

# Delivering integrated care

A practical guide to developing cost effective, joined up services

Wednesday  
8 September 2010  
76 Portland Place, London

## Key speakers include:

**Anthony Farnsworth**

Chief Executive  
Torbay Care Trust

**Richard Gleave**

Director of Programme  
Implementation  
NHS South West

**Geoff Lake**

Director of Integrated  
Commissioning  
North East Lincolnshire  
Care Trust Plus

**Julie Passmore**

Programme Director  
Northamptonshire  
Integrated Care Partnership

## Topics include:

- If integration is the answer then what's the question?
- Reducing costs with integrated care
- Delivering coordinated services that better meet the needs of patients and service users
- Maximising the benefit of integrated management structures and joint appointments
- Exploring the strategic role of housing services in the delivery of integrated care

## Also features the following case studies from the Integrated Care Pilots:

- Developing integration to enable early intervention and improve outcomes
- Improving the health and wellbeing of people with long term conditions
- Developing integrated health services to provide social return

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“As the population ages, the growing complexity of healthcare and health needs, together with the approaching financial challenge, is prompting a fundamental rethink of how healthcare should be organised in future”

WHERE NEXT FOR INTEGRATED CARE ORGANISATIONS IN THE ENGLISH NHS?  
THE KING'S FUND & THE NUFFIELD TRUST MARCH 2010

“Better joined-up care will help meet future demand and deliver greater value for money by reducing the reliance on high-cost hospital and residential care.... If every local area could reduce the number of people admitted repeatedly as emergencies, and the length of time these people spend in hospital, to the low levels seen in the best performing areas of the country, this would result in an annual saving of around £2 billion to hospital budgets”

THE STATE OF HEALTH CARE AND ADULT SOCIAL CARE IN ENGLAND  
THE CARE QUALITY COMMISSION FEBRUARY 2010

The benefits of joined up care services have long been recognised. However, it is the potential savings that could come from a better alignment of the acute, community and social care systems that is now finally focusing attention on Integrated Care.

The 16 Integrated Care Pilot schemes are currently well underway and results from early evaluations of these partnership schemes will be available shortly. This conference provides a key opportunity to learn from these pilots, and other examples integrated care from the UK and beyond.

“Each of the 16 pilot sites participating in the national programme has developed an integrated model of care to help respond to particular local needs. Using their in-depth knowledge of the local population, the pilots are designing services that should be flexible, personalised and seamless”

INTEGRATED CARE PILOTS - AN INTRODUCTORY GUIDE THE DEPARTMENT  
OF HEALTH SEPTEMBER 2009

Chaired by **Richard Gleave** *Director of Programme Implementation* NHS South West and with key speakers from the UKs leading integrated care partnerships. Delegates will be provided with a wealth of knowledge and practical experience around the delivery of integrated care

Case studies from the Integrated Care Pilot schemes and others will discuss the practical challenges of making partnerships work on the ground. They will also explore the key elements of integrated care that can contribute to cost reduction. These include; reducing length of stay by delivering rapid discharge from hospital, avoiding unnecessary admissions by maintaining independence in the community and enabling early intervention to improve long term outcomes.

10.00	<b>Chair's opening remarks</b>	
10.10	<b>Making joined up, integrated care a reality</b> <b>(Speaker to be announced)</b>	<ul style="list-style-type: none"><li>• making optimal use of limited resources through effectively integrated services</li><li>• delivering the third generation of people centred public services</li><li>• choosing the mechanism of collaboration which best suits the local circumstances</li><li>• pre-evaluation feedback – learning from the Integrated Care Pilots</li><li>• what are the implications of <i>Total Place</i> for the NHS</li><li>• broadening out integration beyond health and social care</li></ul>
10.40	<b>If integration is the answer then what's the question?</b> <b>Helen Dickinson</b> <i>Lecturer - Health Service Management Centre</i> University of Birmingham	<ul style="list-style-type: none"><li>• what are the outcomes of integration?</li><li>• how might we measure the outcomes of integration?</li><li>• when is it appropriate to work together and when is it not?</li><li>• the limits of structural change</li></ul>
11.10	<b>Maximising the benefit of integrated management structures and joint appointments</b> <b>Geoff Lake</b> <i>Director of Integrated Commissioning</i> North East Lincolnshire Care Trust Plus	<ul style="list-style-type: none"><li>• identifying joint aims and challenges to help overcome the challenges of integrating organisational cultures</li><li>• developing and implementing the key enablers to facilitate integrated delivery</li><li>• recognising the leadership challenge in removing the obstacles to achieving joint outcomes</li><li>• recognising efficiency achievements through person centred approaches</li></ul>
11.40	<b>Questions and answers, followed by coffee and exhibition at 11.45</b>	
12.15	<b>Meeting the challenge of delivering coordinated services that better meet the needs of patients and service users</b> <b>Anthony Farnsworth</b> <i>Chief Executive</i> Torbay Care Trust	<ul style="list-style-type: none"><li>• delivering rapid access to seamless care for older people with complex co-morbidities</li><li>• learning from the Kaiser Permanente model of integrated care</li><li>• developing information about costs at patient level across the system</li><li>• improving communications to facilitate hospital discharge across acute, community and intermediate care settings</li></ul>
12.40	<b>Exploring the strategic role of housing services in the delivery of integrated care</b> <b>Jeremy Porteus</b> <i>Putting People First Programme</i> Department of Health	<ul style="list-style-type: none"><li>• the role of housing services in keeping people independent in their own homes</li><li>• how can integrated infrastructures help to deliver integrated services – pooling assets to improve outcomes</li><li>• using different models of supported housing to enable independence</li><li>• exploring the role of assistive technology</li></ul>
13.05	<b>Questions and answers, followed by lunch and exhibition at 13.15</b>	
14.15	<b>Case study: improving the health and wellbeing of people with long term conditions</b> <b>Julie Passmore</b> <i>Programme Director</i> Northamptonshire Integrated Care Partnership	<ul style="list-style-type: none"><li>• risk assessing the practice population</li><li>• delivering proactive care early intervention and case management</li><li>• using resources more effectively through partnership</li></ul>
14.40	<b>Case study: reducing costs with integrated care</b> <b>Javina Sehgal</b> <i>Deputy Director of Partnerships Commissioning</i> NHS Brent	<ul style="list-style-type: none"><li>• delivering a joint NHS and Local Authority run Partnerships for Older People Projects (POPPS) scheme to cost effectively reduce admissions and improve quality of life</li><li>• agreeing outcomes for the target group</li><li>• developing an integrated care coordination service to deliver case management</li><li>• incentivising GPs to use simple case finding systems</li><li>• demonstrating the financial impact of the project</li></ul>
15.05	<b>Questions and answers, followed by tea and exhibition at 15.10</b>	
15.35	<b>Case study: developing integration to enable early intervention and improve outcomes</b> <b>Kate Jones</b> <i>Nurse Team Lead</i> Bournemouth and Poole Integrated Care Pilot <b>Carol Tilley</b> <i>Deputy Director</i> Bournemouth and Poole Community Health Services	<ul style="list-style-type: none"><li>• developing a GP led model which helps deliver early intervention in dementia</li><li>• signposting people to appropriate services</li><li>• building an integrated multi-disciplinary team</li><li>• establishing a specialist intermediate care team</li></ul>
16.00	<b>Case study: developing integrated health services to provide social return</b> <b>Dr Linda Harris</b> <i>Clinical Director</i> Wakefield Integrated Substance Misuse Services	<ul style="list-style-type: none"><li>• developing a service to help enable the social reintegration of substance misusers</li><li>• implementing a Balanced Scorecard dashboard of outcomes</li><li>• measuring the social return on investment</li></ul>
16.25	<b>Questions and answers, followed by CLOSE</b>	

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WEDNESDAY 8 SEPTEMBER 2010, PORTLAND PLACE, LONDON



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**Venue**  
76 Portland Place, London, W1B 1NT. A map of the venue will be sent with confirmation of your booking.

**Date**  
Wednesday 8 September 2010.

**Conference fee**

£365 + VAT (£428.88) for NHS, social care, private healthcare organisations and universities.

£300 + VAT (£352.50) for voluntary sector/charities.

£495 + VAT (£581.63) for commercial organisations.

£300 + VAT (£352.50) for IHM members.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 17.5%.

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