

Secondary Care Services for Children in 2018: what is needed?

Luci Etheridge

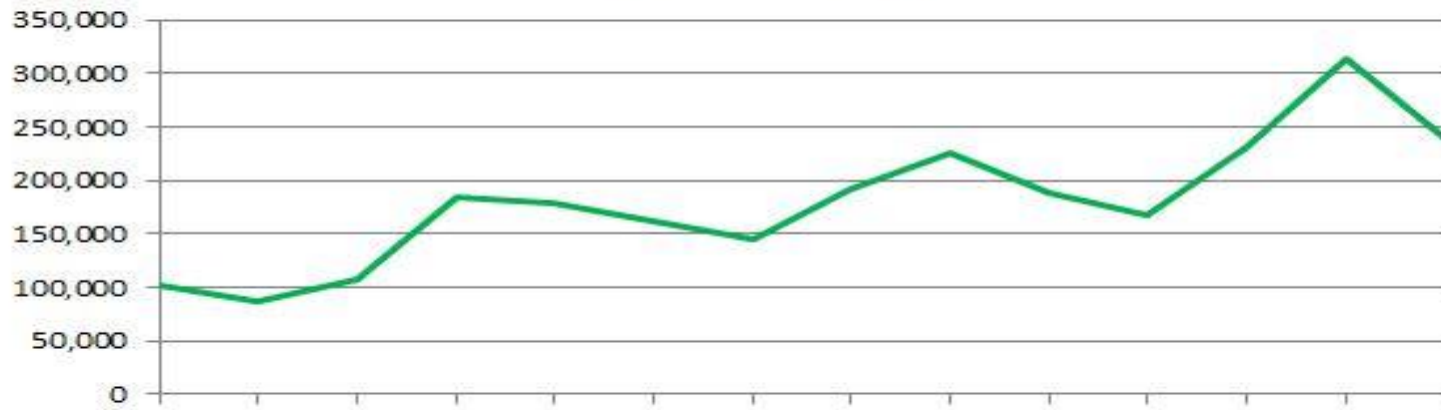
Care Group Lead Acute General Paediatrics

The problem:

- Increasing child population locally
- Increasing numbers attending ED every year
- High levels of mental health need
- Changing family expectations of healthcare

Number of patients waiting more than four hours

(A&E depts, England)



The vision?

- Ours:
 - Provide improved pathways of care for children with general and urgent health needs
 - Work in closer partnership with primary care
 - Keep children out of hospital
- Yours?

Services for 2018:

| CONSULTANT ADVICE | HOT CLINICS | INTEGRATED CLINICS WITH PRIMARY CARE | CHILDRENS AMBULATORY CARE |
|--|--|--|--|
| Rapid access to a consultant for GPs | Rapid access to specialist outpatient review | Monthly clinics in GP practice alongside GPs | Consultant and nurse delivered ambulatory unit |
| Tailored advice on referral and pathways | Appointment within 2 working days | Patients chosen by practice staff based on practice need | Streaming of children from ED and GP referral |
| Support for monitoring in primary care | ED avoidance and improved patient experience | Improved working relationships and support for GPs | Improve flow, reduce inpatient admission, community care |
| Single mobile phone number 9-5 M-F | Referral via email, fax or phone | Pilot in Putneymeade currently | Opening March 2018 5 days a week |

Consultant hot phone

- Available 9-5 currently 5 days a week
 - Aim to build to 7/7 until 9pm in 2018
- All GP calls to this and not to the registrar
- Single mobile number – no need to bleep!
- Advice, referral, navigation of services
- 07584 610052



Hot clinics:

- 2 hours per day 5 days a week

Consultant Paediatrician review of urgent
GP referrals daily
Monday to Friday 9.30-13:00

Contact Details

Telephone: 07584 610052

Fax: 020 8725 0311

Email: stgh-tr.PaediatricRRC@nhs.net

**Please provide a patient mobile phone
number, as without this the referral cannot
be accepted.**

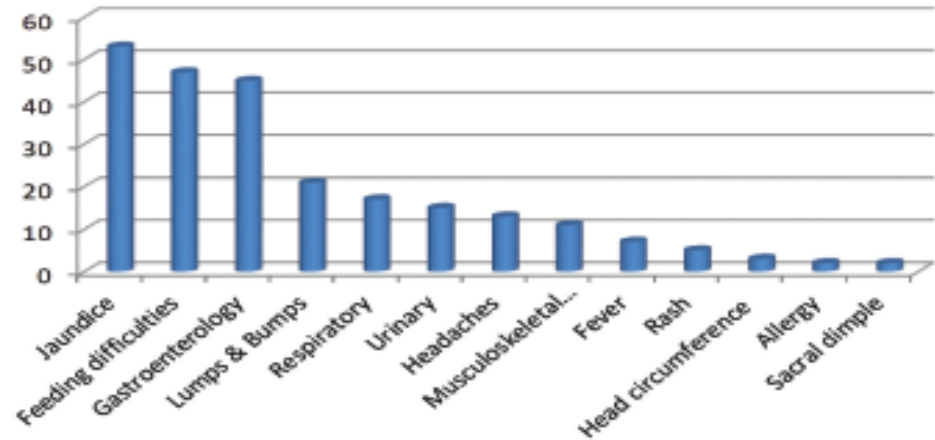
Hot clinics:

NUMBERS AND DEMOGRAPHICS

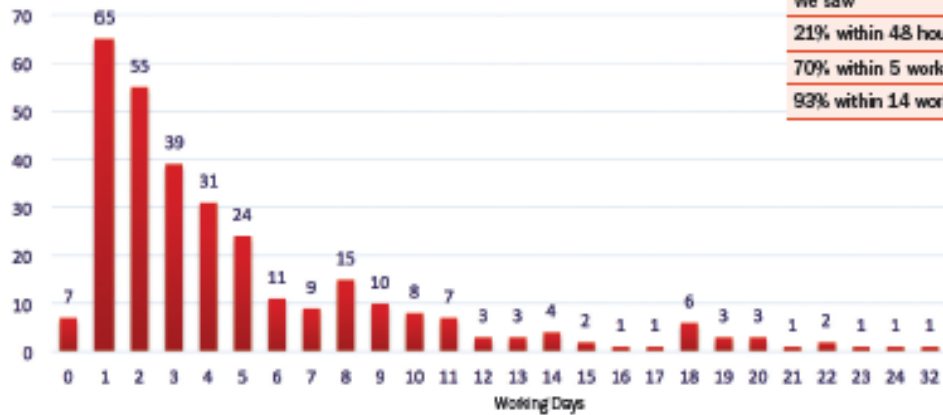
| | | |
|------------|-----|-----|
| <1 year | 178 | 47% |
| 1- 5 years | 91 | 24% |
| 5-16 years | 108 | 29% |



CLINICAL CONDITIONS



WAITING TIME



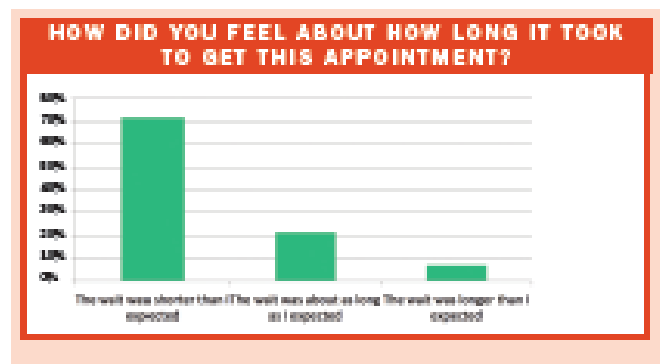
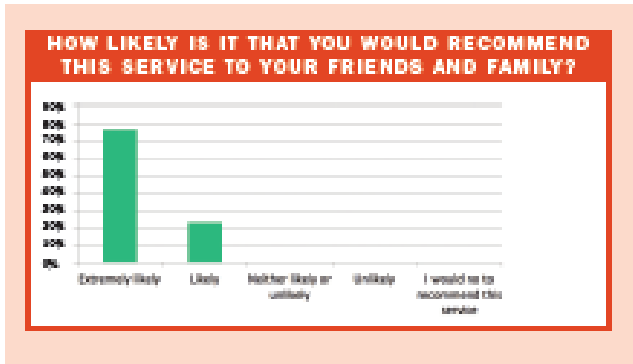
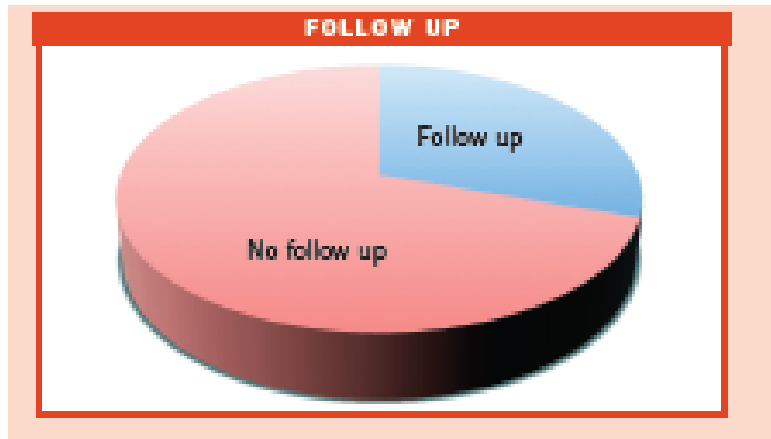
We saw

21% within 48 hours

70% within 5 working days

93% within 14 working days

Hot clinic outcomes:



What are Together clinics

Partnership GP
and paediatrician

- will sit together in one consultation seeing paediatric patients @ GP practice

Pilot

- @ Putneymead
- started September 2016
- 2 weekly

Plus MDT
discussion

- referrals and cases
- teaching prior to clinic

Paediatric Integrated care *Strategy*

A
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**Partnership GP/Paediatrician
(and wider Multi professional teams)**

**Together
clinics TC**

- TC hubs
(several GP
practices)

**Training
together**

-GP fellows SGH
- TC with GP &
Paed trainees
- Workshops

**Referrals
/MDT**

-MDT
- Pathways &
referral system
to TC and SGH

IT

Shared access
to information

- IT access for
each system

B
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Building the service
with **CYPF voices**

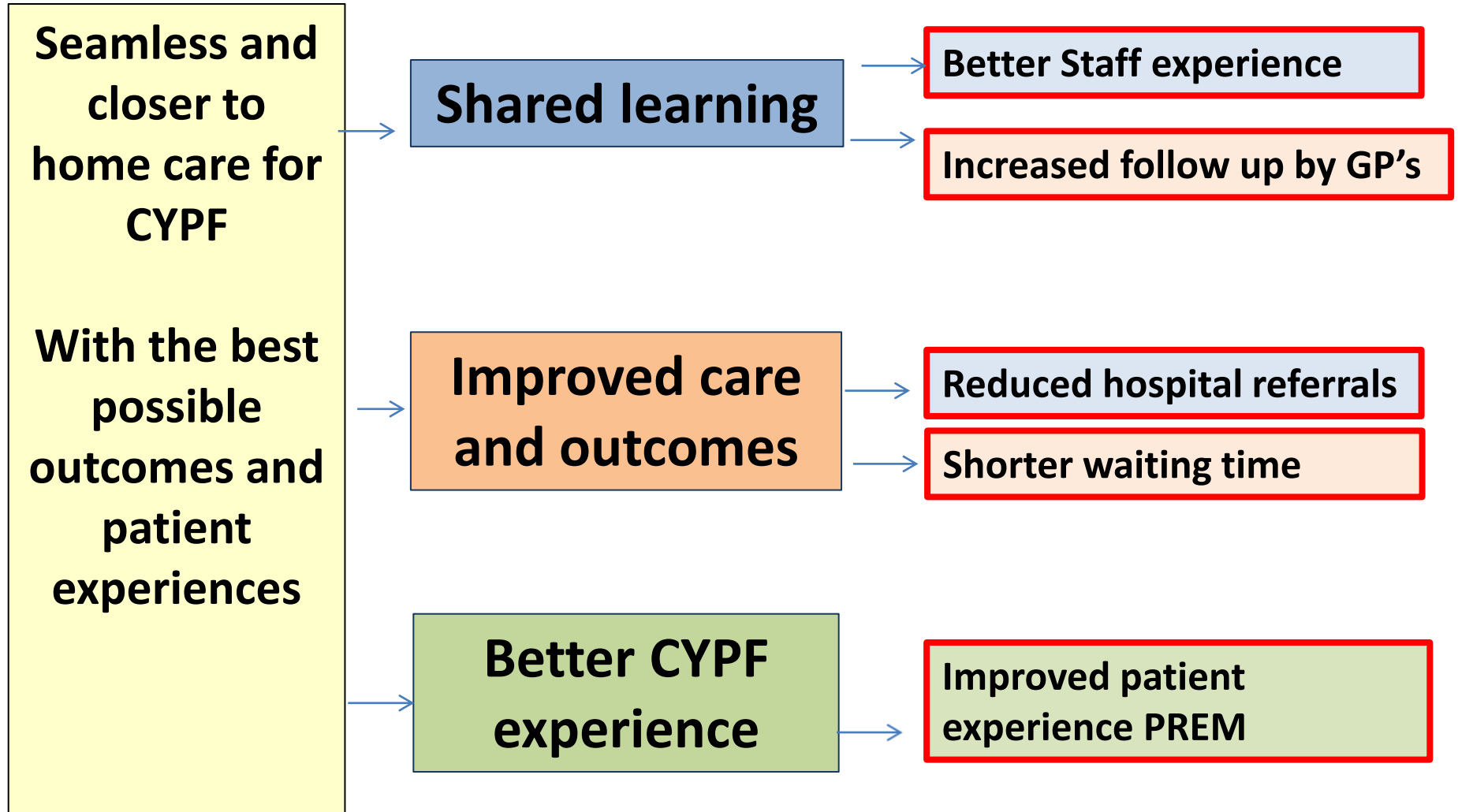
Always **multi-
professional** teams

Applying relevant
data/outcomes

Financial viability cost neutral/savings –new pathways

Together clinics – Key outcomes

Partnership between Paediatrician & GP PPG



Financial viability cost neutral/savings –new pathways

Outcomes Sept 2017 to Jan 10th 2018

Average WAITING TIME to be seen by Paeds

Before – 78 days After – 19 days **Over 2 month earlier seen by Paeds**

Average NUMBER OF REFERRALS to Paediatrics

Before 11 /months After 5 /month **50% less referrals**

Reduction in paed follow up (cost savings)

Over 90% followed up by GP instead of Paeds

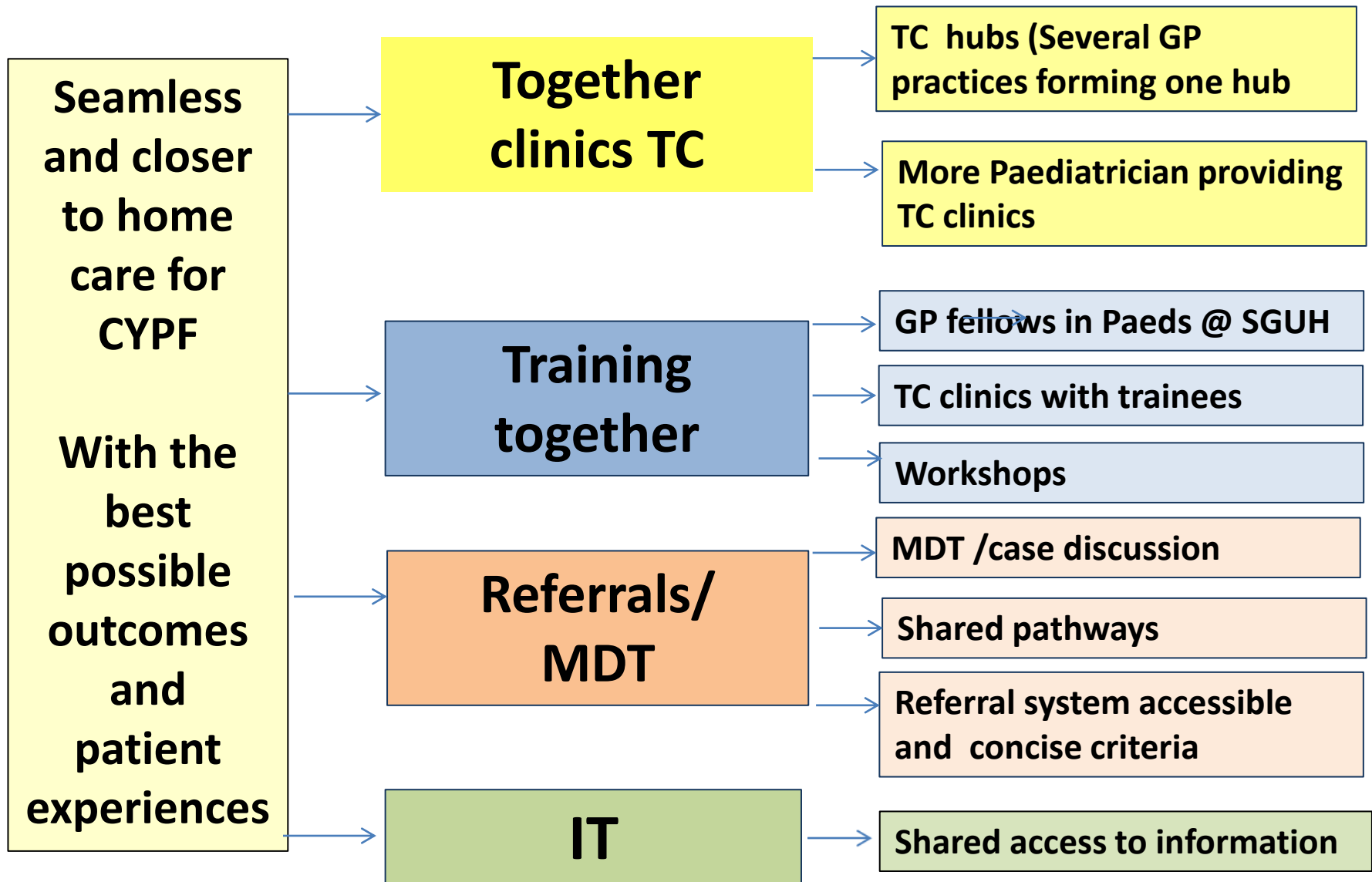
GP feedback (10 Responses)

- 70 % 'extremely satisfied ' 30% 'very satisfied 'with outcome
- Knowledge & confidence increased in all participants (100%)
- Shared learning facilitated in all participants (100%)
- MDT meetings increased Learning (100%)
- 100% want Together clinics to continue

CYPF feedback (66% adult participation)

- 86% prefer Together clinic, 14 % no preference
- 67% more confident in GP , rest no change
- 85% prefer Together clinic over hospital clinic
- 70% extremely likely , 30% likely to recommend
- 100% felt listen to
- 'All in the same room was great i.e. GP, Paediatrician etc'

Paediatric Integrated care *Next steps*



Financial viability cost neutral/savings –new pathways

Children's Ambulatory Care:

- New unit opening March 2018
 - 10am to 10pm 5 days a week
- Low acuity children referred by GP or self presenting to ED
- Consultant and senior nurse delivered care
 - Improved decision making, reduced admission
 - Virtual ward management
- Aim to see 10-12 patients per day
- Further info to follow to practices when opens

Achieving our shared aims:

- Provide alternative pathways of care
 - Improved outpatient services, Ambulatory pathways of care for urgent care needs
- Closer partnerships with primary care
 - Hot phone accessibility of consultants, Together clinics in community
- Keep children out of hospital unless needed
 - Hot phone advice and support to primary care, Hot clinics, Ambulatory care on a virtual ward

Future directions:

- More integrated mental and physical health care
- Locality based child health professionals
- What can we do for you?