Millom – going beyond integrated care

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The Millom Model

• We are a Vanguard Site for a Primary and Acute Care System (PACS) across the Morecambe Bay

• Millom is a prototype for our 5 year strategy ‘Better Care Together’

• We are building a population health and wellbeing system
Millom

• A geographically isolated town in South Cumbria

• 8500 population generating 17600 journeys out of the town every year for an appointment or admission

• 45-50 minutes to get to the nearest hospital along poor roads

• General practice unable to recruit

• Community hospital closed temporarily
From Anger to Alliance
Wednesday 7th May 2014

Over 2000 people take to the streets in protest
Getting on the same side

• Critical moment in meeting arranged by Jamie Reed MP

• Insights from the perspective of the community
Connecting with the Public

• I Inform
• C Consult
• E Engage

YOUR HOSPITAL NEEDS YOU!
FRIDAY 16TH MAY 5PM at the Beggars Theatre Market Square
Achievements 9 months on from the march:

• A *community led* GP recruitment campaign - video spread by the community on social media and twitter with 7000 views

• 3 doctors recruited and a 4\(^{th}\) joining when her training ends

• No further adverts placed
Achievements 9 months on from the march:

A new town newspaper full of health promotion messages
Achievements 9 months on from the march:

• A detailed clinical model developed
• First advanced community paramedic in the North West
• Nurse linked to community group mobilising the population for health and wellbeing
• School plays on using the health services properly, healthy eating initiatives
• Pharmacy minor illness scheme promoted and use now highest in Cumbria
• Care homes support scheme started
• New access system in general practice
• Near patient testing and new Xray
• Telehealth
• Community hospital reopened and significant reduction in LOS
• Building a population health system
A Change in Thinking for Secondary Care

How do you turn a motor bike?
Reducing the 17600 journeys

• Connecting for unscheduled care.
  – Telemedicine Link to FGH ED
  – Support to Community Paramedic
  – Support to NPs (rotation & training)

• Connecting for scheduled care – alternatives to out patient clinics
  – Advice and Guidance
  – Virtual Clinics
Other Support

• Portfolio careers.
• Exploring the possibility of crossover of some roles to improve robustness of services
• Common IT infrastructure & support
The 21st century specialist

• Consultants consulting
  – Less follow up
  – Providing advice
• Move to more use of technology
  – Virtual clinics
  – Support into the community
• Integration of primary and secondary care teams
Come to Millom – its great

Online Search: ‘GPs for Millom’
Thank You