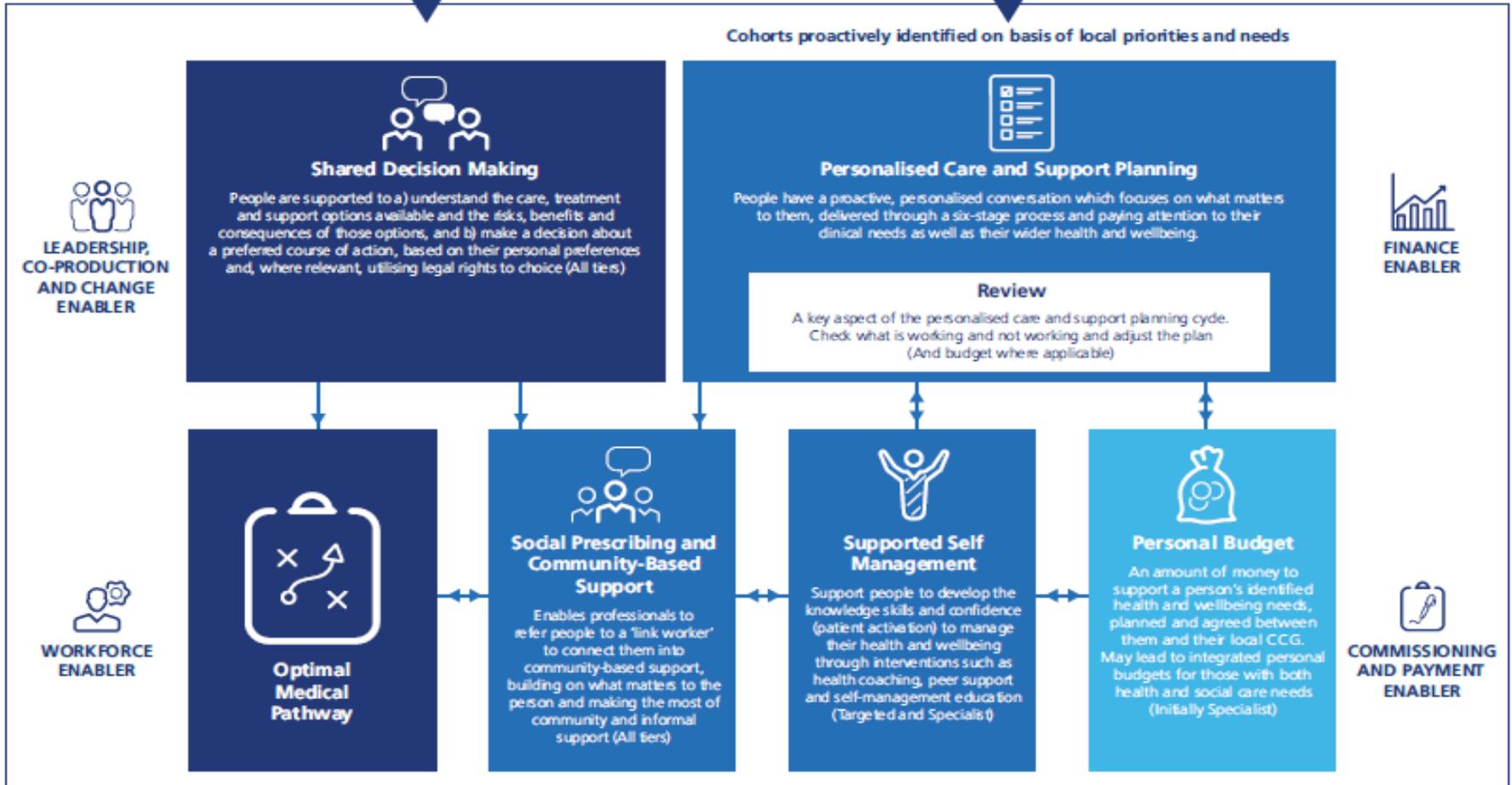


Personalised Care Operating Model

WHOLE POPULATION
when someone's health status changes

30% OF POPULATION
People with long term physical
and mental health conditions

Cohorts proactively identified on basis of local priorities and needs



Delivery so far

PHBs

28,040
as of
March 2018

77%
increase on
previous
year

Integrated Personal Commissioning

173,143
people
covered

70k+ have
personal
care and
support
plan

Patient Activation

70,000
assessments
in 2017/18

16,000
attended
formal self-
management
programmes

Social Prescribing & Health Coaching

60%+
CCGs are
invested in
Social
Prescribing

16,000
people have
been able to
access Health
Coaching

Emerging evidence (I)



PERSONALISED CARE & SUPPORT PLANNING

People's well-being, satisfaction and experience improves through good PCSP & improves GP and other professionals' job satisfaction.
Initial studies suggest improved clinical outcomes that are at least cost neutral.



PATIENT ACTIVATION

Highest knowledge skills and confidence: 19% fewer GP appts and 38% fewer A&E attendances
In Fylde Coast, 85% improved or maintained level of patient activation (average shift of 9.7 points), with attendant decrease in likelihood of hospital admission



SOCIAL PRESCRIBING

30% fewer GP consultations;
20% fewer A&E admissions and
10% fewer bed days
(University of Westminster study)



SHARED DECISION MAKING

Reduces uptake of high, risk, high cost interventions by up to 20%

Emerging Evidence (II)

PHB EXPERIENCE SURVEY

97% of people experienced a positive change through having a personal health budget
 77% of people would recommend PHBs to others
 86% have achieved what they wanted to with their PHB

CONTINUING HEALTH CARE (CHC)

Across Continuing Health Care, PHBs resulted indirect savings of up to 17%;
 indirect savings of £4k per person



WARRINGTON

Personal health budgets in end of life care - 83% were able to die in a place of their choosing, against an average of 26%

One week's worth of traditional services funds six weeks of services commissioned through a personal health budget



STOCKTON-ON-TEES

12% reduction in emergency admissions for older people with frailty

15% reduction in delayed transfers of care due to IPC

10% reduction in A&E attendances due to IPC



NOTTINGHAMSHIRE

£25,000 saving in transport costs for siblings with very complex health conditions w PHB

Lease their own adapted vehicle through a personal health budget for journeys to day centre and respite, instead of a commissioned transport package

Examples of how VCSE organisations can support embedding, expanding and scaling personalised care

Connect people into their local community

Carry out personalised care and support planning

Support a PHB holder from initial contact to living their life and spending their budget

Provide the services purchased by a PHB

Advocacy services

To support the coordination of volunteers

Work with care coordinators/link workers in GP services

Operate as part of a multi-disciplinary team

Thank you

england.personalisedcare@nhs.net
www.england.nhs.uk/personalised-health-and-care/

@JamesCSanderson

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