

GP CLINICAL LEAD FOR OHL HIGH INTENSITY USER SERVICE



Recruiting organisation:	One Health Lewisham
Advertised role:	GP Clinical Lead for OHL High Intensity User Service
Registration:	GMC
Remuneration:	6 hours per week at £80per hour
How to apply:	Send CV and cover letter to recruitment@onehealthlewisham.co.uk by Wednesday 12 th September 2018. Call 02036402113 to discuss role.

One Health Lewisham is looking for a GP Clinical Lead to lead our High Intensity User (HIU) service. The service is brand new and will offer a robust way of reducing frequent user activity to 999, NHS 111, A&E, GP contacts and hospital admissions, freeing up front line resources to focus on more clients and reduce costs. The service will use a health coaching approach, targeting high users of services and support the most vulnerable patients in community to flourish, whilst making the best use of available resources.

ONE HEALTH LEWISHAM

One Health Lewisham is a GP Federation established in 2017 that has grown out of four neighbourhood GP federations in the North, Centre, South East and South West of the South London Borough of Lewisham. OHL works to develop pan Lewisham ways of working, reduce variation, improve quality and support GP Practices. Services provided by OHL include the GP Extended Access Service, a care home service, a coordinated care service, a GP Resilience Programme and various others.

HIGH INTENSITY USER SERVICE

One of the areas of increasing activity and cost in relation to unscheduled care services is emergency ambulance call outs, with activity growing at approximately 6% per year. Using data from a local ambulance service, High Intensity Users of 999 and frequent attenders to A&E can be identified through a range of data sources. From previous work undertaken, it is clear that some individuals have little clinical reason for doing so; others have genuine reason for calling or may be highlighted as vulnerable.

The principles of the service are to:

1. **Identify.** The top 100 High Intensity Users are identified utilising A&E data systems. Some additional clients are selected due to their vulnerability as opposed to chronically high use of health services. This group may have only called 999 or presented to A&E between 5-10 times over the previous three months but presented with high risk episodes of self-harm or homelessness.
2. **Personalise.** The clients are contacted directly by a phone call from the service lead. The calls focus on the clients' issues, identifying and de medicalising their needs to uncover the 'real' reason for calling 999, A&E or an admission.
3. **De-escalate.** Many individuals ring 999 or use health care frequently due to an escalation in their social, emotional, financial or family issues. De-escalation is facilitated by offering immediate access to an appropriate listening support service (the service lead).
4. **Discharge.** From the project to local support services takes place when the client requires on-going support. Many clients, following initial support from the High Intensity User service are discharged without the need for follow up. Many are reconnected to their community with friends and purpose.
5. **Manage relapse.** Once managed by the service, clients often begin to feel more positive, decrease their dependency and improve their personal outcomes. Relapse can occur when clients begin to feel isolated again,

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are unable to remain sober or feel they can no longer cope with their current situation. They may begin contacting 999 or attending A&E again but more often, these clients contact the service lead directly who immediately picks up their crisis and helps them navigate through the difficult time rather than the need to return to their old behaviour of attending A&E.

6. **Quality of intervention.** Higher quality more personalised and effective interventions will create robust connections and positive outcomes for clients and deliver financial savings to the system with increased pace.

GP CLINICAL LEAD

The GP Clinical Lead for the service will:

- Work closely with University Hospital Lewisham Lead the Identification of the top 100 High Intensity A&E users
- Steer the work of the HIU Lead Nurse and health coach; reviewing their work and giving clinical input. These will be expected to work in a target driven way and therefore, the GP Clinical Lead will be required to steer the work of the nurse and health coach for maximum achievement
- Lead the clinical service and its development as set out in the service contract
- Ensure that systems of communication are in place with HIU patients registered GP practices
- Work with the Trust and GP practices to identify a maximum number of patients
- Ensure these patients will be managed over a period of time depending on the complexity of their needs before being discharged
- Lead an on-going evaluation of the service, produce a six month lessons learnt report and continuous learning to continue to shape service.

KEY STAKEHOLDERS

The project will interconnect Health and Social Care through establishing robust working relationships with:

- CCG
- A&E
- GP Practice and the wider primary care team
- Mental Health Services
- Drug and Alcohol Services
- Police
- Care and Repair
- Social Services
- Mental Health Helpline
- Third sector – faith and voluntary
- Community Services (community matrons, respiratory teams, falls teams etc.)
- Ambulances service

HOW TO APPLY

If you think the advertised role is for you, then please submit a CV and brief cover letter to recruitment@onehealthlewisham.co.uk by Wednesday 12th September 2018. Alternatively, if you would like to discuss the role, then please contact OHL on 020 3640 2113.