

27th June 2017

AFFECTS Programme Weekly Update

Working with partners to improve care and reduce unnecessary hospital stays

The focus this week is on the S (Symphony) as part of the AFFECTS programme.

S	<p>Symphony Integrated Healthcare</p>	<p>South Somerset's major programme working to develop a sustainable, high quality, integrated health and social care system. Focusing on prevention and integrated community-based care, to create less reliance on hospital care.</p>
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What is Symphony?

Symphony is south Somerset's Vanguard programme. It is focused on delivering new models of care for our local population by bringing key healthcare providers in south Somerset together. 17 local GP Practices have joined with YDH, Somerset Partnership NHS Trust, the Voluntary Sector and Somerset County Council. Each month the Symphony Board meets to discuss progress and develop new projects for the Vanguard. Projects within the programme cover – but are not limited to:

- Recruiting, training and embedding the new role of Health Coaches in primary care.
- Developing the complex care service
- Testing front line practitioners in primary care, including MSK, Mental Health and Pharmacy
- Developing models for specialist nursing in the community
- Developing regular multi-disciplinary team meetings in primary care (known as huddles)
- Promoting and supporting quality improvement in primary care.
- Developing community partnerships to support health and well-being

How Symphony Programme supports reducing avoidable admissions and AFFECTS

The Symphony Programme new care models are designed to add additional support for the most complex patients (via the Complex care team) and free up GP time, which enables GPs to have more time to see complex patients. Health Coaches (pictured right at a recent training event) provide an opportunity for more route cause consultations, supporting people to take more ownership of their own health and improving their activation levels.



People with increasing healthcare needs and those that can benefit from coaching are identified by teams across the healthcare system, they are then discussed and support is identified via the huddles. Additional support is given to these patients to help avoid escalation, hospital admission or failed discharges. The programme has a significant impact on cross-organisational working and offers new opportunities for providers to work collaboratively as a team-of-teams.

Future Developments

This year is the last year of Vanguard funding so the focus will be on embedding the new models of care. In depth evaluation is being completed by the Commissioning Support Unit, York University and the South West Academic Health Sciences Network, which will enable the providers to identify the benefits of the new models. There is continued pressure on our healthcare system and as such the programme will continue to focus on reducing emergency admissions – as a key indicator of success. The project team is developing a 100 days programme for Primary Care that will specifically focus on emergency admissions.