

## TEN KEY BENEFITS OF PROACTIVE CARE

### **1 From reactive to proactive**

Perhaps the key initial benefit is cultural. The approach demands a shift in our approach from reactive to proactive care, which helps us to get closer to our patients and work together with them more effectively to plan for the future.

### **2 Team work is the answer**

Having all or most members of the proactive care team located in the same place whatever their background and role brings enormous benefits in terms of closer working within the team, helping us in turn to plan for and meet the varied health and care needs of our patients more effectively.

### **3 The keyworker is key**

All proactive care patients have a named key worker whose job it is to coordinate all aspects of their care, ensuring they get the right care from the right person at the right time in the right place.

### **4 Cutting out duplication**

One obvious benefit is less duplication. The patient needs to tell their story just once and their details can then be accessed by all members of the proactive care team. This is more efficient for the team – releasing more time to care – and means patients don't have to repeat themselves to different workers.

### **5 Contingency planning means fewer hospital trips**

Early results show that patients with a proactive care contingency plan are less likely to go to hospital if their health deteriorates. The Southeast Ambulance Service NHS Foundation Trust responded to 17 emergency calls from proactive care patients in Littlehampton. Each patient had a proactive care contingency plan, and only four of these needed to go to hospital. This is a 'conveyance rate' of around 25 per cent compared with a rate that's normally around 65 per cent.

### **6 What patients want**

Keeping patients out of hospital by caring for them in new ways is central to the ways the health and social care system wants to work going forward. And it's what patients consistently say they want. Patients receiving proactive care describe high levels of satisfaction with the approach: comments such as 'we are very grateful for all the support we've had' are not uncommon.

### **7 Safer, more effective**

The results of a pilot scheme in which a pharmacist worked within a proactive care team show really promising results in terms of safer more effective patient care, fewer hospital admissions and reduced costs.

### **8 Happier staff means better care**

Having all the professional disciplines working together as a team boosts mutual understanding and provides a better and more satisfying professional experience for all the staff involved. This matters to patients because there is clear evidence that happier staff provide better patient care.

### **9 It reduces costs, too**

Bringing teams together into a single location enables local NHS services to vacate premises we no longer need. This reduces our overheads costs, releasing more money that can be spent directly on patient care.

### **10 It's only fair**

As we implement proactive care across the county as a whole, we'll promote greater equity in the ways we provide health and care services county-wide.