

Complex care and Health 1000

Background

Earlier this year, GPs in Barking and Dagenham, Havering and Redbridge made a successful bid to the Prime Minister's Challenge Fund to improve access to primary care. We were awarded £5.6m to develop and implement our plans. One major strand of this is:

Complex Care - focussing on complex patients with multiple long term conditions with a need for specialist skills.

Health 1000

The complex care work stream involves developing a complex primary care practice, known as Health 1000, to provide joined up health and social care services to meet the needs of the 1000 highest end users of services locally.

Health 1000 offers a 'one-stop-practice' for people with complex health needs (defined as having five or more of the following long term conditions (LTCs) :

- Coronary heart disease
- High blood pressure
- Heart failure
- Stroke or mini stroke
- Diabetes
- *Chronic obstructive pulmonary disease (COPD)* - A collection of lung diseases including chronic bronchitis, emphysema and chronic obstructive airways disease
- Depression
- Dementia

Health 1000 is 'based' in Primary Care facilities at King George Hospital in Goodmayes, and will start working to support patients – and carers where appropriate - before the end of this year. In order to sign up to Health 1000, patients will need to transfer from their current GP practice. We will build patient numbers gradually, aiming to have 100 patients registered by January. Patients will be invited to join but nobody will have to join the practice if they do not wish to.

Patients will be supported by a dedicated team of NHS healthcare professionals to co-design their own care programme and will be allocated a personal care assistant to ensure they receive personalised social and health care support to achieve better health and greater independence. The team includes GPs, specialist doctors, nurses, physiotherapists, occupational therapists, pharmacists and social workers. The model of care is drawn from best practice in the UK, USA and Europe but adapted for the people of North East London.

We are now working closely with our GP colleagues and other stakeholders to explain how the new practice will work. We are also identifying and visiting those patients with relevant conditions – along with their carers – and explaining how registering with Health 1000 will provide them with improved, more responsive, integrated and tailored care.

A new team, led by a medical director, is being recruited to staff Health 1000 which will be overseen by a Programme Board of local stakeholders from November. Health 1000 will initially run as a pilot for two years. The project will be monitored throughout and assessed regularly for clinical effectiveness, patient experience and value for money.

We will provide regular stakeholder updates to keep you informed of the progress of this innovative, exciting project focussed on improving the outcomes and experience of 1000 of our most vulnerable local patients.

Dr Jagan John, PMCF Lead for BHR CCGs