

Implementing the Commissioning Pack in Action – What we are doing

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The Background

- A newly established community based service
 - First programme launched June 2009
- A small team
 - Funding for 2 WTE specialist nurses and 0.8 WTE physio

The Programmes

- Healthy Hearts Programme – for people who have established CHD but no recent event
- Post-event programme - for people following a recent event
- Heart Manual- home-based Cardiac Rehab

Our Challenge

- To implement the commissioning pack with current resources

To increase

- appropriate referrals
- number of people offered
- number of people accepting
- number of people completing

To maintain

- High clinical standards
- Good measurable outcomes

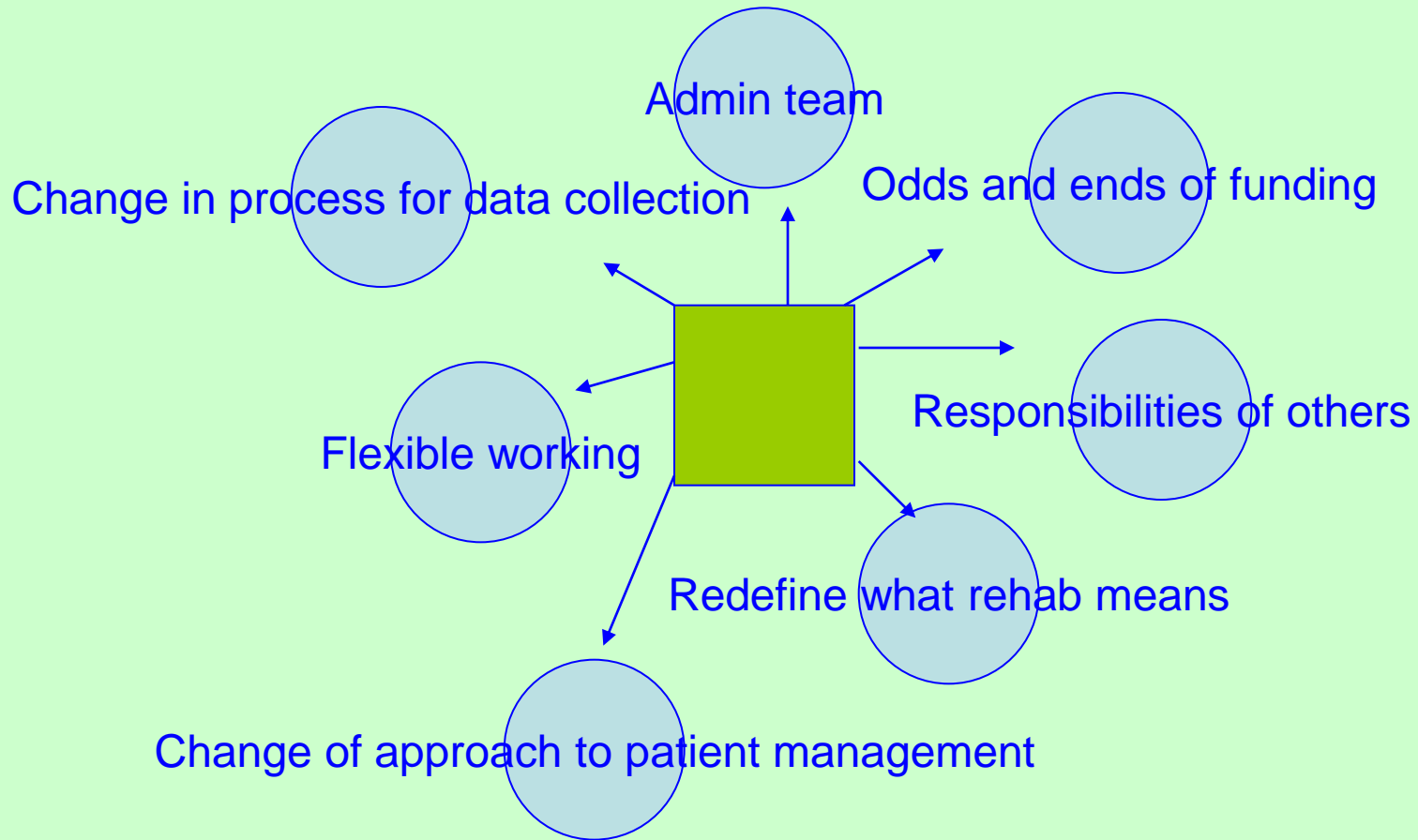
The beginning

- Process mapping by the team
- Seeking the opinion of our patients and carers
- Compared current services to commissioning pack
- Formulated an action plan

Our box

1.8 WTE nurses
15 hours per week BACR level 4
exercise instructor

Looking outside the box for opportunities



Admin Team

- Existing admin team at Surbiton Hospital already providing some admin support for other services, and happy to support the Cardiac Rehab team
- Cost neutral to the service
- Team already known to us so an easy fit
 - Telephoning patients
 - Sending appointments
 - Booking onto computer system
 - Data entry, photocopying etc

Odds and ends of funding

- Looked at budget and at existing team and found some extra funding
 - Bank physio hours
 - Opportunity for extra training

Responsibility of others

- Referral into the service was confusing
 - Developing a map
 - Review of referral form used in primary care

Redefine what rehab means

- “Rehab is what the patient says they need”
- No longer more than x sessions completed
- Review of initial assessment to ensure patient goals are captured to measure against
- Result – people who previously wouldn’t have been counted now in numbers

Change of approach to Patient Management

- “On hold” file
- Changing to an individually case-managed approach where each nurse takes responsibility for their own patients
- Recognising that each phone call or appointment is an opportunity to deliver a meaningful and measurable intervention

Flexible Working

- Set responsibilities on each day of the week
- Preference within the team for flexible working has enabled us to pilot weekend sessions

Change in process for data collection

- Currently have to enter data onto RIO and NACR
- Also have to submit data to commissioners in NHS Kingston
- Devising a system to collect that data from the data already entered rather than doing as a separate job

To sum up

- An ongoing project
- About the strengths and opportunities we have as a team
- Working with the support we have from the commissioning arm of the PCT, our rehab colleagues at referring hospitals and at the network

Thank you