

Transforming unscheduled care services in Lincolnshire



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Background

At the time of the programme, NHS Lincolnshire was the sixth largest PCT in the country; and Lincolnshire Community Health Services was the largest provider of community health services in the county, with a budget of £110 million. Employing over 2,500 staff working across a range of community hospitals and clinic-based services, they served a community of over 735,000 people.

As a result of this innovative assignment, unscheduled care at Louth hospital is now managed by Lincolnshire Community Health Services.

Objective

The aim of this ground-breaking programme was to transform a secondary care-led hospital into an innovative, local, primary care-led hospital. The role of Lynne Young Associates was to support Lincolnshire Community Health Services, NHS Lincolnshire, and East Lindsey Practice-Based Commissioning Executive Cluster in the creation of a formal change programme. We accomplished this through the provision of experienced, expert and energetic programme leadership, and through developing robust partnerships and relationships with local clinicians and other key stakeholders.

Our Role

We provided strategic leadership and management to enable us to deliver major service reconfiguration across the local healthcare system. From the outset,

we focused on the involvement and engagement of clinicians and other stakeholders. Through this approach, we secured support early on, and engaged continually throughout the programme with a wide range of key local clinicians from across the whole health community, and with many other stakeholders including the local authority and social care.

We developed and delivered a comprehensive and robust commissioning service specification, together with a detailed clinical competency framework. In close collaboration with the lead executive GP, consultant physicians, senior nurses and other provider organisations, we led the redesign of clinical pathways to ensure the safe delivery of the new local services.

We succeeded in managing and transforming existing working relationships and systems in order to achieve measurable, improved patient outcomes and experience.



Outcomes

- Delivered a safe and successful new model of care for Louth Hospital
- Significantly increased the provision of local services for local people, for example, Emergency Medicine, Rehabilitation Services and Diagnostic Services
- The primary care-led clinical model of service delivery achieved national recognition from the NHS Confederation as an exemplar of such a model
- The programme was nationally recognised by the Health Gateway Review as delivering a range of impressive and innovative changes
- Improved patient experience of local acute services, as shown in a patient survey conducted by Louth Hospital
- Secured clinical engagement at every level across the whole health community
- Enabled and facilitated the progression of extensive and complex negotiations regarding the optimum contract for the new model of services at Louth Hospital
- Delivered and exceeded client expectations

“ Having worked with Lynne Young Associates over many years and on a variety of comprehensive programmes they come highly recommended.

The unique blend of instant rapport and engagement, maintaining strong professional relationships, with an immediate grasp of complex issues ensure that Lynne Young Associates adds value to any programme.

Benefiting from access to both analytical and intuitive diagnostics, we have always experienced swift and innovative alternative solutions when they have been required. Lynne Young Associates always delivers on time. ”

Ellen Armistead
Chief Executive
Lincolnshire Community Health Services