



Healthier Wigan

better care for you and your family

CASE STUDY: WIGAN RESPIRATORY PATHWAY

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What is the System?



The Healthier Wigan Partnership is a partnership comprised of Wigan Council, Wigan CCG, Primary Care Clusters, Bridgewater Community Trust, North West Boroughs Trust, and Wrightington, Wigan and Leigh FT.

Their application was submitted on behalf of the partnership with Respiratory conditions, predominantly COPD, being the focus. This piece of work has covered all aspects of care including detection, self-care, community support, public health, support groups and the acute response to exacerbation/deterioration.

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What were the reasons for the application?



Wigan submitted a range of Clinical and System outcomes that they wished to achieve as a result of this programme, with most of them focused around improving patient education and self-care, improving community care and ensuring this was linked into the locality plan, improved levels of prevalence for COPD and reduced admissions as a result of the above.

To do this there was a recognition within the application that they would have to operate as a Whole System for patients to see improvements to their overall levels of care, and that patient involvement throughout this programme was key to this success.

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What did we find?



Throughout the root cause analysis work that was carried out, there were several key themes that emerged, with the underlying causes being identified and forming the basis of the design phase.



HANDOVER

Handovers within the system caused large amounts of failure demand, with root causes ranging from too many similar or duplicate referral routes to patient medication not being documented properly.



DUPLICATION

Multiple aspects of the current system were leading to duplication of staff time which has a knock on effect to patients.



REACTIVE V PROACTIVE

Staff and Patients highlighted that services are still responding to patient deterioration rather than proactively putting measures in place to help manage this in the right place for the patient. Lack of patient education and community service resource is resulting in larger than expected admissions.



SYSTEM VISIBILITY

The complexity of the system highlighted within the process mapping identified that staff aren't fully aware of complementary services.

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What Next?



The 4 Key Themes are now the focus of our future redesign

4 KEY THEMES EMERGED:

EDUCATION & COMMUNICATION

To create patient and staff education programmes focused on empowering patients to self-care/self-manage their condition in the context of Wigan with a definite emphasis on prevention and proactive intervention for health and wellbeing.

ACTIVITY & WELLBEING

To create a rich spectrum of activity offering to patients that ranges from community based activity (such as walking groups, social clubs etc) through to prescribed exercise (pulmonary rehabilitation) for routine, acute and long term maintenance patient groups.

PROACTIVE & CO-ORDINATED INTERVENTION

To intelligently target those patients most likely to deteriorate in the coming months and intervene proactively utilising a Whole System response. This theme will have consultant involvement through direct access, clinic support and MDT discussion. This will incorporate many elements of the system to ensure the whole person is treated holistically to identify any root cause to poor health.

ACUTE RESPONSE

To respond appropriately to patients in need of rapid intervention to assess, triage and manage patients in the right setting. Links with the Ambulance Service, Primary Care and Hospital at Home will be essential in order to work across the system as an element of the Integrated Community Services.

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Key Programme Elements



PROCESS MAPPING

This exercise, completed at the Whole System Diagnostic day, highlighted the sheer size and complexity of this system.

Upon seeing the full model, most staff so far are in agreement that simplification of the system is required to allow easier access to services ensuring patients flow through to the right place effortlessly.



LIVED EXPERIENCE

Patients with Respiratory Conditions in Wigan have a vast network of support groups provided in the community.

This was an area that AQUA's Lived Experience affiliates wanted to ensure was fully involved in the process. Our affiliates visited the majority of groups and held conversations about respiratory care provided across the locality. A Lived Experience Panel comprising or Wigan's Respiratory Service users is being recruited to fully participate in the redesign of services moving forwards.



PROGRAMME STRUCTURE

Wigan have adopted an integrated leadership structure that forms a regular operational group.

This group, with representation from all Healthier Wigan Partnership providers and commissioners, has been a platform for regular updates and decision making that has allowed the programme to meet expectations regarding timescales.

This ops group reports up to (and is sponsored by) the HWP Executive Board.