

# Fleet Integrated Care (ICT)

The team supports and empowers people to maintain independence and control, and to manage multiple health and care conditions locally. They focus on the most vulnerable and complex patients in Fleet. This service was delivered as part of the **Happy, Healthy, at Home Vanguard service**.

Clinicians and care professionals in this multidisciplinary team work closely together to provide wrap around care in a single coordinated care plan.



Team covers a population of **45,000** across 4 general practices



**140**

new patients supported in 2017/18



**11**

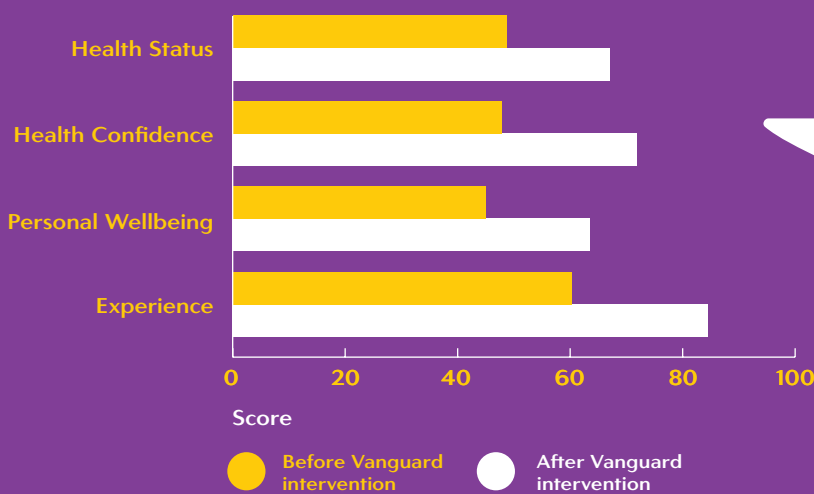
new patients referred to the team each month



Average active caseload of

**26**

## Improvement in patient outcomes



Higher scores are always better – all 4 R-Outcome domains show improvement after intervention

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Staff interviews and case studies identified the value of working in partnership to bridge the gap between care sectors and to provide an effective place to take challenging cases.

### A range of impacts:

- reduced duplication of services for patients
- reduced crises
- reduced social isolation
- support for carers



### Teamwork is key to success:

- strong belief in the value and benefit of the team
- empowered to work flexibly and autonomously for patient benefit
- more to do to engage GPs in the work of the ICT

### Emergency hospital activity rates showed:

- patients are referred later than the other four localities
- following ICT support, patients have lower emergency activity rates for the following year, when they rise again.

