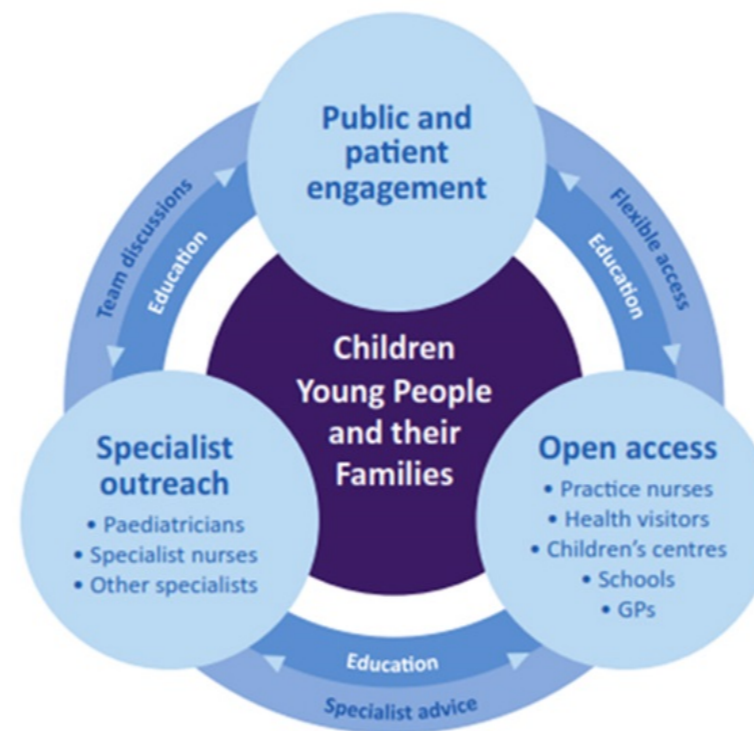


Child Health GP Hubs

A multi-site evaluation summary



 **connecting care for children**

 **Southern Health
and Social Care Trust**


Hampshire and Isle of Wight
Sustainability and Transformation Partnership

Created by Rianne Steele - CC4C London

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CC4C, A multi-site evaluation summary

The **Child Health GP** Hub has now been implemented across the country. What has been the experience of this new model of care? Here's some information about how it's worked in three very different locations across the UK (**Hampshire, London and Northern Ireland**)

Detailed information for each site is provided on the next page

Click the links in each bubble to find out more

What is the impact?



NHS
Hampshire and Isle of Wight
Sustainability and Transformation Partnership

- A reduction in GP appointments, 13%
- Reduction in first outpatient appointments, 20%
- [Evaluation data](#)

connecting care for children

- A [reduction](#) in outpatient appointments, 81%
- Reduction in A&E attendances, 22%
- Paediatric admissions, 17%

HSC Southern Health and Social Care Trust

- Positive impacts [reported by clinicians](#)
- Improved relationships between primary / secondary care

What do GPs think?



- Found the [clinic/MDT useful](#)
- More informed about childhood health problems
- Would recommend to colleagues

- Closer [working in the system](#)
- Improved paediatric skills & management
- Built on natural interest in Paediatrics

- They [benefited from the Hub](#)
- Discussions were of a high quality
- This would impact patient interactions a great deal

How do patients feel?



- A preference for the [GP surgery](#)
- Involved in decisions
- Would recommend the service

- [Listened to](#)
- Involved in decisions
- Confident in the care they were receiving

- Preferred being [in a Hub](#)
- Felt they would recommend to others
- Were happy seeing a GP with a paediatrician

What do paediatricians think?



- Positive about the [ability to work as a team](#) across primary / secondary care
- How rewarding clinics were
- Reduction in referrals

- Positive about the [ability to work as a team](#) across primary / secondary care
- How rewarding clinics were
- Reduction in referrals

- Hubs [improved relationships with GPs](#)
- Provided a better understanding of social aspects
- There was a positive impact

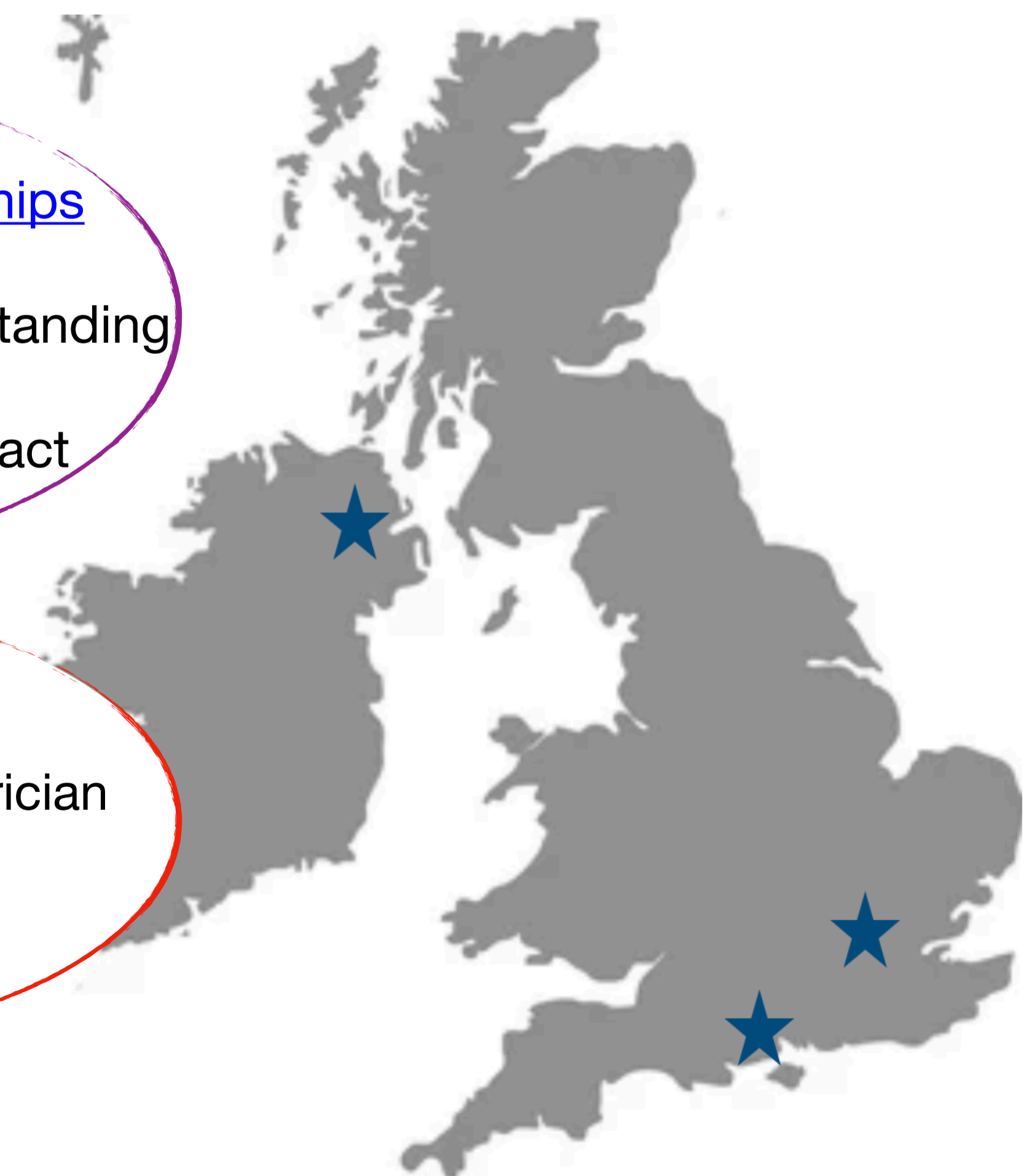
How do I find out more?










- Kate Pryde, Paediatrician
- [Email Kate](#)
- Alison Day, Commissioner
- [Email Alison](#)
- [Video](#)

- Mando Watson, Paediatrician
- [Email Mando](#)
- Rianne Steele, Programme Coordinator. [Email Rianne](#)
- [Email us](#); [Video](#); [Website](#)

- Jonny Henderson, Paediatrician
- [Email Jonny](#)



| | CC4C Network | | |
|--|--|---|--|
| | Hampshire & Isle of Wight (CCCH) | London (CC4C) | Northern Ireland |
| <p>The Child Health GP Hub has a very powerful impact on use of healthcare resource</p>  | <p>This 2020 evaluation details the Connecting Care Children's (CCCH) Child Health GP Hub across Hampshire from the implementation of their Chandlers Ford Hub in 2017. It includes a description and background of the model, benefits and outcomes. Highlights include:</p> <ul style="list-style-type: none"> - reduction in GP appointments (13%) - reduction in first outpatient appointments (20%) - reduction of all paediatric outpatient appointments (7%) - reduction in admissions (6.96%) - reduction in A&E attendance (3.11%) | <p>Connecting Care for Children (CC4C) has been running Child Health GP Hubs across North West London since 2014. This document provides a brief summary of key aspects of the model of child health. This evaluation includes key data published in a peer reviewed journal. It describes the model, benefits and outcomes. Highlights include:</p> <ul style="list-style-type: none"> - Reduction in outpatient appointments (81%) - Reduction A&E attendances (22%) - Reduction in admissions (17%) | <p>In Northern Ireland, two of the five healthcare trusts have implemented the Child Health GP Hub. This document provides a description of the model in the Southern Trust. This document includes evaluation data. Highlights include:</p> <ul style="list-style-type: none"> - positive feedback from clinicians in relation to MDT and Clinics. - most MDT attendees felt it impacted their patient interactions - most MDT attendees felt it improved relationships with primary & secondary care. <p>to note: a second Hub in the Northern Trust has a sole focus on MDT (with no clinic) and 15-20 practices joining</p> |
| <p>Patient reported experience data indicates widespread user satisfaction with the Hub clinic</p>  | <p>For the Child Health GP Hubs across Hampshire, patient evaluation data (page 13) showed feedback from families who had used the service was very positive. Families felt:</p> <ul style="list-style-type: none"> - a preference for appointments at the GP surgery rather than hospital (90%) - there were shorter waiting times for an appointment (58%) - they were involved in decisions (96%) - likely to recommend the service to friends and family (98%) <p>Individual Hub data can be found here and here</p> | <p>Patient experience data has been collected via Patient Reported Experience Measures (PREM forms). This data was analysed between 2015 and 2019. In 2015, patients felt:</p> <p>really listened to (99%), involved in decisions (88%), confident in the care they were receiving (99%), concerns were addressed + received clear explanations (96%).</p> <p>In 2019, patients felt:</p> <p>Preferred GP setting (79%); info was clear (92%); families felt involved in decisions (100%); clinicians worked well together (100%).</p> | <p>Patient experience data was captured for the Southern Trust Hub in the first year of operating, the evaluation shows most families:</p> <ul style="list-style-type: none"> - preferred being part of the Hub rather than secondary care - 60% of families would recommend to others - Parents had particularly positive comments on: <ul style="list-style-type: none"> - reduction in waiting time for appointment; - use of the MDT rather than an unnecessary appointment; - being seen by a GP & paediatrician |
| <p>Videos tell the multifaceted story</p>  | <p>With this link you can access a video describing the model, the change of paediatric care in Hampshire, and clinician feedback</p> | <p>parent led programme for kids to stay fit 'Parkview Olympics': a 5' description of the model of care created by NHSE; a 1' mini-description of the model created by CL CCG; the value of patient/public involvement (& asthma simulation); how puppetry is used to share health information; learning: Peer to peer, Patient to professional, Professional to patient; co-producing how to help your unwell child</p> | <p><i>none available at time of publication</i></p> |
| <p>Consultant paediatricians feedback on the new way of working</p>  | <p>Feedback from clinicians running the service is integral for the ongoing development of Child Health GP Hubs. This document (page. 18) includes:</p> <ul style="list-style-type: none"> - Consultant feedback on the ability to work as a team and bridge the gap between secondary/primary care. <p>This document includes graphs of clinicians feedback</p> | <p>Feedback from clinicians running the service is used for the ongoing development of GP Child Health Hubs. This summary includes insights from CC4C Consultants including:</p> <ul style="list-style-type: none"> - Improved access to professionals - improved understanding of family psycho-social issues - a shared responsibility for child health | <p>This summary includes Consultants feedback on improved efficiency of working together and better experience for families. Highlights include:</p> <ul style="list-style-type: none"> - improved relationships with GPs - better understanding of social aspects - positive impact of the Child Health Model |
| <p>GP views on the model: benefit to patients, the system and GPs</p>  | <p>This document (page 16) includes details from attendees, indicating they:</p> <ul style="list-style-type: none"> - found the MDT useful or very useful (89%) - would recommend the MDTs to their colleagues (93%) - were likely to put into action the MDT learning (88%) - were likely to put into action the clinic learning (100%) - found the clinic useful for their education of childhood health problems (91%) <p>Whilst this document has individual clinician feedback from a CCCH</p> | <p>At the heart of the Hub model is the GP practice itself. This document has GP views on benefits for:</p> <ul style="list-style-type: none"> - GPs - patients - the system | <p>This document shows a pilot survey of GPs, health visitors and the wider MDT. All respondents felt:</p> <ul style="list-style-type: none"> - they benefited from the MDT - the discussions were of very high or high quality <p>Nearly all respondents felt:</p> <ul style="list-style-type: none"> - this would impact patient interactions a great deal/moderate amount - that Hubs improve links between primary and secondary care |
| <p>Specific evaluations from each site</p>  | <p>Connecting Care Children's Hubs Project and Lessons Learnt Report</p> | <p>Child Health General Practice Hubs: a service evaluation</p> | <p>A summary place holder whilst the wider evaluation takes place. The model has also been adapted in the Northern Trust and is being developed in Belfast</p> |
| <p>Top tips for running the model</p>  | <ul style="list-style-type: none"> *communication & collaboration from outset- agree the 'vision' - will be more than one way to achieve this * MDT is the crux - invite breadth of professionals - community paediatrics, health visitor/school nursing, CAMHS, dietician and others as you see fit * virtual meetings allow people to join from various locations maximising time * agree governance of MDT And clinic from outset *share learning across sites *ensure identified amin to advise MDT of meeting dates/times, share feedback | <ul style="list-style-type: none"> *ensure you have clear clinical governance from the beginning e.g. clinical responsibility sits with the GP for MDT and the paediatrician for Clinic *The MDT is about bringing in the different clinicians in the room, it's great for the paediatrician to bring their best chair qualities! *share the learning and the challenges between your sites *work closely with a GP lead to ensure this suits their needs *allocate a dedicated admin lead, set up is simple and when organised is minimal piece of work | <ul style="list-style-type: none"> * Start a Hub and you won't want to go back to vertical referrals! |