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| **Case Study**  **Partnership working between Primary Care IT and The Confederation, Hillingdon CIC leads to improvements in North West London ICS Enhanced Service for CCMI and Mental Health** | |
| **Setting the Scene** | The Confederation, Hillingdon CIC wanted to improve the quality of information offered to Primary Care Networks (PCNs) in the borough. It identified Primary Care IT to help practices deliver their Enhanced Services and IIF targets for the PCN DES, especially with its specialist industry knowledge of EMIS and wider systems integration.  Complex business rules made the project extremely challenging that required intensive support to practices to ensure CCMI/Mental Health Enhanced Service delivery. Primary Care IT overcame these challenges through a suite of services, including setting up practice alerts and providing templates within the practice’s clinical systems to highlight which patients needed immediate action.  Innovative practice dashboards on the OneAnalytics platform helped practices to monitor and keep track of progress. It also highlighted potential income and current actual income to help practices make decisions about resource allocation. Additionally, the project provided two facilitators who initially worked with the PCNs to help practices navigate the platform as well as to develop plans. |
| **Objectives** | As part of a partnership working arrangement the objectives were to:   * To provide a gateway for timely, accurate and complete CCMI/Mental health business intelligence for 2022/23 * To provide single user web portal access for clinicians and non-clinicians with relevant NDH information 24 hours a day * To provide data quality assurance for coding and templates against complex NHS England business rules standards * Installation of user-friendly resources and tools, in particular, CCMI/Mental Health Enhanced Service templates to PCN and practices in order to optimise patient care * To provide education and training operational 365 days a year * To be the vehicle to help PCNs achieve value money for public funds for 2022/23 |
| **Benefits** | * On average, 4 weeks earlier performance reporting allowing earlier decision making in order to optimise patient care * SMI:   + The PCNs completed physical health checks in 83% of patients compared to 57% across NW London ICS practices. This meant an additional 596 patients benefitted from a complete physical health check (including 20 key data points)   + Were the same benefits to be seen across the ICS an additional 6621 patients could have health checks that currently haven’t   + Given that completed annual reviews were associated with lower primary care (£9), mental health care (£30) and total costs (£34)1 this improvement led to     - £5,360.51 of primary care savings,     - £17,868.38 of mental health savings     - £20,250.83 of total savings   + If the same approach were to be applied to the entire ICB this would lead to:     - £59,584.61 of primary care savings,     - £198,615.38 of mental health savings     - £225,097.43 of total savings * CCMI   + The PCNs completed physical health checks in 82%% of patients compared to 62% across NW London ICS practices. This meant an additional 210 patients benefitted from a complete physical health check (including 20 key data points)   + Were the same benefits to be seen across the ICS an additional 1438 patients could have health checks that currently haven’t * This resulted in wider ICS objectives for NDH being met * High provider satisfaction against contract requirements in 2023/23 * Practice by practice performance report forecasting the end-of year position which improved planning and resource allocation |

1. https://www.journalslibrary.nihr.ac.uk/hsdr/hsdr08250#/scientific-summary