

A large, colorful network diagram on the left side of the slide. It features a central orange circle with numerous lines radiating outwards to other circles of various colors (blue, green, yellow, red, purple, pink, light blue, light orange). The circles vary in size, and some are connected to smaller circles, creating a complex web of relationships.

Whole Systems Integrated Care

*North West London Collaboration
of CCG's*

Objectives of today's session

1. Introduce the WSIC Dashboards and how we share data across NWL
2. Explain how the dashboards are being used and show you some of the visualisations being developed on the personal health records
3. Explain how we are developing the product and supporting adoption across the system

Who is developing the WSIC Dashboards?

Key enabler to North West London's Sustainability and Transformation Plans (STPs)

- Key facts** • Over 2 Million People • Over £4bn Annual Health & Care Spend • 8 Local Boroughs
 • 8 CCGs & Local Authorities • Over 400 GP Practices • 10 Acute & Specialist Hospitals
 • 2 Mental Health Trusts • 2 Community Health Trusts

CCGs

- | | |
|---|--|
| 
Central London
Clinical Commissioning Group | 
West London
Clinical Commissioning Group |
| 
Hammersmith and Fulham
Clinical Commissioning Group | 
Hounslow
Clinical Commissioning Group |
| 
Ealing
Clinical Commissioning Group | 
Brent
Clinical Commissioning Group |
| 
Harrow
Clinical Commissioning Group | 
Hillingdon
Clinical Commissioning Group |



Acute

- The Hillingdon Hospitals 
NHS Foundation Trust
- Chelsea and Westminster Hospital 
NHS Trust
- London North West Healthcare 
NHS Trust
- Imperial College Healthcare 
NHS Trust

Social Care

-  Brent
-  Harrow COUNCIL LONDON
-  HILLINGDON LONDON
-  THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA
-  City of Westminster
-  h&f hammersmith & fulham
-  London Borough of Hounslow
-  Ealing
www.ealing.gov.uk

Mental Health

- Central and North West London 
NHS Foundation Trust
- West London Mental Health 
NHS Foundation Trust

Community

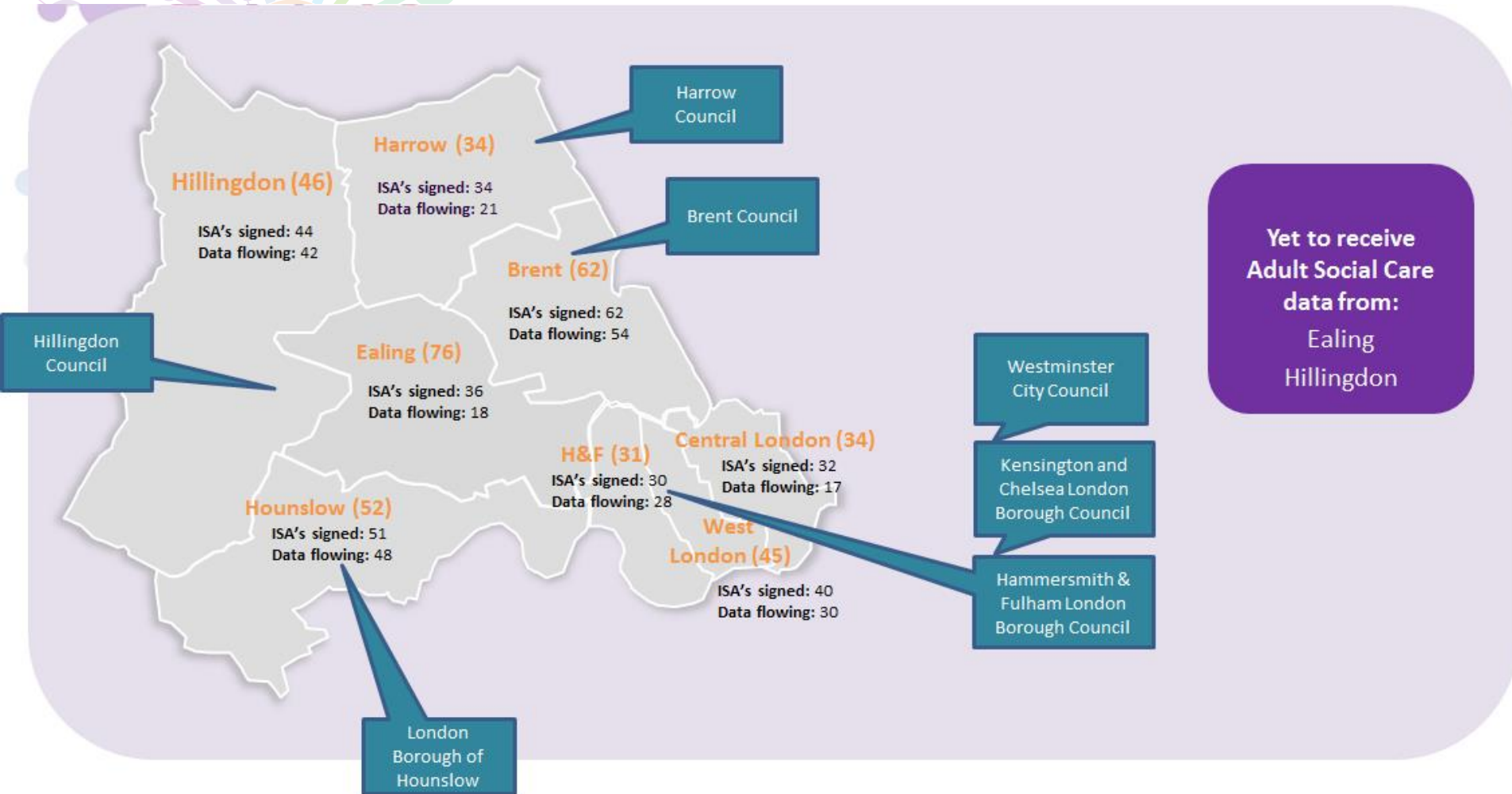
- Central London Community Healthcare 
NHS Trust
- Hounslow and Richmond Community Healthcare 
NHS Trust

GPs



NWL ISA Heat Map

Digital Information Sharing Agreements (ISA) in place with 346 health and social care providers across the NWL system – covering over 1.5 million people to date



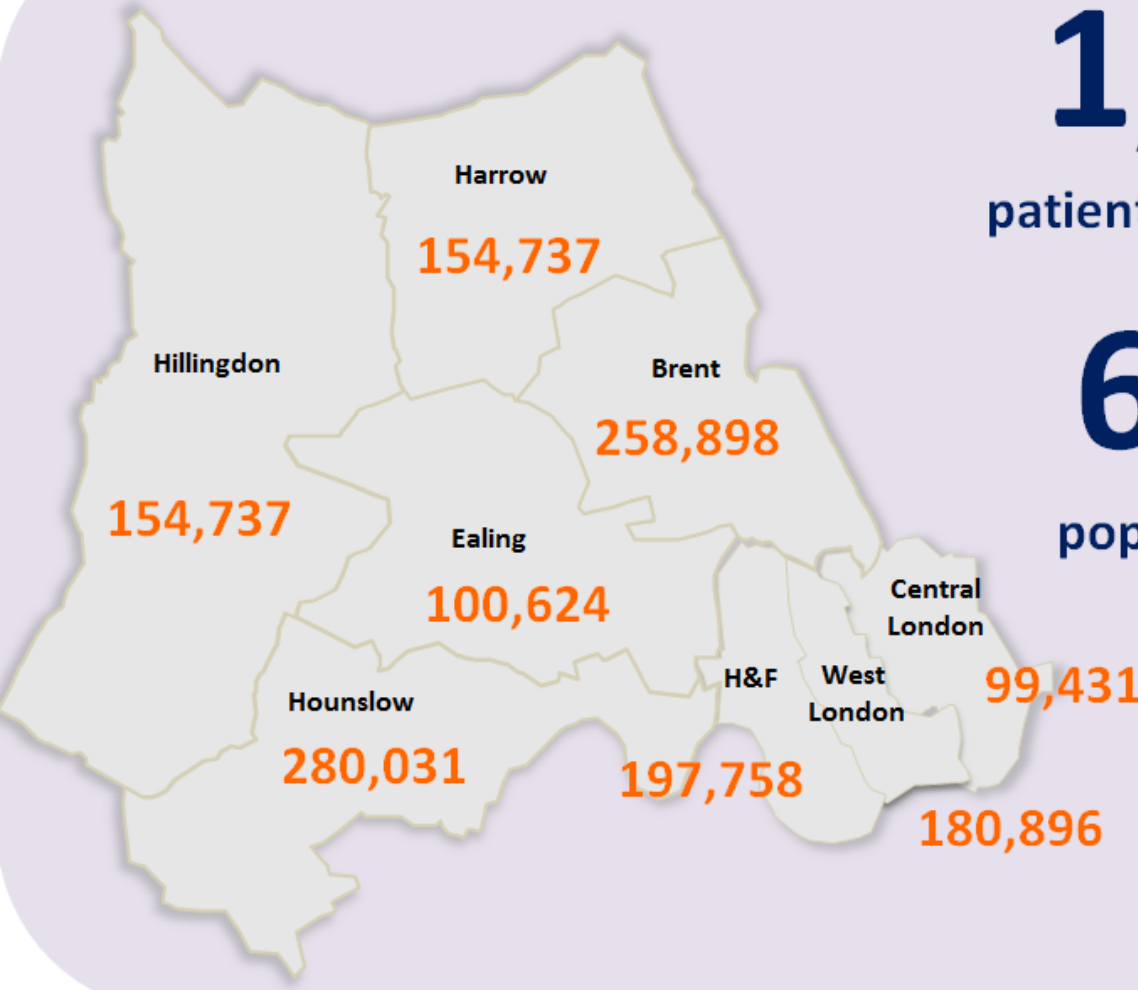
WSIC Data Warehouse population

1,533,724

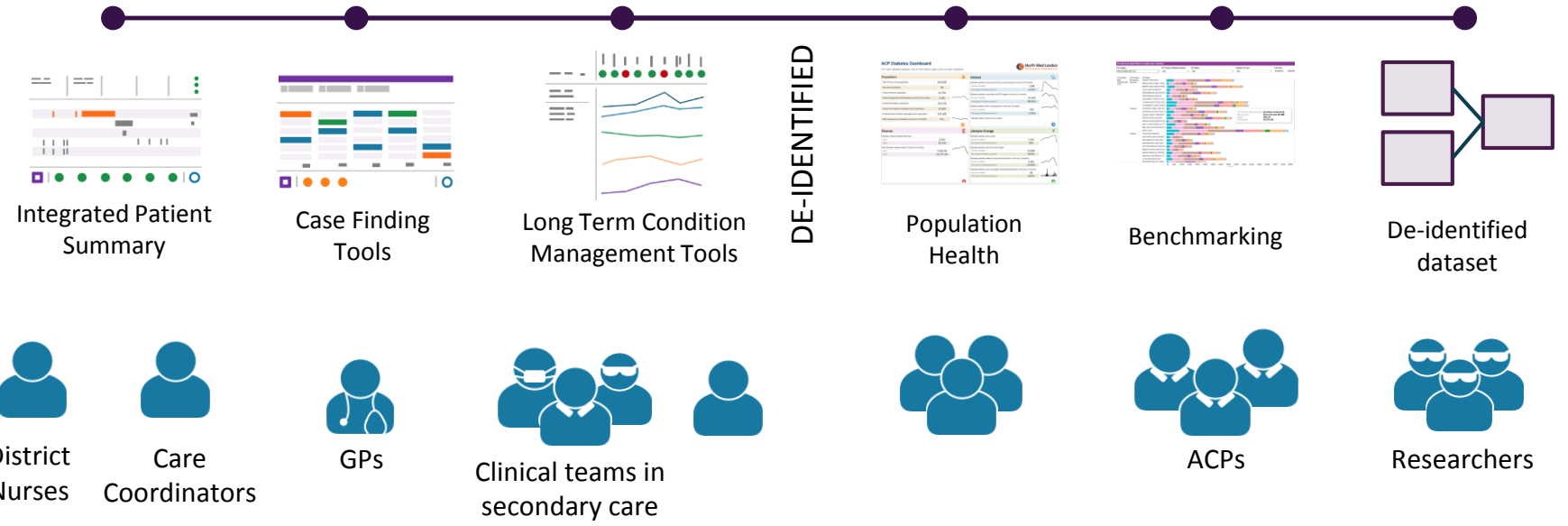
patients in the WSIC data warehouse

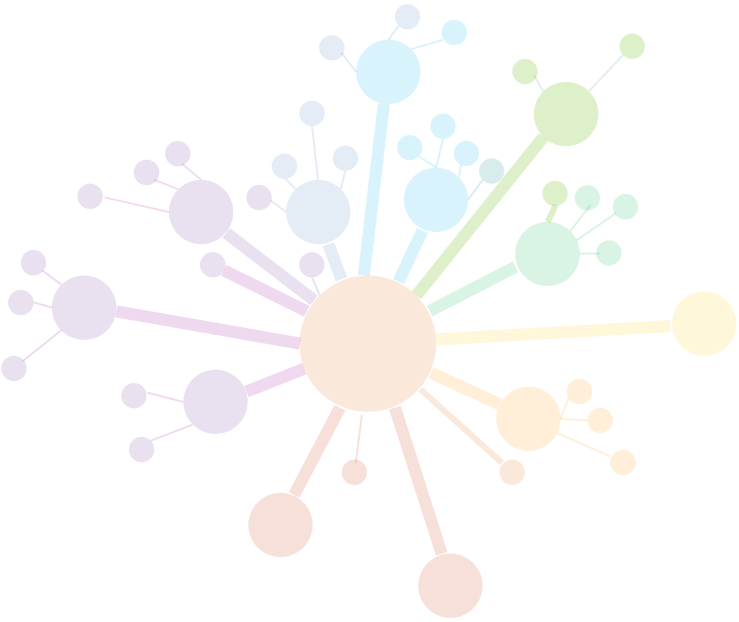
67.0% of the patient

population in North West London



Whole Systems Integrated Care (WSIC) solution





Analytics for Direct Care

How the WSIC Dashboards are being used to coordinate care for NWL patients

Meet Sam and Betty



Using Betty's story.....

- Betty 87, suffers from COPD, Type 2 diabetes and arthritis.
- Coping well until Sam passed away, but now lonely and increasingly depressed.
- Frequently visits her GP and if she can't get hold of her GP in a crisis calls for an ambulance.

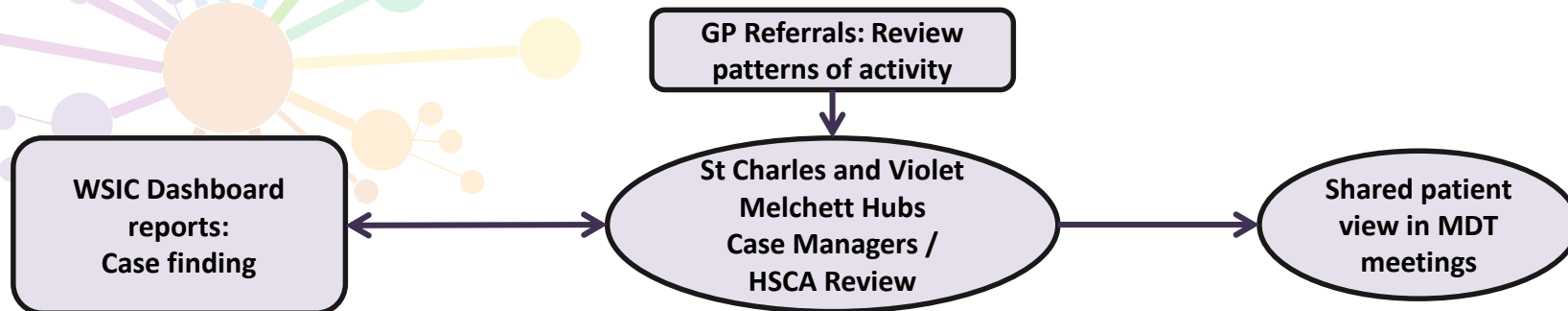
Using the WSIC Dashboards

- Care coordinator identifies Betty as a frequent A&E user and regular inpatient user on the patient radar
- Her activity timeline shows the care coordinator:
 - A sudden increase in her activity across the system, including a number of inpatient stays and A&E visits over the weekends;
 - She has not been treated for anything major in hospital;
 - She had a referral to social care but did not attend her appointment; and
 - She is attending at the practice weekly.



Use of the WSIC Dashboards

The WSIC Dashboards are used by My Care My Way staff regularly to check patients that they are due to see to understand patterns of system activity and to case find using the reports detailed below



Case Managers use the WSIC Dashboards to create the following reports...	Timeframe	Where information will be found in the WSIC Dashboards
Care Plan tracking - List of patients with out of date care plans	Monthly	Using the 'Care Plan out of date' Watch List
Review of most expensive patients - Case find expensive patients that have not been referred into My Care My Way (WL WSIC Hub)	Fortnightly	Use the 'High Cost' filter in the Patient radar
Produce list of patients with recent LTC diagnosis - use list a case finding pointer or prompt for care plan review	Monthly	Using the 'Recently Diagnosed with a LTC' Watch List
Produce list of regular In patient users - use list as case finding pointer or prompt for care plan review	Monthly	Using the 'Regular Inpatient attender' filter in patient radar
Produce list of most frequent A&E attenders - Review as a prompt for Care plan review and case finding	Monthly	Using the 'Frequent A&E attendee' Watch List
Produce LTC care plan out of date lists for follow up	Monthly	Using the 'Care Plan out of date' Watch List

All WLCCG practices incentivised to use the WSIC Dashboards in CLS Plan for 2017/18 to identify top 25 high cost patients for review

View time period

Last 2 years

Latest available data ranges from 28/02/2017 to 25/03/2017.

Hover over the "i" button below for more detail.

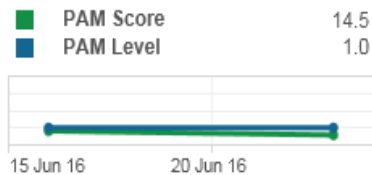
Patient Example

123 456 7890

Long term condition(s):

Asthma COPD Dementia
Diabetes Hypertension

PAM Score & Level



Key outcomes

Days not in hospital: 670 / 730

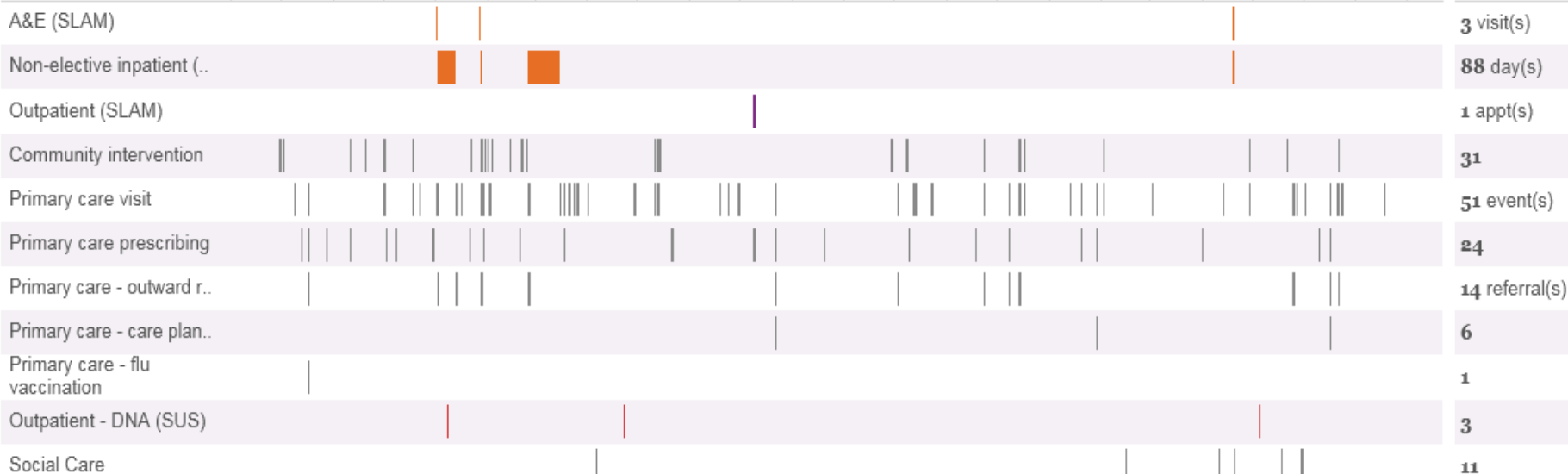
Total spend: £115,203

EFI: 0.47 (Severe Frailty)

- Has GP care plan ●
- Care plan up to date ●
- Community care user ●
- Mental health user ●
- Social care user ●

Lives in care home

1 Sep 14 1 Nov 14 1 Jan 15 1 Mar 15 1 May 15 1 Jul 15 1 Sep 15 1 Nov 15 1 Jan 16 1 Mar 16 1 May 16 1 Jul 16



1 Sep 14 1 Nov 14 1 Jan 15 1 Mar 15 1 May 15 1 Jul 15 1 Sep 15 1 Nov 15 1 Jan 16 1 Mar 16 1 May 16 1 Jul 16

Emergency support Planned acute hospital care Planned care outside acute hospital Potential warning signs



Click on a traffic light to view the trend of that indicator for the selected patient



398 patients on list

GP Practice: (All) Diabetes Type: (All) Sort by: Latest Blood Pressure Outstanding care process: None selected

Patient Name (demo)	Age	# of LTCs	Diabetes Type	# of A&E visits	# of Care Processes incomplete (past year)	Care Process								Self Care			
						BMI	HbA1c	Blood Pressure	Cholesterol	eGFR	Urine ACR	Retinal Screening	Smoking Status	Foot check	Diabetes Education	Care Planning	Patient Goals
Patient Name	78	10	Type 2	0	4	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
Patient Name	36	3	Type 2	0	9	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
Patient Name	79	7	Type 2	0	4	Red	Green	Green	Green	Green	Red	Green	Yellow	Red	Red Triangle	Green	Green
Patient Name	65	5	Type 2	0	2	Yellow	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
Patient Name	72	4	Type 2	0	0	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
Patient Name	58	5	Type 2	0	3	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
Patient Name	63	2	Type 2	0	9	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
Patient Name	76	4	Type 2	0	9	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green

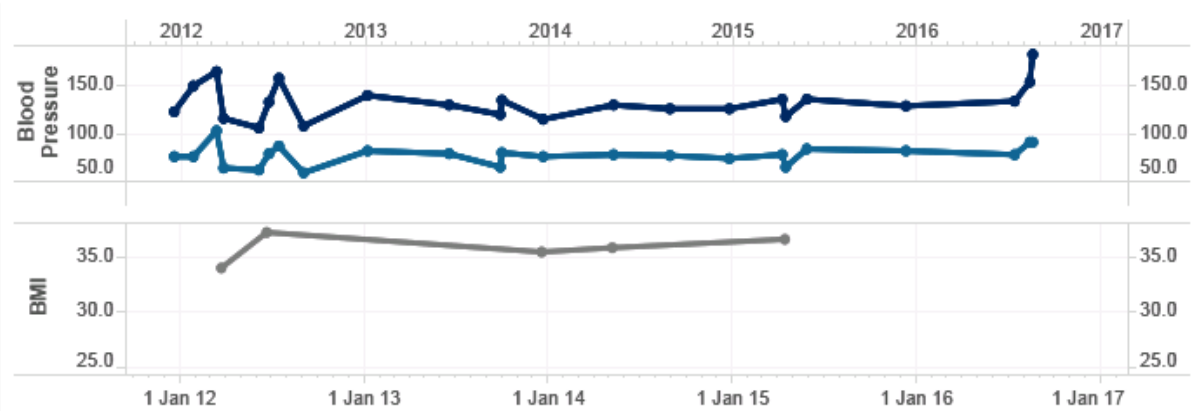
Patient: **Patient Name, 79 (F)**
 Smoking Status: **Non-smoker**
 Completed: **23 Sep 2015**
 GP Practice: **NWL Medical Centre (E00000)**

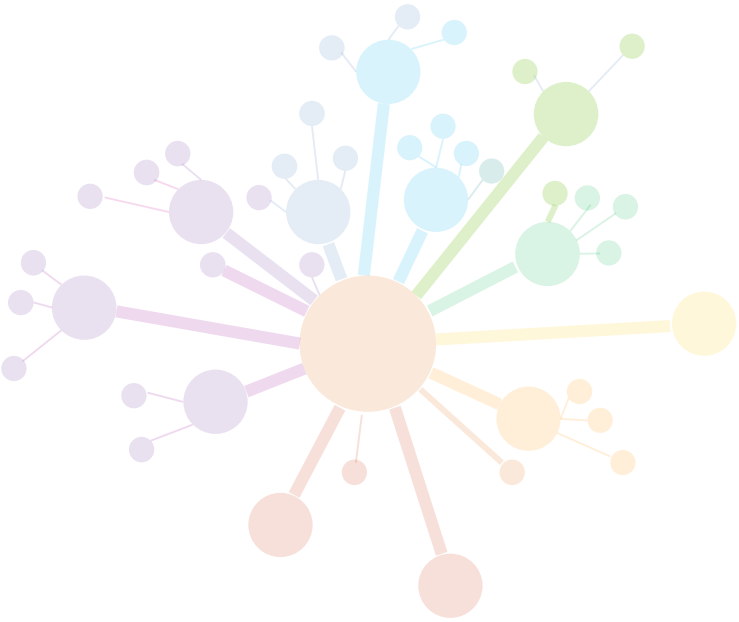
■ Last activity in past 12 months
■ Last activity in past 12-15 months
■ Last activity > 15 months old

Forename Surname, 79 (F)
 NHS #: NHS Number

Long term conditions:
 Anxiety Asthma CKD Depression Diabetes Hypertension Obesity

■ Systolic BP ■ Diastolic BP





Analytics for Population Health Management

ACP dashboard | Population overview

Understand your population needs and demographics



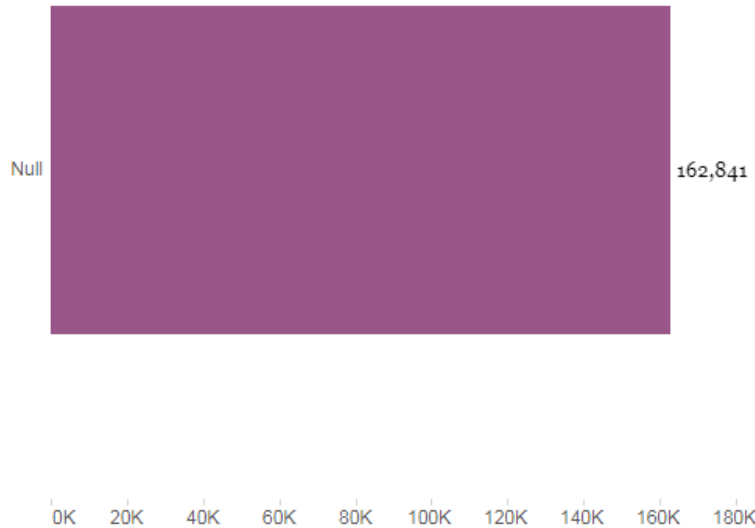
Use the drop down menus below to filter...

Select segment: (All) | Select condition: All | Select fiscal year: 2016-17 | Select GP: (All) | Select GP network: (All)

Latest available data ranges from 12/31/2016 to 2/14/2017. Hover over the "i" button below for more detail.

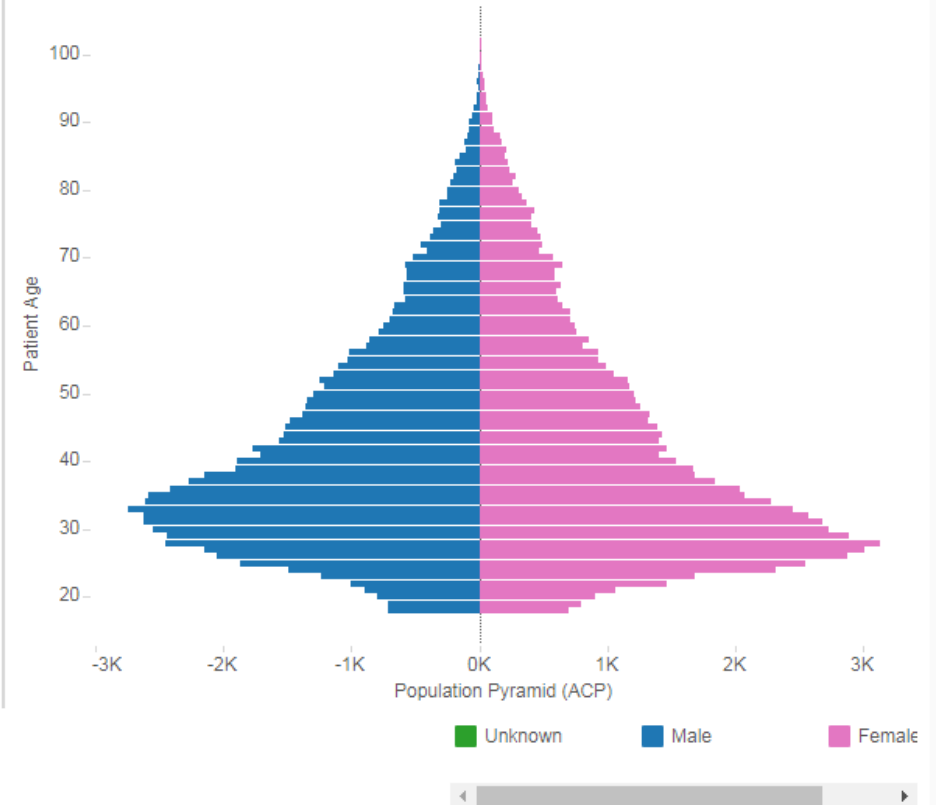
Needs group comparison - your ACP against selected comparator (Whole of NWL)

Click to filter the page



Population pyramid comparison - your ACP against selected comparator (Whole of NWL)

Click to filter the page



H&F ACP dashboard | Overview for the current year



Use the drop down menus below to filter...

Select LTC: Gender: Population Count: 638,996 Patient Spend: 4,707,412,433

Latest available data ranges from 12/31/2016 to 2/14/2017. Hover over the "i" button below for more detail.

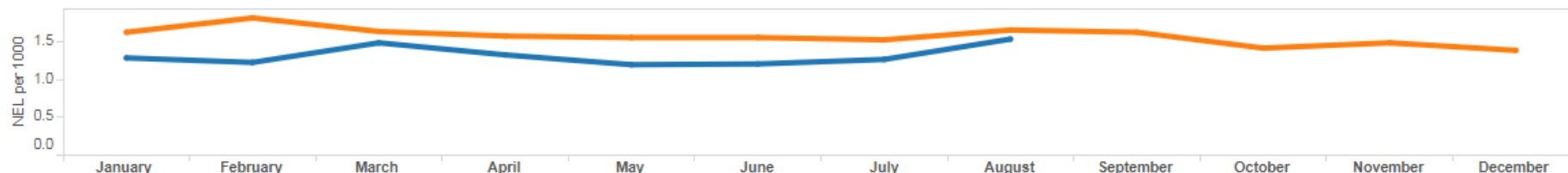
Population



Spend

Setting of Care	19-29	30-39	40-49	50-64	65 plus
Acute A&E	22,611,345	23,913,622	21,910,080	30,624,005	63,700,563
Acute Critical Care	3,950,463	6,234,667	8,965,999	24,484,321	63,792,994
Acute Direct Access	5,840,674	9,452,651	11,111,652	18,105,145	43,628,245
Acute Elective	37,294,126	59,620,905	85,901,311	182,454,492	387,829,244
Acute Maternity	115,456,258	203,750,522	33,498,406	511,578	320,199
Acute Non Elective	54,284,795	67,394,789	73,177,905	148,831,575	543,198,592
Acute Outpatient	57,335,916	95,476,202	104,324,140	190,430,255	416,339,809
Community	10,397,860	14,126,664	19,054,992	47,866,463	255,813,735
GP	94,586,937	112,254,680	108,637,228	157,167,795	317,597,079
MentalHealth	17,705,592	21,372,746	25,784,145	31,256,438	38,369,784
Other	26,023,699	39,508,575	25,672,167	42,855,244	85,603,165

Outcomes



ACP dashboard | Spend overview

Track your population's spend across care settings and over time. Note: only ACP-relevant spend is included (see notes in information box)

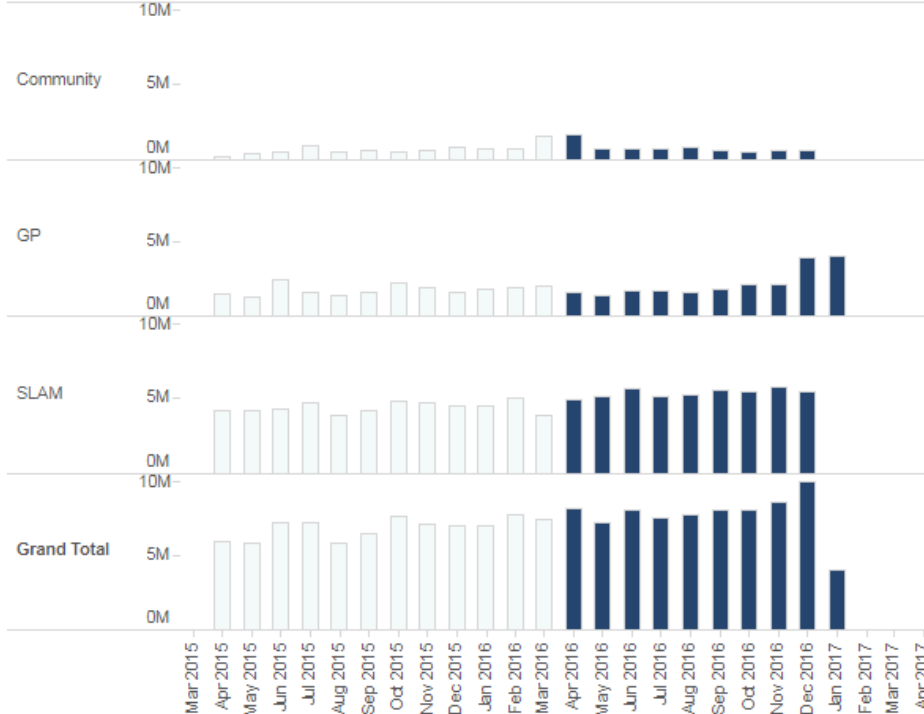


Use the drop down menus below to filter...

Select segment: (All) |
 Select condition: All |
 Select fiscal year: 2016-17 |
 Select comparator: Whole of NWL |
 Select GP: (All) |
 Select GP network: (All)

Latest available data ranges from 12/31/2016 to 2/14/2017. Hover over the "i" button below for more detail.

Spend over time, £ (YTD and previous FY)



Spend (YTD and forecast outturn against previous FY)



Spend (% change)

Community: -13.9%
 GP: 3.0%
 SLAM: -8.7%
 Grand Total: -6.2%

■ Spend (YTD) | ■ Spend (Previous Year)
■ Spend (Forecast Outturn - Remaining)

Current FY: 2016

🏠 🕒 👥 📋 £ Provider POD level 1 2 GP Needs group 👤 🎯 🌿 🔍 ℹ️

ACP View | GP Weighted Overview



Cost overview for GP's broken down by ACP, Network, GP Name and Setting of Care.

Use the drop down filters to make your selection.

CCG Name:
 Practice Network Name:
 Practice Name:
 Setting Of Care:
 Full Date:

CCG Name	GP Network (..	GP Name	Cost Breakdown (Visualized)						
NHS HAMMERSMITH AND FULHAM CCG	Network 1	ASHCHURCH SURGERY	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		PARK MEDICAL CENTRE	Light Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		RICHFORD GATE MEDICAL ..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		THE NEW SURGERY	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
	Network 2	BROOK GREEN SURGERY	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		HAMMERSMITH SURGERY	Light Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		LILLIE ROAD HEALTH CENT..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		THE MEDICAL CENTRE, DR ..	Light Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
	Network 3	ASHVILLE SURGERY	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		CASSIDY ROAD MEDICAL C..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		SANDS END HEALTH CLINIC	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		THE LILYVILLE SURGERY	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		THE SURGERY, DR DAS & P..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
	Network 4	DR DANDAPAT & PARTNERS	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		DR UPPAL & PARTNERS	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		FULHAM CROSS MEDICAL ..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		HAMMERSMITH & FULHAM ..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		SALISBURY SURGERY	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		SHEPHERDS BUSH MEDICA..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
		THE MEDICAL CENTRE, DR ..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink
THE SURGERY, DR DASGU..		Blue	Orange	Light Blue	Red	Yellow	Purple	Pink	
THE SURGERY, DR MANGW..		Blue	Orange	Light Blue	Red	Yellow	Purple	Pink	
WHITE CITY HEALTH CENT..		Blue	Orange	Light Blue	Red	Yellow	Purple	Pink	
Network 5	STERNDALE SURGERY	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink	
	THE SURGERY, 82 LILLIE R..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink	
Primary Care Home	BROOK GREEN MEDICAL C..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink	
	NORTH END MEDICAL CEN..	Blue	Orange	Light Blue	Red	Yellow	Purple	Pink	



Plans for product development



1. Working with providers to develop use cases for both direct care and population health data.
2. Prioritising the most useful LTC patient radars to add to the WSIC Dashboards and align to the delivery areas in the NWL STP
3. Developing predictive analytics
4. Setting up direct provider data feeds to provide more frequent data flows for the purpose of direct care
5. Applying advanced analytics to inform understanding the population health to support accountable care development across NWL.

Embedding and supporting adoption across the NWL health and social care system

- Focus to date has been on embedding the dashboards as the primary patient selection tool in the ***care coordination teams*** established across NWL
- Moreover in recognition of the potential benefits in the WSIC Dashboards, NWL CCGs are implementing incentives for GP practices as part of the Local Schemes
- Targeting clinical teams across primary, community, acute and social care who work as part of the Diabetes pathways in NWL for adoption of the Diabetes dashboards (and then other LTC pathways as new dashboards are developed).



Thank you for your time today

For more information on the WSIC
Dashboards contact

WSIC.Dashboards@nw.london.nhs.uk