

With over 100 teams working as part of the LTC Workstream, they have generated and produced documents, service specifications, job descriptions etc. [Details to be found here.](#) But more importantly they have the learning and experience of how to work through and around some of the key challenges of delivering this agenda. With this in mind, and to stop others from having to ‘reinvent the wheel’ we have generated a list of challenges that other teams have been able to meet. We have termed these MIME’s – the things that teams can do that Maximises the Impact and Minimises the Effort by learning the lessons and steps that others have taken to make improvements.....

<b>Things to Consider - Key Challenges</b>	<b>Go to:</b>
For Staff Engagement	<p><b>Greenwich or Outer North East London</b>            Gaining staff engagement in times of change and transition is an integral part of the process. See how Greenwich or ONEL achieved it successfully.            Contact: <a href="mailto:jay.stickland@greenwich.gov.uk">jay.stickland@greenwich.gov.uk</a> ,  <a href="mailto:jane.wells@greenwich.nhs.uk">jane.wells@greenwich.nhs.uk</a> or <a href="mailto:kay.matthews@onel.nhs.uk">kay.matthews@onel.nhs.uk</a></p>
For Critical Success Factors	<p>For successful implementation have the following in place</p> <ul style="list-style-type: none"> <li>• Active/passionate clinical leadership</li> <li>• Competent dedicated project management with timelines that take account of implementation at scale and pace cross organisationally</li> <li>• Acceptance of work of exemplars from around the country with a willingness to learn from them for benefit of local citizenship</li> <li>• Recognition of role of executive sponsors within each organisation to enable true collaborative working across the health and social care boundary and undertake performance management of the progress on the ground and report same at board level.</li> </ul>
<b>Risk Stratification - Key Challenges</b>	<b>Go to:</b>
For Information Governance	<p><b>South Central</b>            In developing an effective approach that gives CCG’s and GP Practices access to risk stratification and predictive modelling information, learn from South Central’s region wide approach.            Contact: <a href="mailto:Alan.Thompson@Hampshire.nhs.uk">Alan.Thompson@Hampshire.nhs.uk</a></p> <hr/> <p><b>QIPP Digital Technology and Vision Team</b>            For guidance for teams in using digital technology to support the 3 drivers. The team have developed a list of enablers and supportive documentation.            Contact: <a href="mailto:gippdt@nhs.net">gippdt@nhs.net</a> or visit:  <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/qipp">www.connectingforhealth.nhs.uk/systemsandservices/qipp</a></p>

<p>For: Engaging GPs in uptake and Implementing Risk Profiling</p>	<p><b>Devon or Somerset</b> Clinical engagement is key!! Present GPs with their own data during training for the risk stratification tool and predictive models. Acknowledge and accept that some 80 – 90% of patients identified will be already known to the GP/Community Matrons – it’s the remaining 10 – 20% that need to be reviewed and are potentially suitable for case management. Contact: Todd Chenore from NHS Devon: <a href="mailto:tchenore@nhs.net">tchenore@nhs.net</a> or Kevin Hudson from NHS Somerset: <a href="mailto:kevin.hudson@somerset.nhs.uk">kevin.hudson@somerset.nhs.uk</a></p>
<p>For: Using Social Care Data in a Risk Profiling Tool</p>	<p><b>Southend</b> To get an understanding of how to work through the challenges of information sharing and information governance between health and social care contact Southend. Contact: <a href="mailto:James.Roach@see-pct.nhs.uk">James.Roach@see-pct.nhs.uk</a></p> <hr/> <p><b>Kent</b> To find out how to make the process of populating social care records with NHS Numbers to facilitate sharing of records smoother follow Kent’s example. Contact: <a href="mailto:Anne.Tidmarsh@kent.gov.uk">Anne.Tidmarsh@kent.gov.uk</a></p>
<p><b>Self Care – Key Challenges</b></p>	<p><b>Go to:</b></p>
<p>For Simple Telehealth</p>	<p><b>Stoke</b> Better known as Florence, Stoke have developed and implemented a multi award winning innovation that uses text messaging to support self management at very low cost and with positive outcomes. Florence reminds patients to take action and provides instant advice and instructions in line with existing clinical pathways and protocols. Visit: <a href="http://www.stoke.nhs.uk/simple">www.stoke.nhs.uk/simple</a> Contact: <a href="mailto:phil.oconnell@nhs.net">phil.oconnell@nhs.net</a></p>
<p>For A Self Care Commissioning Strategy (systematising)</p>	<p><b>House of Care</b> Be systematic in implementing a supported self-care approach across your health and social care system. Dr Sue Roberts, Director for the Year of Care Programme, has developed a useful metaphor of a ‘house’ to help build your self-care system. For an illustration of this, click here: <a href="#">Commissioning for Self Care Support</a></p>
<p>For City Wide Strategy for Self Care</p>	<p><b>Leeds</b> With projects established in the three CCGs including - Strengthening Networks and Access to Services, Time Banking, Self Management Champions. Putting patients with long term conditions in control of their own health, including aspects of training, information raising awareness and behavioural change. Contact: <a href="mailto:gill.lockwood@nhs.net">gill.lockwood@nhs.net</a> or <a href="mailto:Paul.Morrin@nhsleeds.nhs.uk">Paul.Morrin@nhsleeds.nhs.uk</a></p>
<p>For Involving the 3<sup>rd</sup> Sector</p>	<p><b>North East Essex</b> From the outset of their LTC programme North East Essex have involved and engaged 3<sup>rd</sup> sector organisations, patients and social</p>

## Maximum Impact Minimum Effort

	<p>care to design, develop and implement their virtual ward and approach to LTC management. This has led to innovative and collaborative approaches to caring and supporting their LTC population.</p> <p>Contact: <a href="mailto:jo.broadbent@northeastsex.nhs.uk">jo.broadbent@northeastsex.nhs.uk</a></p>
<b>Integrated Care Teams (ICT) – Key Challenges</b>	<b>Go to:</b>
For Job Descriptions – for new generic roles for ICT	<p><b>Brighton and Hove</b></p> <p>For your new ways of working, new roles job descriptions for integrated care teams go to Brighton and Hove. Assistant practitioner, Community registered practitioner, Case manager, advanced practitioner.</p> <p>Contact: <a href="mailto:Joanne.matthews@bhcpct.nhs.uk">Joanne.matthews@bhcpct.nhs.uk</a></p>
For Commissioning Specifications for ICT	<p><b>Kent or Outer North East London</b></p> <p>When looking to develop a Commissioning specification for your Integrated Team</p> <p>Contact: Kent <a href="mailto:sue.baldwin@kentcht.nhs.uk">sue.baldwin@kentcht.nhs.uk</a> or ONEL <a href="mailto:Kay.matthews@onel.nhs.uk">Kay.matthews@onel.nhs.uk</a></p>
For ICT Competencies	<p><b>Kent</b></p> <p>For an example of developing competencies for an Integrated workforce see how Kent have developed theirs.</p> <p>Contact: <a href="mailto:Sue.baldwin@kentcht.nhs.uk">Sue.baldwin@kentcht.nhs.uk</a></p>
For City Wide Strategy for GP Specs and ICT specs with Shared KPIs	<p><b>Liverpool</b></p> <p>To bring primary and community care together within an integrated care team implement joint KPIs for GPs and nursing. Follow Liverpool’s example specifications.</p> <p>Contact: <a href="mailto:Simon.bowers@livgp.nhs.uk">Simon.bowers@livgp.nhs.uk</a></p>
<b>Useful Tools – Key Challenges</b>	<b>Go to:</b>
For Some Useful Tools and Information	<p>For a step by step approach to implementing the LTC model of care with supporting tools and information visit – the <a href="#">Tools for Teams</a> folder on our NHS Networks Site</p>
Use Graphical Illustrations...	<p>to make your point about the impact that working in silos means to patients, especially those with co morbidities. For a graphical illustration to use in your presentations <a href="#">click here</a></p>
Baseline assessments and Gap analysis	<p>Use the QIPP For LTC diagnostic tool to generate a system gap analysis. The National coaches supporting the LTC workstream have developed a diagnostic tool that supports local teams to identify their current position across a range of key factors including the 3 key elements of risk profiling, integrated teams and self management. Teams using this tool have found it most useful in identifying gaps in current provision and as a means of developing a robust strategy for implementation. Visit: Our <a href="#">NHS Networks Site</a></p>