



NHS RightCare sound bite case studies

NHS RightCare provides a framework of where to look to help reduce unwarranted clinical variation, deliver service improvement and the best value to local populations. NECS have found that CCGs find it difficult to realise the full potential of NHS RightCare. To assist you, NECS in collaboration with Capsticks, can offer targeted support. This will allow you to improve the quality and safety of patient care whilst ensuring better use of precious NHS resources.

Here are some examples of how we have helped:



Integrated Single Point of Access for MSK and Pain Management

The Challenge

The proposal was for all pain management referrals to be directed through a single point of access MSK service for triage, treatment if possible and onward referral if required. Referrals for pain management in other specialities would also be directed to the same place. Patients receiving treatment from the existing acute pain management service would be assessed and if appropriate discharged either back to the GP or to the MSK service for further time limited intervention.

The Outcome

This project is expected to achieve a financial benefit of £337,500 in year. The 'one stop shop approach', avoids the patient receiving conflicting advice and having to be referred twice for the one condition. National evidence shows that a holistic approach to pain management in a community setting challenges patient perceptions of pain management and encourages self-management techniques reducing reliance on prescribed medication.



Integrated MSK Pathway with Single Point of Access and Physio-led Triage

The Challenge

The NHS England RightCare programme identified a potential grand total saving of £3.9m on MSK/orthopaedic spend for County Durham, should North Durham and DDES CCGs fall in line with the average of the best five comparable CCGs. A review of CDDFT's orthopaedic activity in 2016/17 found that just over 18% of OPFA patients referred by GPs were being discharged after the first attendance, suggesting inappropriate or avoidable referrals to secondary care.

The Outcome

NECS, CDDFT and the two Durham CCGs have collaborated to develop an integrated MSK pathway with a single point of access for all MSK and orthopaedic referrals. This scheme expects to achieve a financial benefit of up to £400,000 over a full year and will support other QIPP MSK initiatives that are part of a wider comprehensive MSK programme. NHS England indicated that CCGs have the potential to reduce demand on secondary care by 20-30% using MSK-led triage.



Diabetes

The Challenge

Diabetes affects around 8% of the population of County Durham and Darlington. A new and innovative integrated model of diabetes care has been implemented across the area from 2016-2017. This required a novel commissioning approach based on risk/gain share principles and the establishment of a robust governance structure responsible for oversight of the care of 41,000 people living with diabetes across area.

The Outcome

Within the context of continued increase in diabetes prevalence, cost per patient for diabetes prescribing has seen a £4 per patient decline in 2017. Standard approaches to cost-effective prescribing now take place across 7 localities. Significant changes in use of insulin and some classes of oral diabetic medications will continue to make an impact on future spend. There has been increased focus on supporting self-management for people with diabetes.

Find out about how NECS can help your organisation



Respiratory

The Challenge

The incidence of respiratory disease in County Durham and Darlington is higher than average. The RightCare 'Where to Look' priorities identified areas of potential savings in the respiratory pathway. The purpose was to identify initiatives to improve the pathway and make financial savings. These were COPD and Asthma, with spend on non-elective admissions and primary prescribing the greatest areas of for potential influence.

The Outcome

The opportunity for savings across the area totals around £1.01m. The RightCare Respiratory Project has provided a focus for a wide range of stakeholders to collaborate across organisational and operational boundaries. The project has five work streams (Prescribing, Education and Engagement, Prevention, Acute) and undertook a number of service reforms. The project group remains focused on continuing to drive improved outcomes for patients across County Durham and Darlington.



Medicines Optimisation - Greater Huddersfield and North Kirklees CCGs

The Challenge

MSK and pain management prescribing was highlighted as an area of variation for North Kirklees and Greater Huddersfield CCGs in RightCare, compared to other similar CCGs. The Medicines Optimisation team reviewed areas highlighted by RightCare and developed recommendations for local implementation. In-depth analysis of prescribing data took place followed by recommendations to reduce spend and variation in pain and MSK prescribing.

Outcome

We developed a menu of opportunities from carrying out an in-depth analysis of prescribing data, identifying opportunities for cost savings and quality improvements in MSK and pain management prescribing. Estimated maximum savings of £1.8million for Greater Huddersfield and £1.3million for North Kirklees were estimated from the initial data analysis, based on the CCGs implementing all of the identified actions.



GViS - Northumberland and Scarborough CCGs

The Challenge

The challenge was to reduce variation at GP practice level. Several causes for the variation had been identified including lack of support for CCGs / individual practices to implement clinical peer review and lack of an evidence based framework for clinical peer review. The team have had a successful track record over the last ten years supporting GP variation, including implementation of clinical peer review.

The Outcome

Clinical Peer review was implemented to support management of demand. A suite of practical tools and documentation have been developed and are available immediately. This process resulted in a reduction in spend per head for each of the 4 localities which was a significant achievement in a time of such high demands on primary and secondary care. Sharing of best practice has increased and compliance with following existing pathways has improved.



Intensive RightCare Scoping – Newcastle Gateshead, Scarborough, Harrogate, North Kirklees CCGs

The Challenge

NECS found that CCGs are finding it difficult to realise the full potential of NHS RightCare; identifying the causes of unwarranted variation, prioritisation and developing and implementing transformational change. To understand CCGs' RightCare opportunities, we undertook rapid scoping reviews, benchmarking exercises, offered support in the submission of delivery plans and continued support throughout the RightCare journey.

The Outcome

As part of the NHS England Commissioned QIPP Support Programme the team have successfully assisted a number of CCGs in scoping their opportunity areas within MSK, Gastro and Respiratory. The team facilitated workshops and designed and delivered stakeholder engagement events. NECS provided a range of support to develop existing savings programmes and to identify new ones.



National Back Pain Pathway - Harrogate CCG

The Challenge

Spinal procedures were highlighted as an area of high spend for Harrogate CCG in the RightCare packs, compared to other demographically similar CCGs. The Cumbria and North East Regional Back Pain Project Manager was asked to support through sharing learning and useful tools that had been developed. The team had extensive experience in roll-out of the National Back Pain Pathway across 6 CCGs, from Primary Care to Specialised Commissioning.

The Outcome

Learning from previous projects was shared along with tried and tested tools, information and expertise to support implementation. A plan was created detailing benefits that could be delivered within the short/medium term and within the cost envelope and contracts. A menu of opportunities was developed by analysing the CCG's spinal data, identifying opportunities for cost savings and quality improvements through implementation of the National Back Pain Pathway.

Find out about how NECS can help your organisation