

Carousel Clinics in East Hampshire

I've been a patient representative on the East Hants Vanguard (New Care Models) MCP (Multispecialty Community Provider) for a year. During that time we have heard regular presentations from a wide range of professionals in the field of health and social care. One which particularly interested me, maybe because I have bronchiectasis and use inhalers, was a carousel clinic at one of our Vanguard surgeries.

The project, known as MISSION ABC (**M**odern **I**nnovation **S**olution**S** in Improving **O**utcomes **i**n COPD) was presented by Dr Anthony Leung, from Badgerswood surgery in Hampshire, who had identified a group of his patients with a history of asthma, breathlessness and recurrent chest infections. He worked for over a year with Professor Anoop Chauhan and his specialist team at Queen Alexandra Hospital, Portsmouth to improve outcomes and services for such patients.

This project is supported by Wessex Academic Health Science Network, a health innovation organisation established to improve health outcomes in Hampshire, Dorset, South Wiltshire and the Isle of Wight.

Instead of waiting up to 12 weeks after GP referral for a consultant appointment and then multiple hospital visits over 3 to 4 months, the identified patients attended a carousel clinic for half a day on a Saturday in October 2015. They each met several hospital practitioners in rotation to have their lung function, medication and inhaler technique checked.

The team, consultant and GP then met to construct an individual plan for each patient, giving them personalised advice on how to manage their condition.

This clinic had to be organised to enable the specialist team, surgery staff and patients to meet at an optimal time and to ensure feedback was given/received appropriately.

The results show an improvement across 5 measures below. The early outcome results are promising and further data will continue to be collected and analysed.

	TOTAL BEFORE	MEAN	TOTAL AFTER 5 MONTHS	MEAN	ANNUALISED	% REDUCTION ON ANNUALISED FIGURES
STEROID/ANTIBIOTICS USE FOR CHEST	31	1.63	10	0.55	24	23
UNSCHEDULED GP VISITS	61	3.21	10	0.55	24	61
111/OOH CALLS	2	0.125	0	0	0	100
A&E ATTENDANCES FOR CHEST	6	0.31	0	0	0	100
HOSPITAL ADMISSIONS FOR CHEST	1	0.05	0	0	0	100

Learning and Further Actions

There has undoubtedly been a skills transfer to the surgery, for both doctors and nurses, one of the stated aims of the exercise. One of the practice nurses is now gaining respiratory expertise; the practice already has diabetes nurse specialists. A similar model is being planned for asthma patients.

Secondary and primary care have been shown to work together to benefit patients, improve outcomes and make savings to the system.

Patients appreciated not having to make multiple trips to hospital, being seen by the whole team in one local visit and the individual plans agreed by the multi-disciplinary team meetings. This carousel model has since been rolled out to at least 3 other surgeries and it is hoped it will be adopted by South East Hants CCG in future contracting.

Diabetes Carousel

I have been told that there are plans to use this model for diabetic patients who are having problems with controlling their condition. Those in attendance on the day would include a podiatrist, a dietician, diabetologist, diabetes specialist nurse, G.P. and possibly input from the retinal screening programme and a psychologist.

The day would replicate the carousel model, so all the checks could be done in one visit to the surgery, and patients would be offered an education session and an individual care plan. I understand that a similar programme already exists in at least one other practice in Hampshire.

Both projects complement the Better Local Care strategy to support professionals working together to provide specialist care closer to home.

As a patient representative on the Vanguard Board, I am listened to, can question and challenge and have an equal voice and vote. This is an example of a local initiative that I have learned about in my role and talk about to my friends and neighbours, to encourage discussion of new ways of working between medical professionals and patients, to integrate specialist care in community settings, for the benefit of patients, general practice and hospital teams.

Caroline Footman

August 2016

(707 words)