North East Hampshire and Farnham
Happy, Healthy, at Home

Selected in 2015 as a Primary and Acute Care System Vanguard to provide care to the local people by taking responsibility for delivering a full range of primary, community, mental health and hospital services

Three programme aims:

1 Improved support to stay well

2 Joined up, accessible, local care

3 Specialist integrated care in the community when needed

The Vanguard has supported a large number of people in new ways:

50,000
patient contacts and interventions in
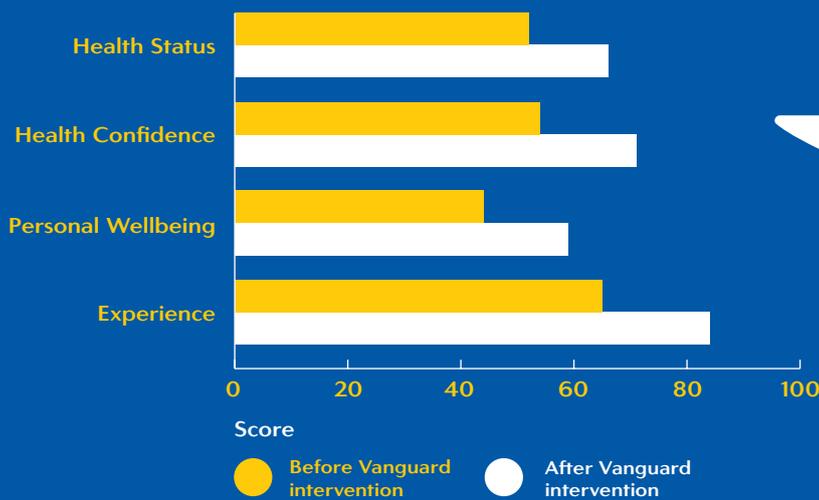
23 new services

3,300
patient reported outcomes demonstrated significant improvements in how patients feel about their health status, confidence and wellbeing

Improvement in patient outcomes

Health Status

Health Confidence

Personal Wellbeing

Experience

0   20   40   60   80   100

Score

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

● Before Vanguard intervention   ○ After Vanguard intervention

Evaluation partners

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530
staff from the new care model teams and primary care reported outcomes, which identified:

15%
improvement in experience*

15%
improvement in work wellbeing*

8%
increase in their recommendation as a place to work

From the second year of the programme there was a **significant reduction in the trend of emergency admissions**
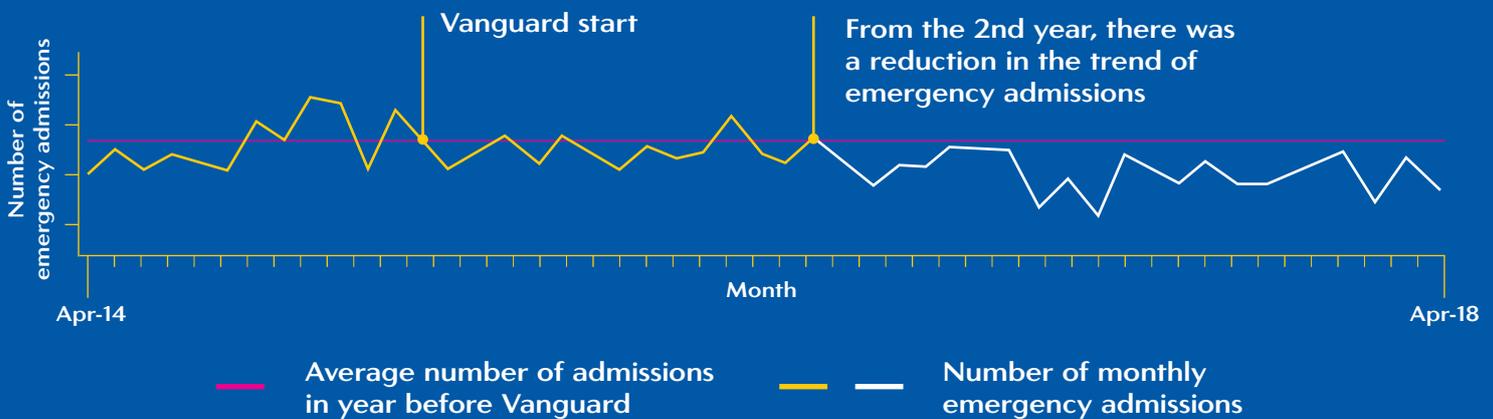
Qualitative interviews and case studies found **positive benefits for patients, staff and the system**

The evaluation highlighted the **importance of allowing time to establish new teams and ways of working. GP engagement was a key ingredient in successful delivery**

Emergency admissions trend^

Vanguard start

From the 2nd year, there was a reduction in the trend of emergency admissions

Number of emergency admissions

Month

Apr-14   Apr-18

— Average number of admissions in year before Vanguard

- - Number of monthly emergency admissions

All evaluation reports can be downloaded at
www.northeasthampshireandfarnhamccg.nhs.uk/about-the-ccg/happy-healthy-at-home/achievements

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