

► Our Model of Care

Individuals empowered to live a healthy life in resilient communities

- Supported to stay and age well via preventative interventions
- Supported self-management
- Active social prescribing and signposting
- Communities supported to develop a vibrant third sector volunteer opportunities supporting health and care

Primary Care

Where the majority of patient care takes place working as individual practices or in networks (Primary Care Networks) using digital and total triage first, including:

- Advice, information, diagnosis, treatment and prescribing
- Active Long Term Condition management
- Signposting and referral to other services including specialist services
- Screening and immunisation

Integrated Neighbourhood Teams

Multi-disciplinary teams of general practice staff, community nurses and therapists, social care staff and the voluntary sector providing:

- Enhanced Long Term Condition Management
- Active case management of at risk patients including specialist treatment in the community
- Rapid assessment and support in crisis including step down in care setting when patient is ready
- Community rehabilitation and discharge support
- Nursing and care home support
- End of life care

Care for acutely unwell people

- Care will be provided using digital and total triage approaches in local care settings wherever possible and in an acute setting when not
- Discharged when medically fit
- Teaching, research and innovation at the heart of acute care
- Growing our specialist care sector where it makes sense to do so



I am able to proactively manage my own health



I receive easy to access and tailored support in the community



I find it easy to access specialist care in the community



I have the best quality and most innovative care available to me

Pathways of care

Population Health Management

Wellness ←

Acute Illness

Our 10 Expectations

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| 1. Safety first | 6. Provide excellent care |
| 2. Equitable care for all | 7. Enhanced care in the community |
| 3. Involve our patients and public | 8. Enabling culture |
| 4. A virtual by default approach | 9. Drive technology, innovation and sustainability |
| 5. Care in local settings | 10. Work as one system with a system workforce |