

DISCOVER THE SUSTAIN SITES

THE OVER 75 SERVICE Sandgate Road Surgery, United Kingdom

DESCRIPTION

- Sandgate Road Surgery is a General Practitioner (GP) Medical Centre, in the South East of England
- The Surgery has over 12000 patients registered
- There is a high dependency ratio which represents a higher proportion of older people than the UK
- The Surgery provides a range of medical and nursing services



IMPROVEMENT PROJECT

- The Over 75 Service was set up to provide an integrated health and social care service for frail older people, living at home
- The multidisciplinary team consists of medical and nursing staff, social care, medicines management and care navigators. Voluntary organisations play a vital role by providing a befriending service, carer support and independence training
- The Over 75 Service operates a single trusted assessor model where use of the Dalhousie Frailty Screening tool triggers the most appropriate services
- The service offers care and support which is focused on prevention but also supports those who are severely frail through to end of life

LESSONS LEARNT

- Practice Matrons were key to effective care co-ordination, providing a focal point for users, carers and staff as well as acting as a conduit for information sharing
- Collaborative working was enabled by positive interpersonal relationships, which took time and commitment to develop
- A high degree of relational continuity, where users were cared for by people they knew, facilitated person-centred care
- Incompatible IT systems limited electronic sharing of information
- Short-term funding contracts resulted in instability and concerns around the future availability of services

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