

# ► Our Model of Care

**Individuals empowered to live a healthy life in resilient communities**

- Supported to stay and age well via preventative interventions
- Supported self-management
- Active social prescribing and signposting
- Communities supported to develop a vibrant third sector volunteer opportunities supporting health and care

**Primary Care**

Where the majority of patient care takes place working as individual practices or in networks (Primary Care Networks) using digital and total triage first, including:

- Advice, information, diagnosis, treatment and prescribing
- Active Long Term Condition management
- Signposting and referral to other services including specialist services
- Screening and immunisation

**Integrated Neighbourhood Teams**

Multi-disciplinary teams of general practice staff, community nurses and therapists, social care staff and the voluntary sector providing:

- Enhanced Long Term Condition Management
- Active case management of at risk patients including specialist treatment in the community
- Rapid assessment and support in crisis including step down in care setting when patient is ready
- Community rehabilitation and discharge support
- Nursing and care home support
- End of life care

**Care for acutely unwell people**

- Care will be provided using digital and total triage approaches in local care settings wherever possible and in an acute setting when not
- Discharged when medically fit
- Teaching, research and innovation at the heart of acute care
- Growing our specialist care sector where it makes sense to do so



I am able to proactively manage my own health



I receive easy to access and tailored support in the community



I find it easy to access specialist care in the community



I have the best quality and most innovative care available to me

Pathways of care

Population Health Management

Wellness ←

Acute Illness

Our 10 Expectations

- |                                    |  |
|------------------------------------|--|
| 1. Safety first                    | 6. Provide excellent care                          |
| 2. Equitable care for all          | 7. Enhanced care in the community                  |
| 3. Involve our patients and public | 8. Enabling culture                                |
| 4. A virtual by default approach   | 9. Drive technology, innovation and sustainability |
| 5. Care in local settings          | 10. Work as one system with a system workforce     |