

CARE AND SUPPORT PLANNING

Care and Support Planning (CSP) developed by YOCP is a systematic process, which replaces current planned reviews, and is focussed on a 'better conversation' between the person with LTC/s and a healthcare professional, enabled by preparation. The results of any tasks or tests collected at an information gathering appointment, together with reflective prompts, are sent to the person 1- 2 weeks before the CSP conversation. The discussion which is solution focussed and forward looking brings together traditional clinical issues with what is most important to the individual, supporting self-management, coordinating complex care and sign posting to social prescribing. CSP is a single process and care plan however many conditions the person lives with. Organisational processes, practice care pathways and staff/team roles and support are redesigned to achieve this.

Why Implement Care and Support Planning?

FOR THE PATIENT:

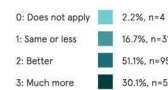
- Patients achieve better outcomes when engaged and empowered.
- It enables self-management through shared decision-making.
- Patients are now taking more control of their own health, becoming more proactive rather than reactive.
- Patients no longer need to attend multiple appointments and anecdotal feedback suggests a reduction in DNA's.
- Patients report being less worried and anxious due to the results coming through promptly and allowing time to prepare.

After your consultation today, do you feel you are...

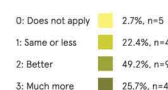
Able to cope with life? (n=187)



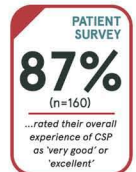
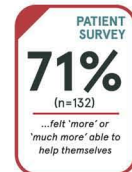
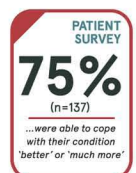
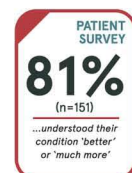
Able to understand your condition(s)? (n=186)



Able to cope with your conditions(s)? (n=183)



Following their consultations...



FOR THE PRACTICE:

- It allows a health care professional-patient relationship to develop, encouraging patients to be more open and discuss issues that they might not have disclosed otherwise.
- Evidence has highlighted that a system shift is required in order to support self-management, and improve management of the person's long term conditions.
- Engagement with self-management is a cost effective approach.
- Practices have shown some very positive results, as this becomes embedded and sustained over a longer period of time it is anticipated that these positive results will be magnified.
- Staff have reported an improved personal skill set and an increased capability as they now deal with all conditions rather than specialise in one.

'I said I wanted to lose some weight...

I've gone from 12st6 to 9st6 and I've done it all myself'

Patient Feedback

'The patient is prepared for the consultation, having seen their results and thought about them in advance - this changes the whole conversation'

Health Care Professional Feedback

Two early adopter practices reviewed clinical metrics and found that:



CONSIDERATIONS:

- In order for it to really be effective, each surgery needs to 'buy in' at all levels from Admin to GP.
- Process works best when all staff groups in a practice have an understanding of CSP and knowledge of the process.
- It takes time for practice teams and patients to adapt to this new way of working.
- The administration process to develop one multimorbidity call and recall system takes time as the transition takes place.
- Working at a bigger scale to develop the IT and enabling infrastructure has worked well and reduced the burden on individual practices.