

Innovations in Practice




Lostwithiel Memory Service
Lostwithiel Medical Practice
Dr. Will Howe, GP

- *'History is that certainty at the point where the imperfections of memory meet the inadequacies of documentation'*

Julian Barnes

The Sense of an Ending

- 
- *Lack of continuity*
 - *Lack of follow-up*
 - *Lack of quick response*



More or less



More for Less

Use of PBC savings

- *To provide prompt, high quality dementia care to individual patients and their families with regard to early diagnosis and treatment, continuity of care and the necessary social and professional support services*
- *A prompt patient-focused dementia care service is to be introduced and adjusted according to individual need.*
- *A practice-based dementia service providing diagnostic support to clinicians, social and expert nursing support to individuals with dementia and their families and carers.*

- 
- *Service*
 - *Continuity*
 - *Care*

What is good dementia care

- Dementia is a long term condition, chronic and progressive
- Co morbidities - not just dementia
- Health and social care needs.
- Positive risk taking
- Support, care and treatment from diagnosis to end of life.
- Education & support throughout the condition (inc family/carer).
- Coordinated joined up care.
- Community awareness
- Prevention, early signs symptoms
- Good end of life



Benefits

- Mild cognitive impairment register (with follow up and physical health check)
- Annual health check
- In-reach to care homes
- Education support to all primary care staff and local care homes
- Patient - carer satisfaction
- Peer support group
- Community awareness



Table Showing Caseload at September, 2011

Total numbers of individuals case managed	69
Total numbers of people in care homes (% of case load)	37 (54%)
Total numbers of people with MCI	2
Total numbers of people awaiting diagnosis	5
Total number of deaths during the first 12 months	14

Case Load Activity

Health check completed	100%
Personalised care plan completed	100%
Information and resources given	100%
Counselling offered	100%
Carer assessment offered	100%

Local commissioning

- GP practice embedded in community
- Understand our patients needs
- One size does not necessary fit all
- Support innovative practice
- Cost effective.

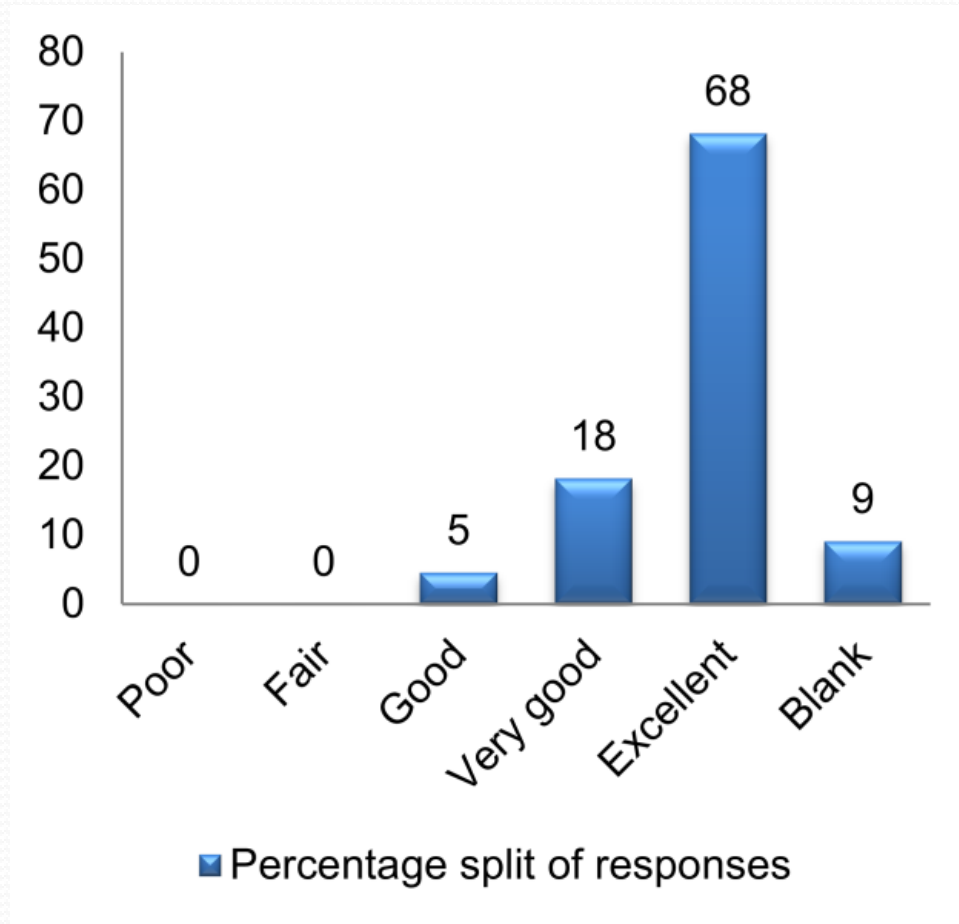


- 
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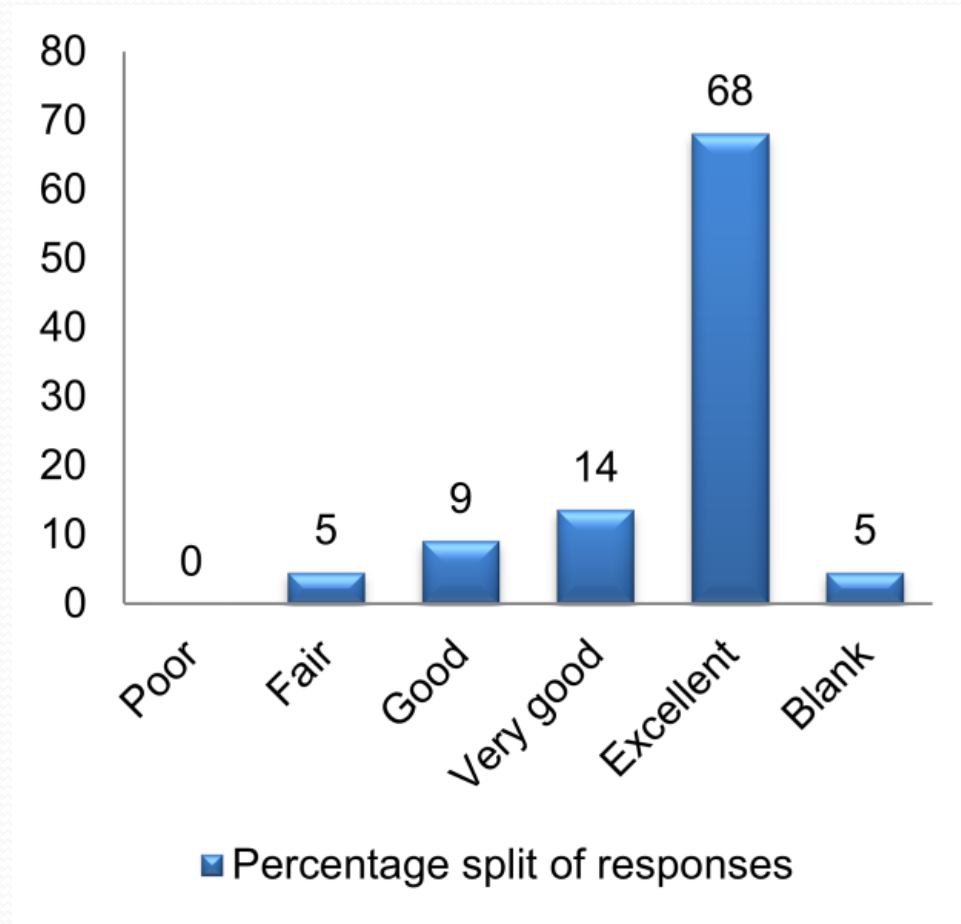


Helping People Make a Difference

The ease of communication with the Memory Service



The ease of getting an appointment



Assumptions of potential cost savings


Cost savings by delivering dementia diagnosis in primary care rather than accessing specialist Memory Assessment Service *	17x£500=£8,500
Total potential cost savings assumed	£116,567
Total cost of staff including on costs (excluding travel costs)	£13,312
Potential overall financial benefit per annum	£103,255

Feedback from completed Memory Service Patient Questionnaires,

- *No improvement necessary. Our memory nurse is excellent.*
- *Service would be even better if the memory nurse worked at Lostwithiel more than 2 days a week!*
- *Perhaps the nurse could have an assistant.*
- *I feel it has reached perfection. All the staff and helpers are very caring.*
- *Keep up the good work! Thank you.*
- *I cannot think how it could be improved. A much needed service to me and my family.*
- *Excellent service - so helpful. Support received has been a lifeline to me.*
- *As far as we are concerned I think you cover most things. Always look forward to your visits.*
- *At present I feel the service is delivered in a professional and efficient way.*

Compliments:

- *I could not have managed for as long as I did had it not been for your Practice's appointment of the memory nurse. Her understanding, insight and invaluable practical support made it possible to keep going for much longer than I could otherwise have done Her occasional presence at the "Memory café" in Lostwithiel Community Centre also made an enormous difference, I know, to many of the carers who attend there.*
- *Someone who operates out in the community, visiting people in their homes, can both gain and offer insights no accessible through surgery contact.*

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- *Practice-based*
 - *Contemporaneous notes on patient record*
 - *Experienced MH nurse*



RIO

VERSUS

PRACTICE SYSTEM

theguardian

- Steve Goodman and Isabelle Trowler, who overhauled the way that social workers dealt with families in Hackney.



- *Diagnosis*
- *A longitudinal approach*



WHAT NEXT?

The King's Fund

- *Ten priorities for commissioners*
- *4 out of 10*
- *Improving the management of patients with both mental and physical health needs*
- *Care co-ordination through integrated health and social care teams*
- *Improving primary care management of end-of-life care*
- *Effective medicines management*

Thank you



Dementia a priority

Awareness

Poor understanding and stigma associated with the condition

Diagnosis

Gap between incidence and prevalence

Access

Poor access to other health services, disjointed and poor integrated services.

Treatment and choice

Lacking countywide

Capacity

Increased prevalence ageing population requires more services they need to be different/innovative to meet need

Why a GP memory service?

Capacity

Increased prevalence -ageing population requires more services
service's need to be different/innovative to meet need.

Ageing Population

Increase 30% over 65s by 2028

Financial climate

No new money to keep increasing the same services

Qipp! Focus on quality, innovation, productivity and prevention



Benefits of GP dementia service... so far

- No discharge from service
- Reduced crisis calls /interventions
- Improved communication/contemporaneous notes
- Increased knowledge dementia in Primary care
- Increased prevalence
- Reduced medication
- Delayed admission care home
- No residential placements in over 12 months
- End of life pathway

Dementia register

		June-10	Sept-11
Expected numbers of people with dementia		80	80
Numbers on the QOF Dementia Register		43	65
% of the expected prevalence diagnosed		54%	81%



John Lewis