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

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

Evaluation partners:

@WessexAHSN
wessexahsn.org.uk
530 staff from the new care model teams and primary care reported outcomes, which identified:

- 15% improvement in work wellbeing*
- 15% improvement in experience*
- 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**

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

All evaluation reports can be downloaded at [www.northeasthampshireandfarnhamccg.nhs.uk/about-the-ccg/happy-healthy-at-home/achievements](http://www.northeasthampshireandfarnhamccg.nhs.uk/about-the-ccg/happy-healthy-at-home/achievements)

* - Demonstrating statistically significant improvements in staff R-Outcome