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Implementing the comprehensive model of personalised care

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Deputy Director, Personalised Care Group
@SimonSimply

NAPC October 2019



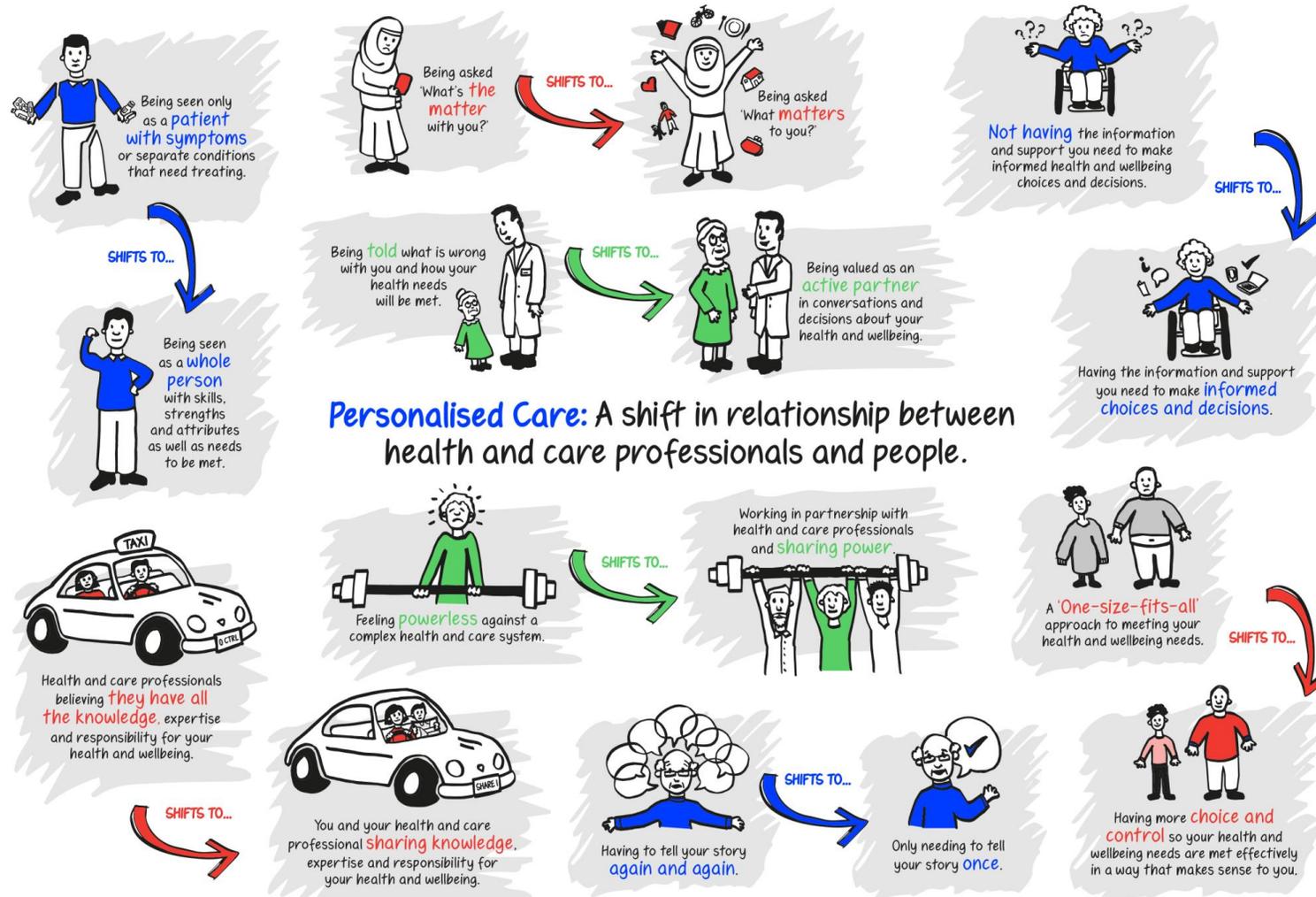
What is Personalised Care?

- **Personalised Care can benefit everyone** - from people with chronic illness and complex needs to those managing long term conditions and those with mental health issues or struggling with social issues which affect their health and wellbeing.
- **It helps them make decisions about managing their health** so they can live the life they want to live based on what matters to them, working alongside clinical information from the professionals who support them.
- **This is in response to a one-size-fits-all health and care system** that simply cannot meet the increasing complexity of people's needs and expectations.
- **Evidence shows that people will have better experiences and improved health and wellbeing** if they can actively shape their care and support.

What Personalised Care means to me



What Personalised Care means to me



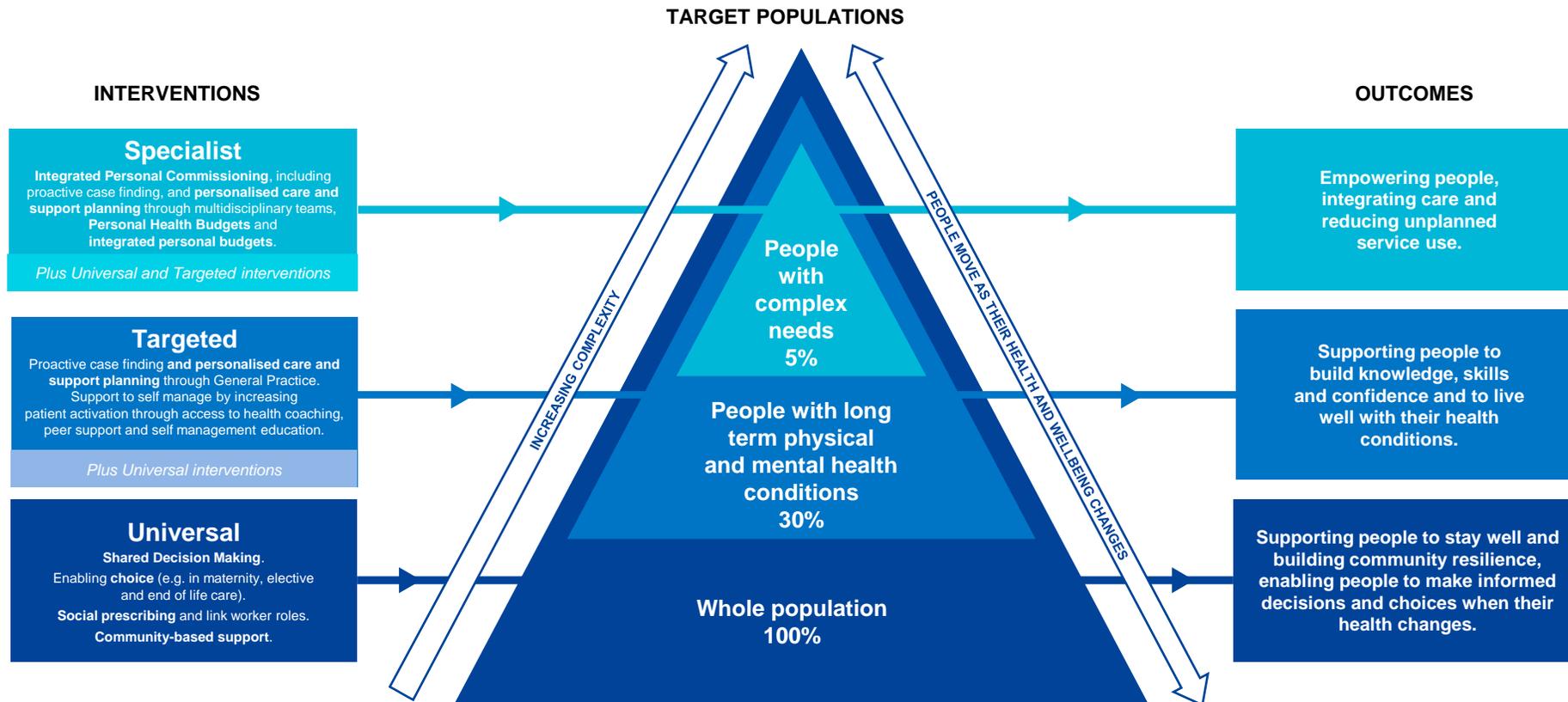
Personalised Care to become ‘business as usual’

- Personalised Care will become ‘business as usual’ for the health and care system, with 2.5 million people benefiting by 2023/24, and 5 million by 2028/29 as set out in the recently published [NHS Long Term Plan](#).
- Personalised Care is one of the five major, practical changes to the NHS that will take place over the next five years and our action plan [Universal Personalised Care](#) confirms how we will deliver this.
- Key commitments by 2024 include ensuring 200,000 people have a Personal Health Budget and 900,000 people will be referred to social prescribing
- A Personalised care Service Specification being developed for the DES from 2020/21

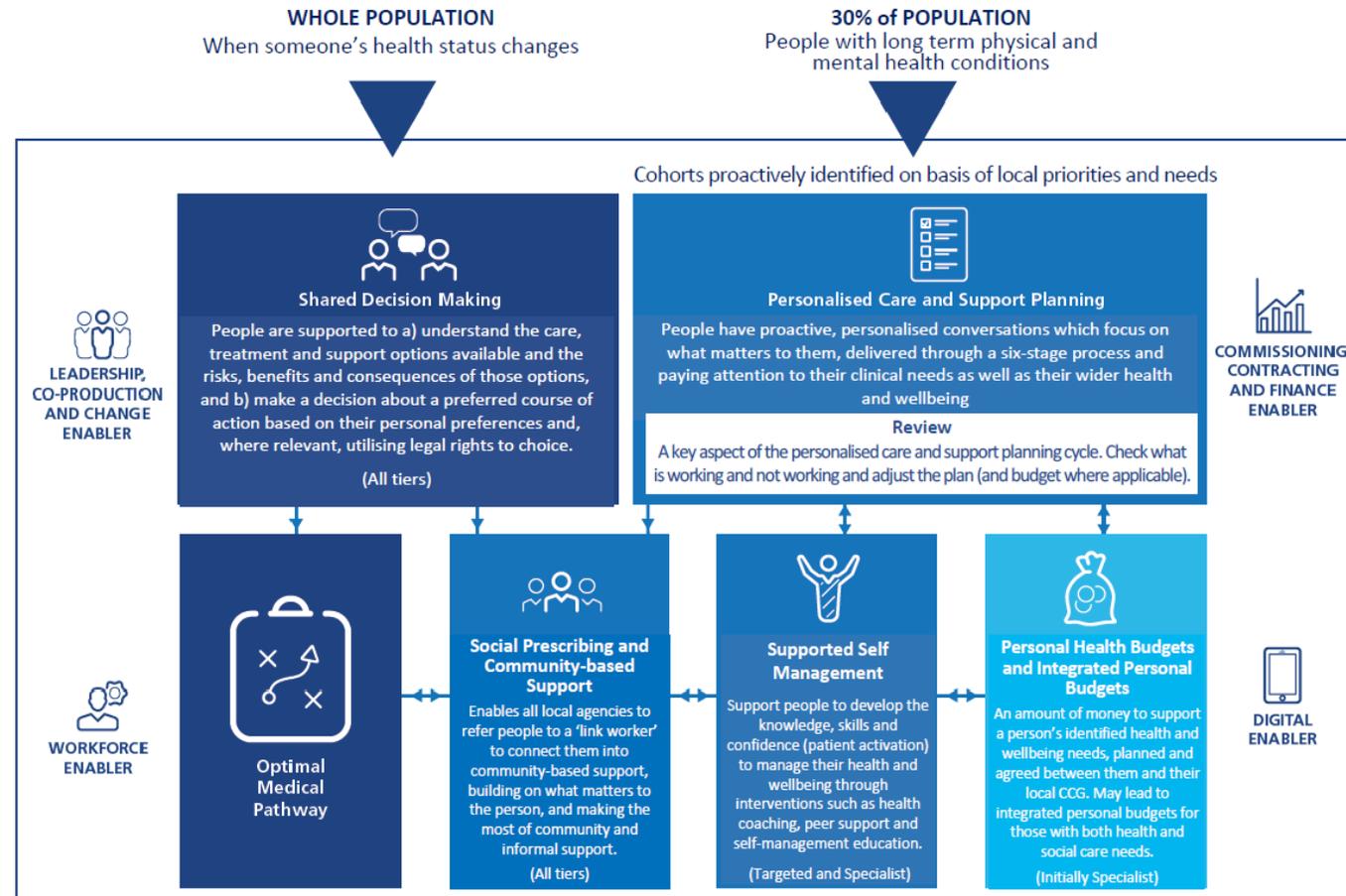
<https://www.england.nhs.uk/personalisedcare/upc/comprehensive-model/>

Comprehensive Model for Personalised Care

All age, whole population approach to Personalised Care

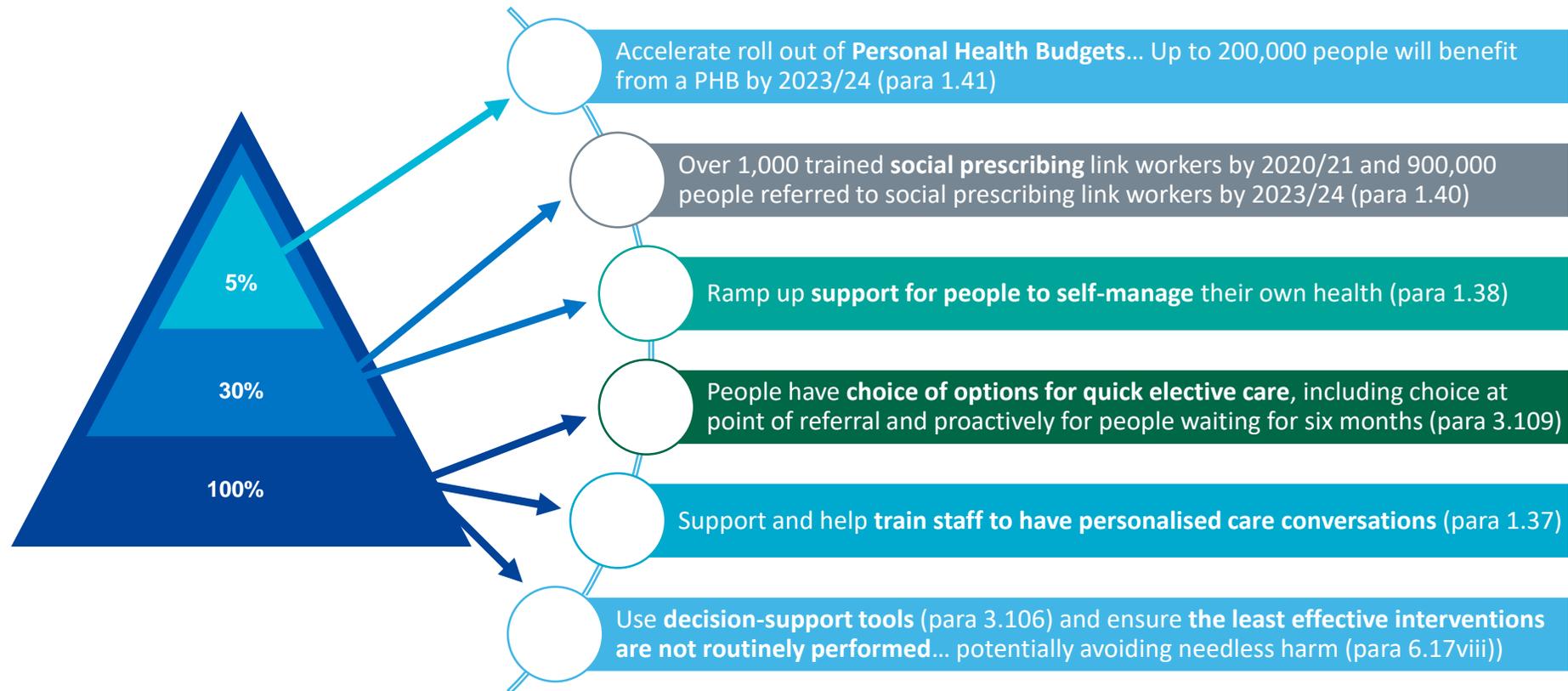


Operating Model for Personalised Care



Personalised Care commitments in Long Term Plan

Roll out the Comprehensive Model for Personalised Care across England, reaching 2.5 million people by 2023/24 and aiming to reach 5 million people by 2028/29 (para 1.39)



Robyn Chappell: “A PHB changed my life”

Robyn suffered from a spinal injury when she was 21 which left her tetraplegic and needing 24 hour care.

Robyn’s care was managed by a home care agency which specialised in spinal injury, and they provided live-in personal assistants (PAs). The agency expanded and found it difficult to retain staff, meaning that in 2014, 36 different PAs came into Robyn’s home to help her. This was very impersonal and left Robyn feeling unsafe.

A PHB meant that Robyn could employ her own PAs through direct payment. Now, she has just two live-in PAs who rotate their shifts.

“I now control my own care and have my life back”, Robyn says. “I have a great relationship with my PAs, and I have even returned to work!”





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