

Ref FOI17 192
Date 9 June 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

The total cost spent so far on the implementation of the My life A full Life Programme. I would like to see costs shown under the following headings.

COSTS

External consultants

Management Costs

Staffing costs Nurses

Staffing cost Senior Management

Support staff cost

Cost of office accommodation

External costs i.e. hire of meeting rooms

Cost of equipment

All other costs as split in budget headings

Total Cost

[Response:](#)

[IW Council Health & Adult Social Care Scrutiny Sub Committee 20-03-17 papers are publicly available via the IW Council website. This link is to a recent report that sets out a summary of programme activity over Quarter 3 2016/17 and a My Life A Full Life Financial Update 2016/17 \(Appendix B\). A full breakdown of 16/17 programme costs are detailed in this paper.](#)

BENEFITS

I would also like to see the benefits the Trust feel the implementation of this programme has achieved.

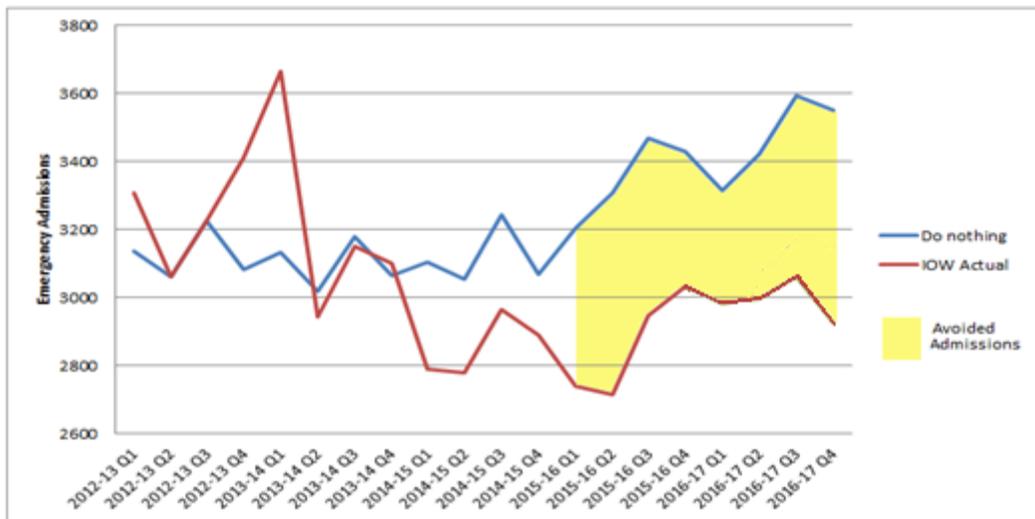
[Response:](#)

The MLAFL programme initiatives are being evaluated on an ongoing, project by project basis. We have enclosed some information recently reported to the New Care Models team regarding impact of projects being delivered on the Island.

Progress was also referenced in the Isle of Wight NHS Annual report 15/16 at http://www.iow.nhs.uk/Downloads/Annual%20Report/Annual_Report_2015_16.pdf

The system-wide impact of the implementation of a new model of care includes financial and operational benefits which ultimately benefit the wider Island population.

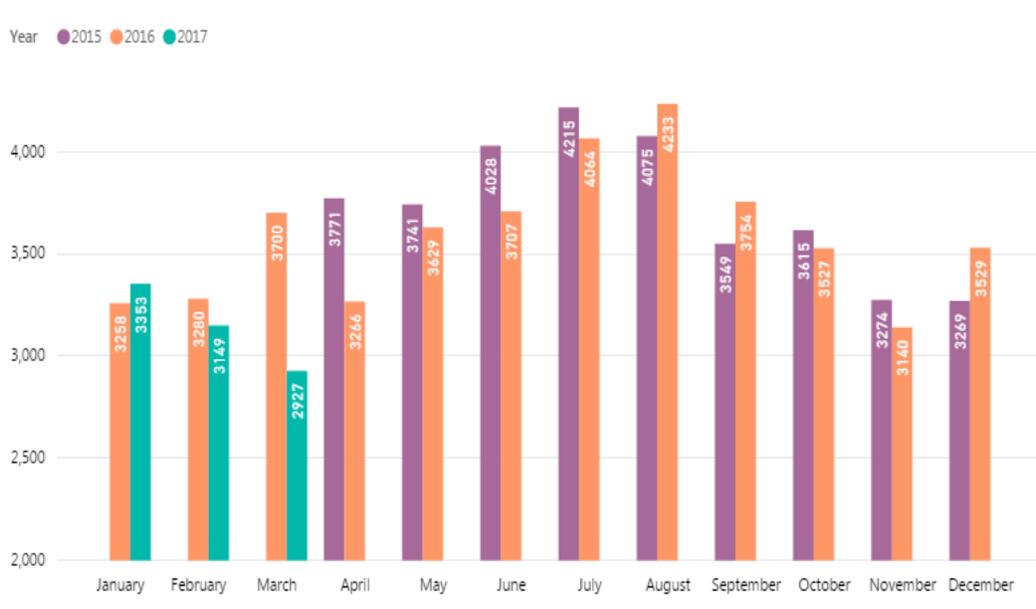
The following graph shows the difference between expected and actual A&E demand. The difference can be accounted for by a range of projects, particularly those delivered by MLAFL.



Milestones

- 2009** - Beacon Walk in Centre opened
- Oct 2011** -111 Service commenced
- Sep 2016** - Patient Flow Bundle Pilot Scheme
- Oct 2016** – Beacon Centre becomes Urgent Care Centre
- Nov 2016** – Ambulatory Care commences
- Jan 2017** – Frailty added to Ambulatory Care Service

The next graph shows a continued reduction in A&E attendances in 2016 compared to 2015 (approx. 3% reduction) with the trend continuing in to 2017. Increased usage of 111, Crisis Team, Falls Clinic, Isle Help, Pharmacy First, Care Navigators and Local Area Coordinators have all contributed to diverting people away from Emergency Services in the first instance.



A full list of newsletters outlining wider projects and benefits are available in the public domain via <http://www.mylifeafulllife.com/news-updates-2.htm>

How many people have benefitted by the introduction of My Life a Full Life

We do not hold this information and it would be difficult to provide exact numbers as the MLAFL programme is made up of many different initiatives. For example, it has introduced new roles who have direct contacts with individuals, new ways of working, such as improving planning and priority setting between organisations, and invested in improving access to information for all citizens. The programme aims are:

- Helping to prevent people from becoming ill in the first place by providing access to information, advice and support so that people can take control and manage their own health and care more easily.
- Changing the way we work in the local community so that everyone involved in delivering health and care services works together as a team, to support people to manage their health and wellbeing.
- Making sure, across the Island, that people can get the right support, at the right time and place from the most appropriate service.
- Changing the way we provide health and care services on the Island so that we can provide a better quality of care for the people of the Isle of Wight in the next decade and beyond, with the money and people we have available.

Work on an integrated hub has resulted in significant change in how we manage healthcare and arguably the benefits of this are available to all residents of the Island and all visitors. More information is available at <https://www.theguardian.com/society/2016/jan/20/nhs-isle-of-wight-hub-leading-way-integrated-healthcare>

Who has benefited?

See above response

How they have benefited?

As per previous answers, evaluation continues on individual projects, but in summary:

- More co-ordinated care. For example, from the introduction of a number of Multi-disciplinary care processes
- Improved or faster access to services. For example, the integrated care hub
- Prevention or access to preventative services. For example, Local Area Co-ordinators

Easier navigation to existing services. For example, via services from Care Navigators

What benefits has the Trust seen as a result of the introduction of this programme?

This is a repeat of previous questions

What cost savings have resulted because of the introduction of My Life a Full Life?

The transformation programme needed to deliver a new model of care on the Island has always been part of a five year plan, even with additional vanguard funding to help us accelerate these changes. It takes time to put in place system-wide changes of this nature and realise efficiencies to the system, but we are encouraged by the fact that we have already been able to significantly reduce some of the pressures on our system through implementing elements of our new model of care. For example, a cumulative and substantial slowing of emergency admissions (approximately 14% fewer emergency admissions in the last 12 months to March 2017) for the Island, versus other comparable areas. Increased public awareness of the value of 111 and the implementation of initiatives including Crisis Teams, Care Navigators, Local Area Coordinators, case management of those most at risk, Falls Clinic, Isle Help and Pharmacy First have all contributed to diverting people away from emergency services in the first instance, thus delivering substantial cost avoidance. A table detailing the end of year analysis of cost avoidance is set out below.

Description	Full Year Financial Impact		Comments
	Period	CCG £000's	
A&E Admissions avoidance	Apr 16 – Mar 17	2,058	Fewer admissions in last quarter than originally projected
A&E Attendances reduction	Apr 16 – Mar 17	99	Reduction in attendances (potentially avoidable) as anticipated
Ambulance – change in service profile	Apr 16 – Mar 17	18	Reduced estimated cost avoidance due to increased conveyance
Annual Cost Avoidance		2,175	

The Isle of Wight NHS Trust came into existence on 1 April 2012 and does not hold information prior to this date. If you require information prior to this date, please contact the Department of Health.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team

