Weymouth and Portland Integrated Care Hub
Weymouth and Portland

- South Coast of England
- 75,000 population
- High levels of deprivation
The need for change

- Teams working in silos
- Multiple handoffs
- Patients admitted to hospital due to no other option being available
- Increasing need to transform
Development of a hub

- Room within Westhaven Hospital
- Duty workers and admin coordinators from locality teams
- Admission avoidance and supported hospital discharge
- Locality single point of access
- Systm One shared record
Within the hub

- Health and Social Care Coordinator
- GP
- Rapid response nurse/therapist
- Community Matron
- Social worker
- CPN
- Paramedic
- District Nurse Coordinator
- Community Geriatrician
Photos; Guardian Newspaper May 29th 2017. ‘Wrap around care, is it the future of the NHS?’
Hub ethos

Person centred, coordinated care
Clinical leadership

- Collective leadership
- Clinicians able to develop service to meet population need
- Balance between process and ‘just do it!’
First year results (1)

- Reduction in over 75 bed days
- Reduction in ED attendances
- Stabilisation in over 75 unplanned admissions
- Change in use of community hospital beds
First year results (2)

• Hub quickly became the ‘norm’
• Care ‘wrapped around the needs of the patient
• Reduction in silo working
• GP feedback – one call and things are ‘sorted’
• Blueprint for hubs across Dorset
Local GP feedback

“This is a way of working that’s so obviously beneficial that I’m not sure why we didn’t do it before”.

Dr Karen Kirkham
Next stages

- Further develop capability of response
- Moving reactive to proactive;
  - Risk stratification
  - Practice MDTs
  - Managed population
- Continue progression across Dorset
Learning points

• More investment needed in developing staff/culture
• Leadership structures
• Process vs evolution
• Evaluating effectiveness
• Effect on whole system
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