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

GET IN TOUCH WITH US
Visit our website to access all the news, deliverables of SUSTAIN and our Roadmap for Sustainable, Tailored, Integrated Care for Older People in Europe!

www.sustain-eu.org  @SUSTAINeu

The SUSTAIN project is funded under Horizon 2020 – the Framework Programme for Research and Innovation (2014-2020) from the European Union under Grant Agreement No. 684144. The content of this roll-up banner reflects only the SUSTAIN Consortium’s views. The European Union is not liable for any use that may be made of the information contained herein.