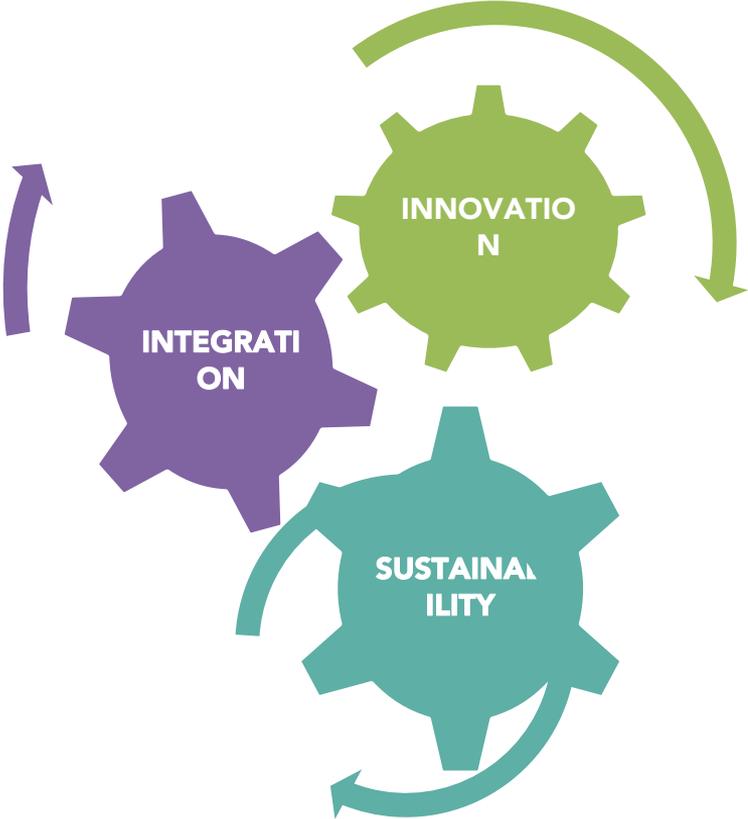




# West Hampshire Approach

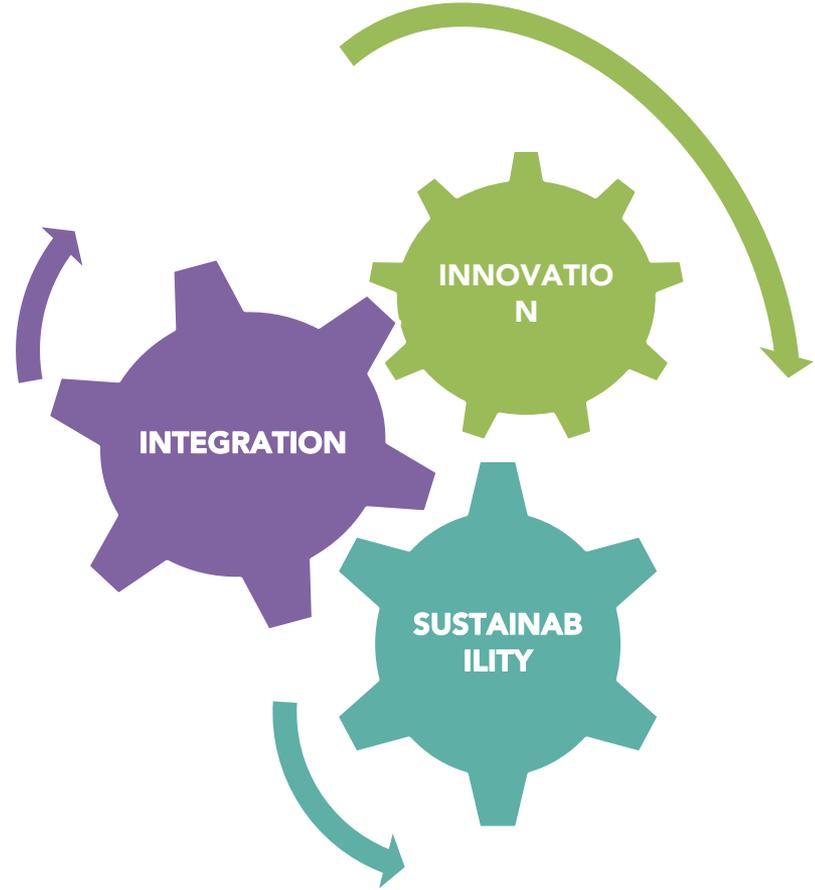


# Geared for success

**Leadership & Engagement**

**Patients & Surgeries  
Front and Centre**

**Flex and Adapt  
Constantly!**

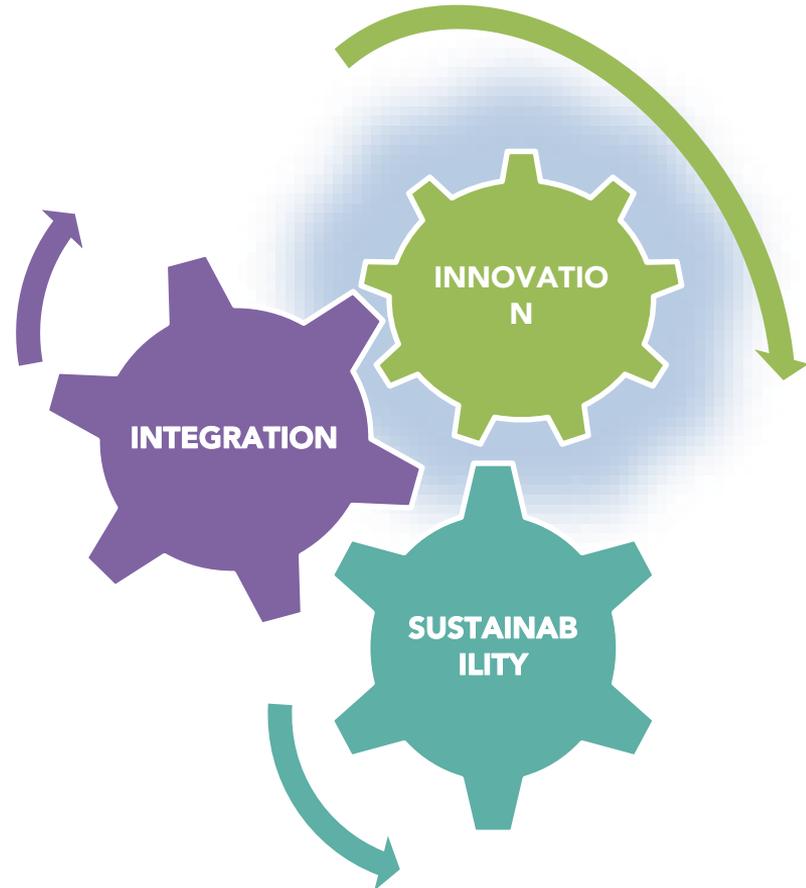


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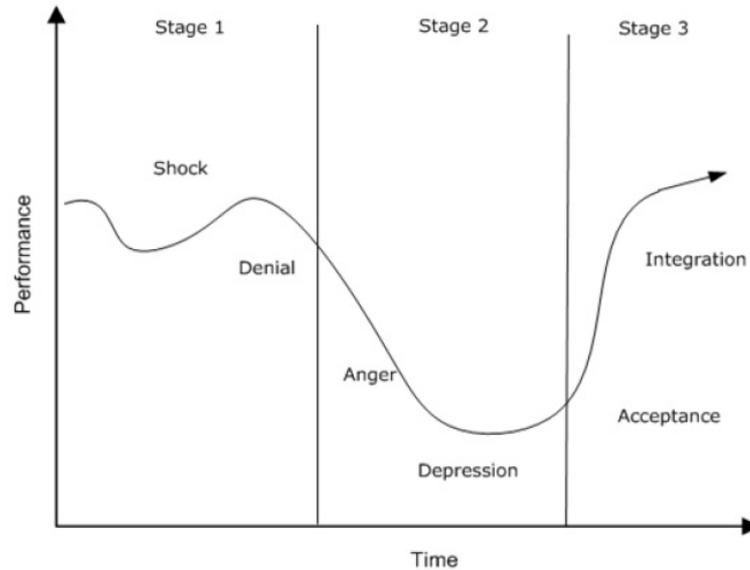
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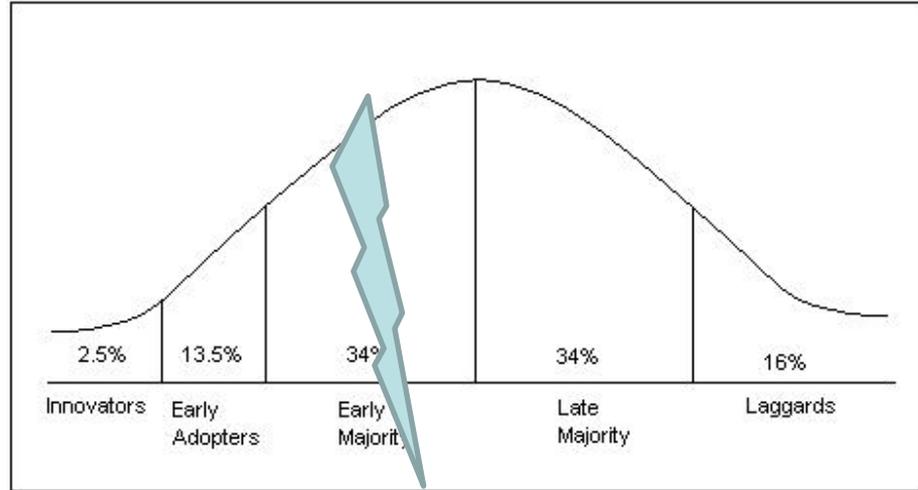


# Leading change is not easy

The Change Curve



# Adoption and spread



Diffusion Gap

(Between first 16% and the rest of the population)

Rogers E. Diffusion of innovations. New York: Free Press, 1983.

# A clear vision



- Every little helps
- Be the best
- Vorsprung durch technik

The most effective teams  
have a clear vision and can  
navigate *priority thickets*

# Five Dysfunctions of a Team

## Inattention to results

- Individual goals and status erode the focus on collective success

## Avoidance of accountability

- Avoiding interpersonal discomfort prevents team members from holding each other to account

## Lack of Commitment

- Lack of clarity or buy-in prevents team members sticking to the vision

## Fear of Conflict

- A desire to preserve artificial harmony even when counterproductive

## Absence of Trust

- The fear of being vulnerable prevents the development of trust across the team

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# WEST HAMPSHIRE COMMUNITY DIABETES SERVICE

**Block contract** across West Hants CCG

24,500 diabetes population (total: 500,000)

49 surgeries

T1 & T2 Clinical care

T1 & T2 education

GP Outreach visits: **PRACTICE MAKES PERFECT**

## **Staff:**

One WTE Consultant

Band 7 Nurses (prescribers)

Band 6 Nurses

Dietitans

Diabetes Educators



# Our aim: West Hampshire Community Diabetes Service

To ensure all people with diabetes have **access** to excellent skills and knowledge so they can **achieve** their individual goals and become **active** participants in their care whenever possible



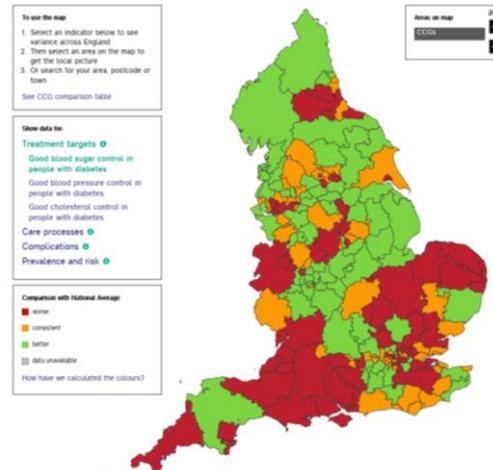
# Our STP Data

CCG	HbA1c % pts achieving good	All Three Treatment targets % achieved	CCG IAF Rating
Portsmouth	52.1	40.3	Requires Improvement
Fareham & Gosport	53.7	40.6	Outstanding
Isle of Wight	53.7	40	Requires Improvement
South East Hampshire	56	41	Outstanding
North Hampshire	56.8	34.5	Requires Improvement
Southampton	56.9	36.3	Inadequate
<b>West Hampshire</b>	<b>58.5</b>	<b>36.7</b>	Inadequate

BP outcomes poor in WH, hence lower TT scores and rating.....linked to primary care processes?

# National Diabetes Audit Data

- When looking at HbA1c, BP and Cholesterol:
  - West Hants suffers from wide variation
  - Our CCG averages are lower than NHS England
  - Differences are not accounted for by elderly pop.



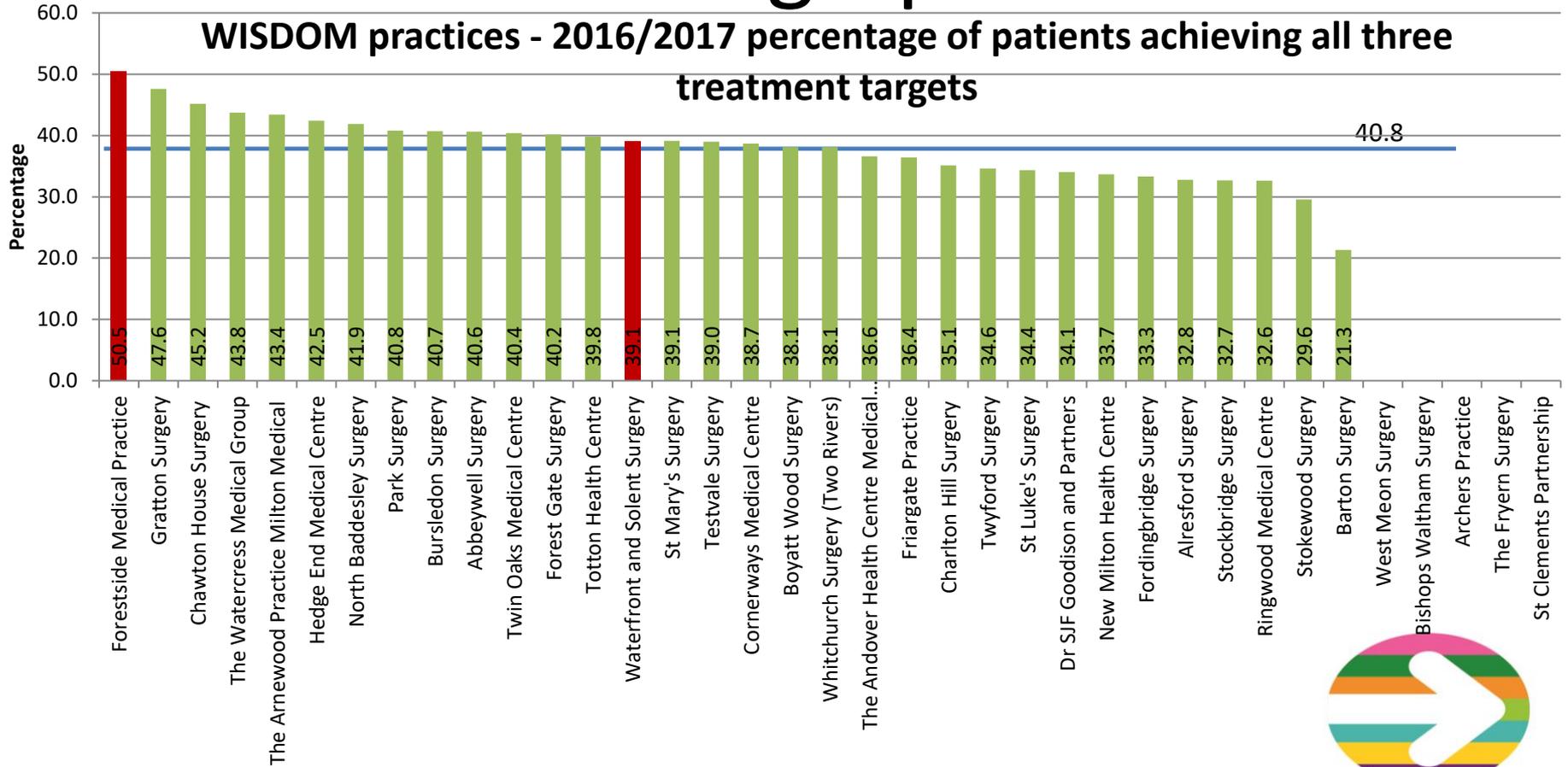
**Wonder is the beginning of Wisdom....**

**SOCRATES**

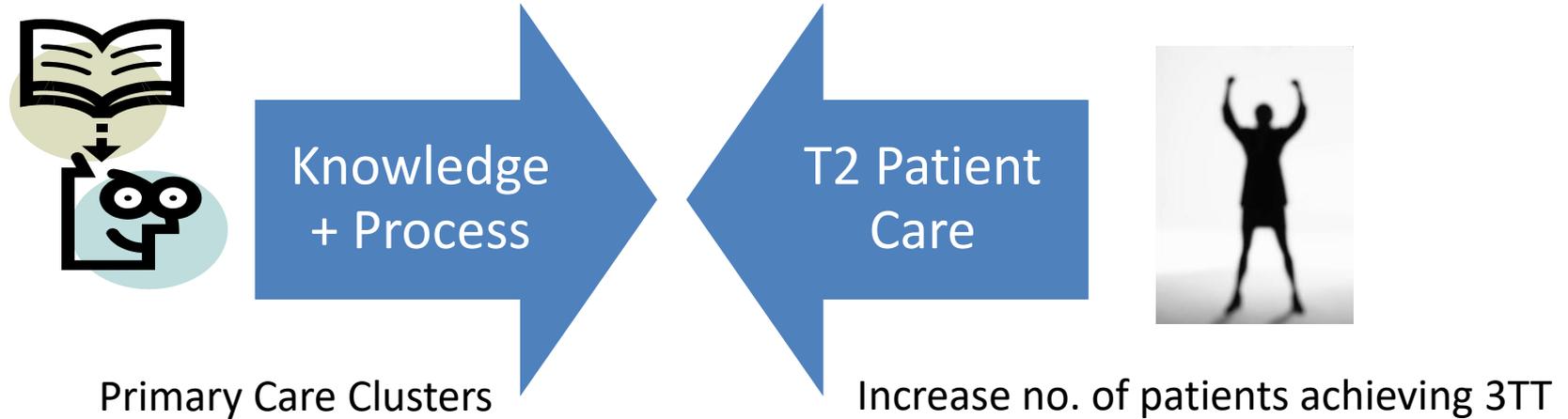
West Hampshire Integrated Specific Diabetes Outcome Measures

**INTRODUCING WISDOM SEPTEMBER  
2017**

# NDA graph



# How will WISDOM address variation?



# Our learning from outreach

## Knowledge vs Process

- Each surgery has a bespoke set of processes
- How do these vary and importantly are they related to outcomes?
- What do you think?
- For example:
  - When are patients recalled?
  - Do you have a practice nurse with an interest in Diabetes?
  - Who manages blood pressure (GP or PN)?
  - How do practice nurses and GPs communicate?

# WISDOM: Our Aims



- Quickly assembled a team September 17
- Led by two GPs with a special interest
- Identified core aims and messages
- Light touch specialist consultant governance
- Let autonomy drive improvement

# Our targets & why

## EMT: Early Missed Targets

Treatment Target	Criteria
HbA1c	$\geq 58 \leq 70$
Blood Pressure	140/80 -160/90
Cholesterol	Over 5

## HbA1c stratification:

– Green under 58 mmol/L

– Amber 58 to 70

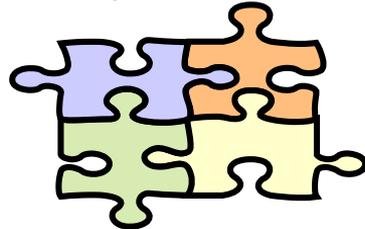
– Red over 70

*(not 75 as in QOF “target”)*

Each surgery pulls data using PRIMIS Diabetes.

# Why **AMBERS**?

- WISDOM project aims to identify patients with Early Missed Targets:
  - Prevent future complications
  - Easy medication changes
  - Managed within primary care (with support)
  - Integrates with the specialist community service



# From Innovation to Implementation: *in six months*

- **Excellent practice engagement**
  - 37/49 (Q3 16/17) 75%
  - 44/49 (Q1 17/18) 90%
- **Cluster feedback:**
  - 92% “practice would change as a result of this meeting.”
- **WISER (T2 ed refresher)**
  - 65 patients
  - Content specific for refresher course
  - 8 sessions
  - Feedback 87.7% of patients would recommend the course

## EMT: Early Missed Targets

Treatment Target	Criteria
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# Sustainability: Marginal Gains





# Fail fast and learn faster

- Can you think of a situation where attempts to change something failed?
- What were the factors?
- What happened next?
- How long did that all take?



# Culture eats strategy for breakfast

Peter Drucker

