



Wiltshire

Clinical Commissioning Group

# Delivery of Care: Wiltshire Operating Care Model and update on Integrated Urgent Care

Health and Wellbeing Board  
09.11.17

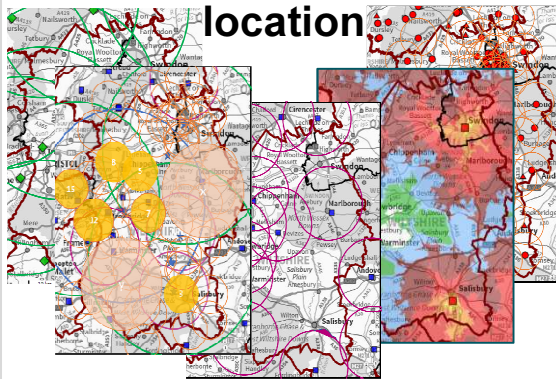
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WORKING  
FOR  
CARERS

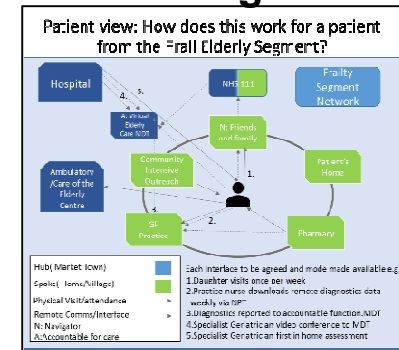
# Wiltshire Care Operating Model

## Mapping equitable access based on location

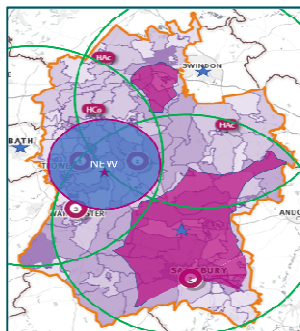


Some services will fit in more than one area

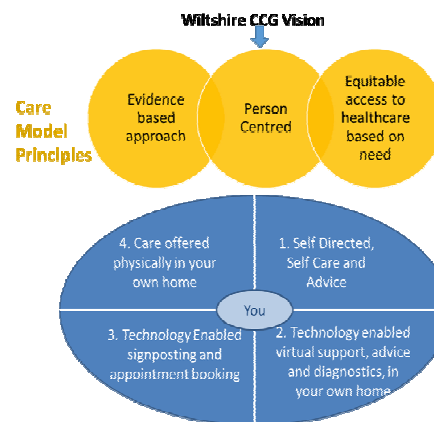
## Co-operation, MDTs, integration and navigation



## New pathways and services to address estate and workforce challenges

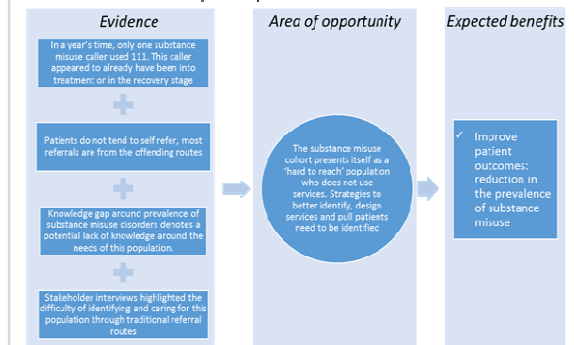


## Person Centred Approach



## Population Evidence

Substance misuse management holds opportunity to improve patient outcomes



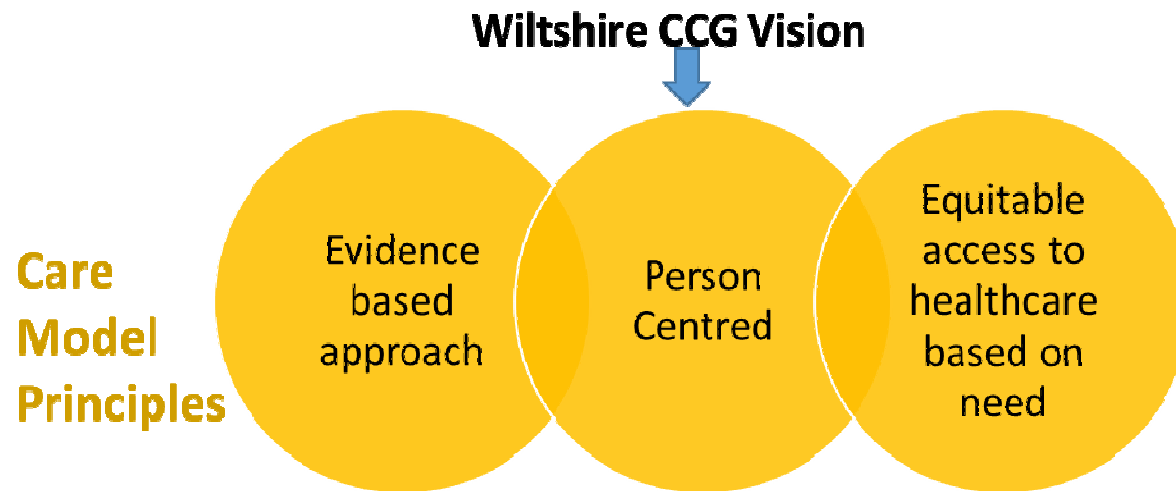
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# Wiltshire Care Model



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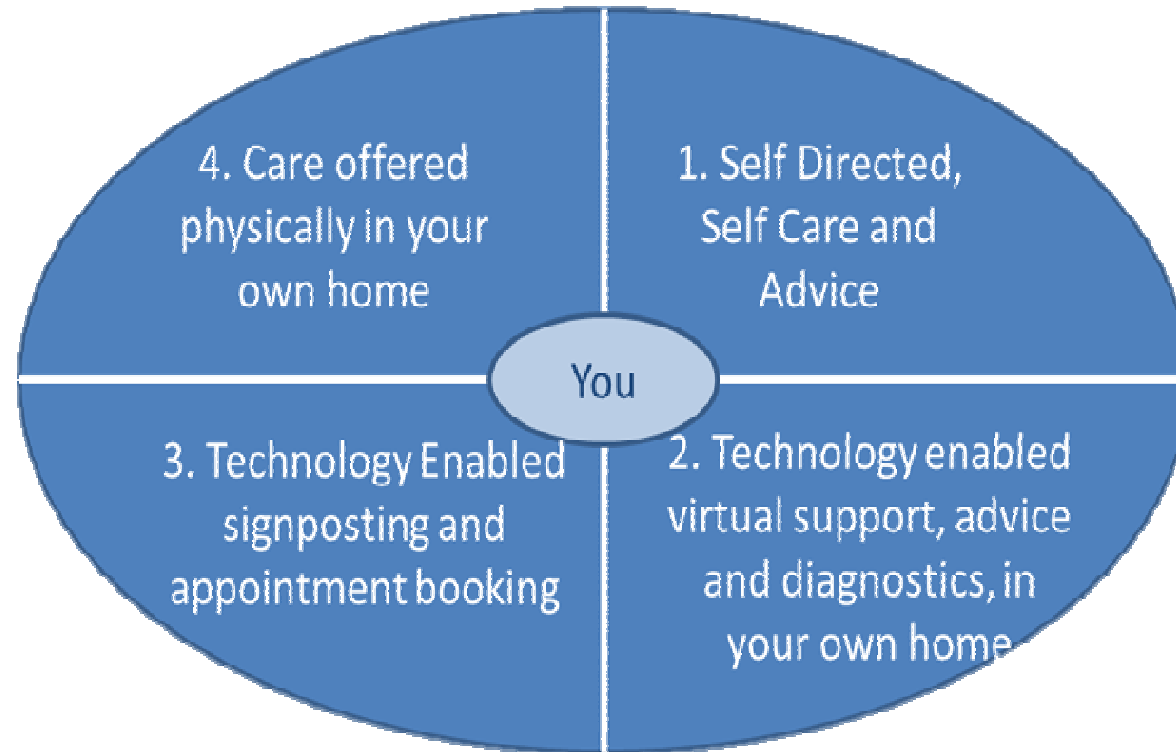
# Developing the Wiltshire Operating Model



- **Seamless pathways**
- **Consistent outcomes**
- **Sustainable**

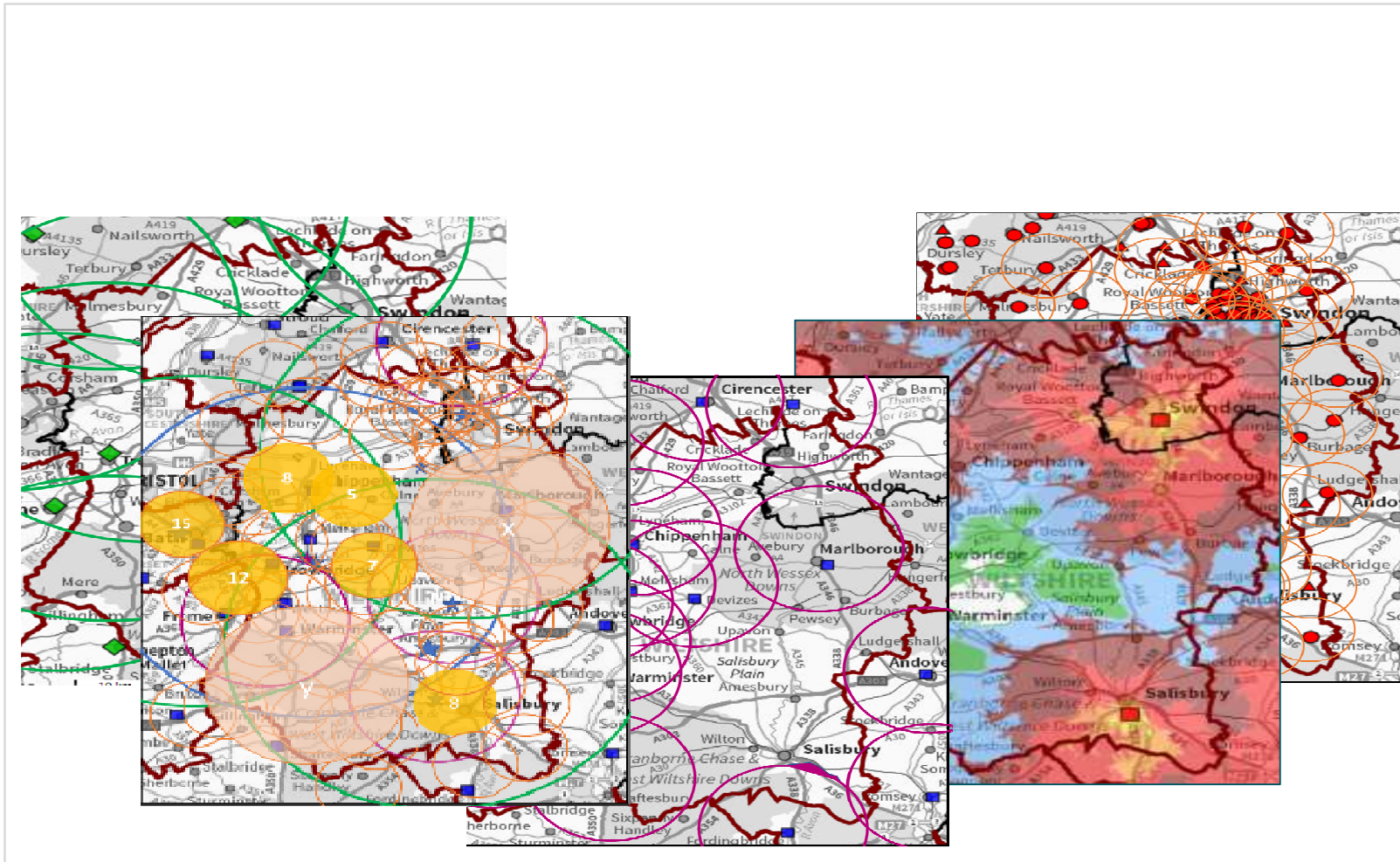
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# Person-Centred Approach



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# Geography



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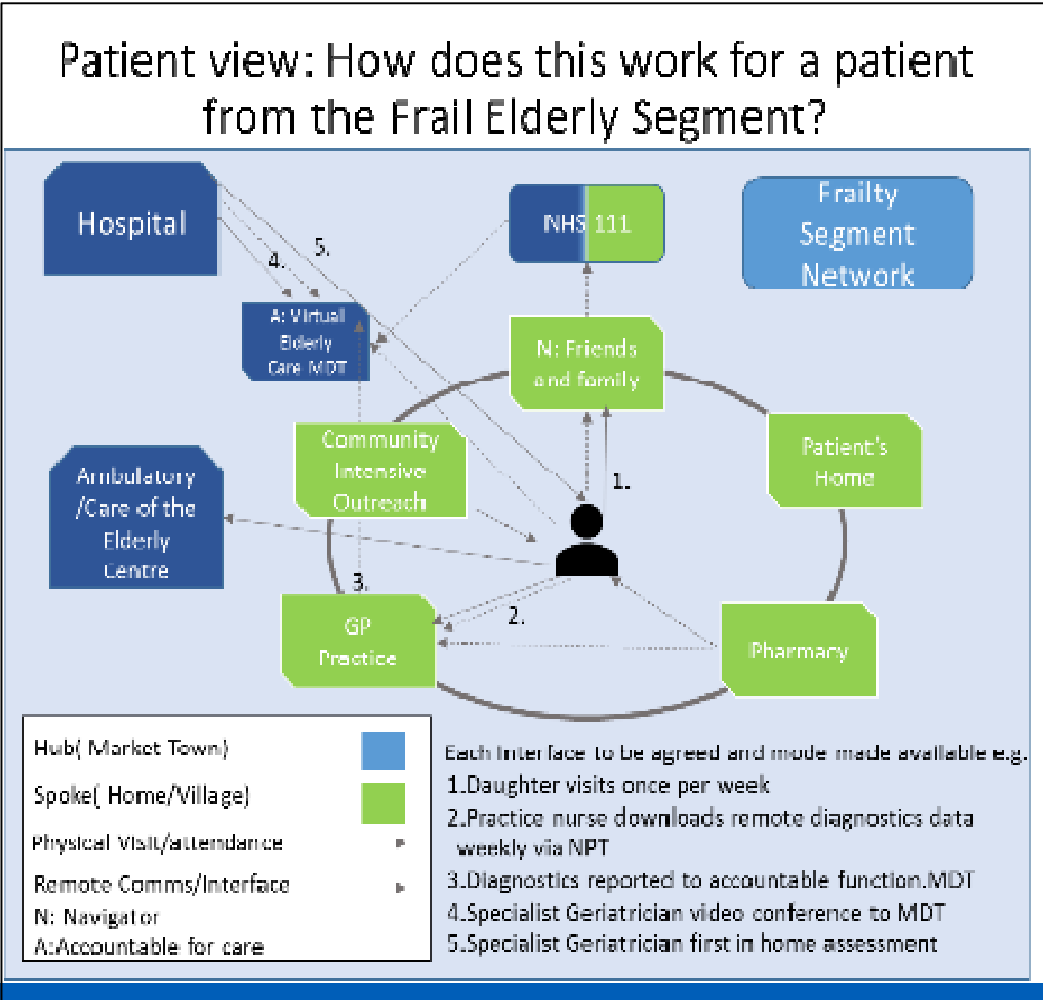
# Demographics

Frailty 14%*	Mental Health 14%	Minor illness and injury	Cancer 3.1%	Diabetes 6.1%	Chronic Pain 12.3%*
Cardiovascular 14.3+%	Musculoskeletal 17.7%	Fertility, obstetrics and gynecology	Obesity 25.2%	Respiratory condition 33+%	Vulnerability (e.g. social needs, isolation)

*\*national prevalence were used as local ones were not available*

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# Exploring New Models





# Mobilisation of IUC Service – May 2018

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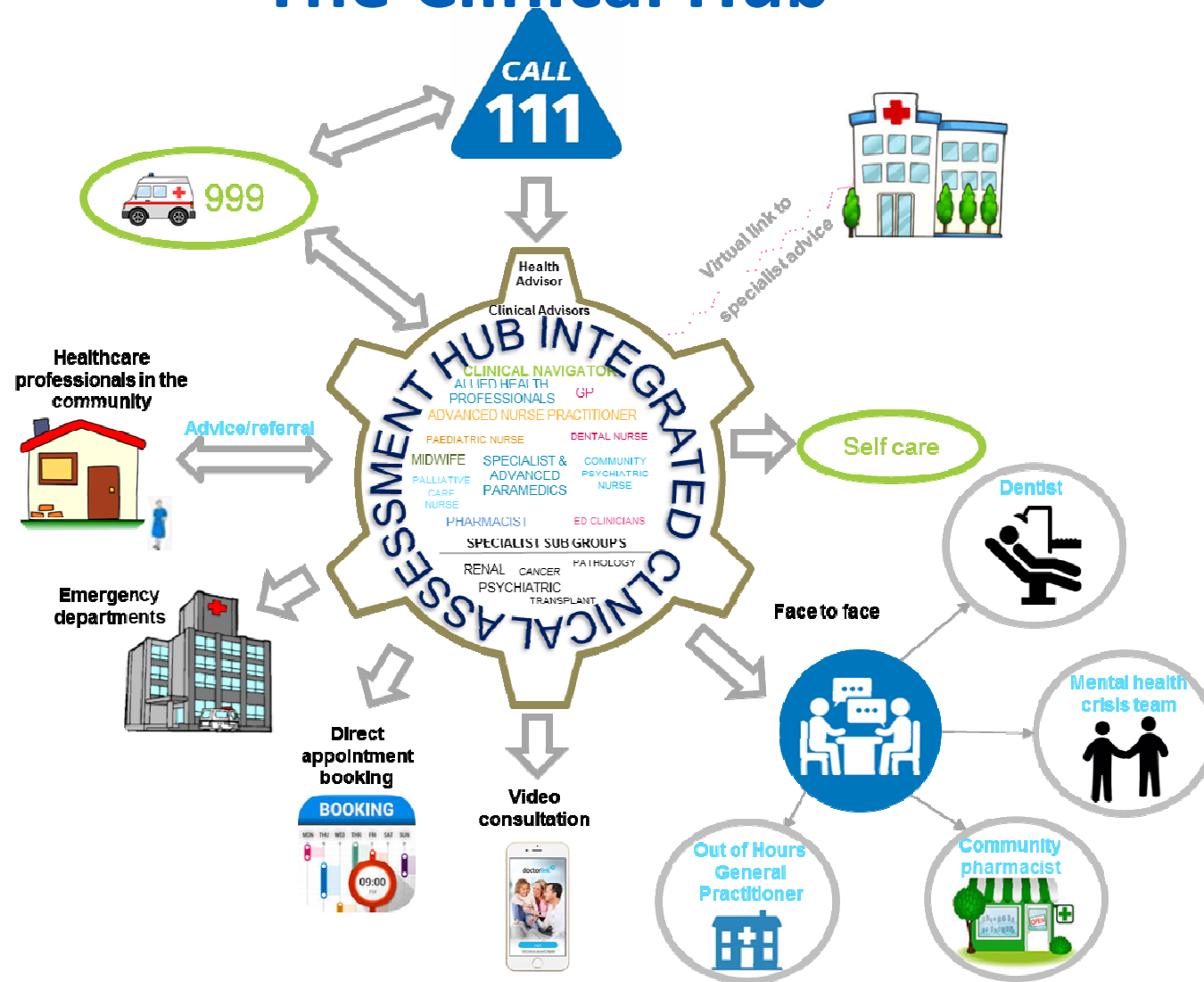
# The Services

Services Delivered	Current	From May 2018
Integrated Urgent Care Access, Treatment and Clinical Advise Service (Clinical Hub), including Healthcare Professional Line		✓
NHS 111 – BaNES, Swindon, Wiltshire (BSW)		✓
GP Out of Hours - Wiltshire	✓	✓
GP Out of Hours - BaNES		✓
Out of Hours Dental Service (NHSE)	✓	F2F (NHSE)
Access to Care Service (Single Point of Access to ATL and Intermediate Care)	✓	✓
Acute trust Liaison Service		✓
Carers Emergency Card Response Service	✓	✓
Telecare Call Monitoring	✓	✓
Telecare Equipment and Installation		✓
Telecare Response Service and Urgent Care Domiciliary Care Service	✓	✓



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# The Clinical Hub



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