

Planning the route into urgent care: a key enabler for successful transition to adult services for young people with complex long term conditions

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Developing and piloting a self-management plan for young people with complex long term conditions undergoing transition to adult services, enabling them to safely access adult urgent care

Aims:

To use the *Route into urgent care* to improve experience of patients, their advocates and professionals, and reduce adverse outcomes, when a young person with complex long term conditions accesses urgent care

Participants

- Initial cohort of young people with complex long term conditions identified by Alder Hey Transition team together with their advocates
- Representative group of 6 – 8 professionals from each adult urgent care service type: General practice, A&E, NHS111, Ambulance

Background:

When young people with complex long term conditions require urgent care, problems with continuity between care settings, adult and children's health care providers, and the relative inability of the young person in advocating for themselves, increase the likelihood of adverse outcomes. Step 7 of the Alder Hey 10 Steps Transition Pathway (www.10stepstransition.org.uk), *Planning a route into urgent care*, requires that each young person has a clear plan for access to urgent care including a self-management plan and the role of their GP.

Key deliverables/ outputs

- Prototype **self management plan** with supporting video guide and training materials
- **Process map**
- **Identified risks and proposed mitigating mechanisms** for each step of the process
- **Audit tool** based on the process map to evaluate fidelity of implementation
- **Self management plan for each of initial cohort of young people**
- Proposed **experience measures** for an episode of urgent care as reported by patients their advocates and professionals
- Proposed episode of care **outcome measure**



Methods:

Review of the urgent care literature to identify

- Evidence for use of self management plans
- Potential outcome measures
- Potential experience measures

Development of a draft process map detailing steps from identification of a young person's anticipated urgent care needs and development of their self management plan to successful navigation of urgent care

A case study approach identifying the anticipated urgent care needs of the cohort of young people

Focus groups, with representatives from urgent care services using the draft process map and aggregated urgent care needs to identify

- The challenges faced by urgent care services when supporting this cohort of young people
- Existing sources of health information to facilitate care including alerts and patient held records that could be adapted to meet the needs of these young people
- Risks and corresponding mitigation strategies for each step in the process map

Development of a prototype *Route into urgent care plan* for each young person including

- Self-management
- When and how the young person would access their GP
- When and how they should access A&E
- Knowledge and skills required by urgent care professionals to ensure safe effective person centred care in each eventuality.

Evaluation

- Case study approach for episode(s) of urgent care before and after introduction of *Route into Urgent Care Plan*
- Evaluation against steps in process map
- Experience questionnaire for young person, their advocates and professionals
- Urgent care outcome measure(s)
- Incident reporting

Emergent findings

- Relatively small and predictable number of reasons why this cohort is likely to access urgent care
- Significant differences in patterns of accessing urgent care in adult versus children's services: training and support needs for urgent care services, young people and their advocates
- Several existing mechanisms with potential to support this cohort of young people e.g. EMIS-Health, Health information passports
- Numerous examples of passport systems in healthcare but little evaluation of their effectiveness in terms of patient outcomes or episodes of care
- Highly complex intervention particular challenges in ensuring professionals are alerted to presence of information, can navigate it and have necessary experience skills and judgement to use it effectively
- Challenges of keeping information up to date.
- Recommendations to signpost or extract information from routine care records rather than creating a new system

Implications and next steps

At the end of the one year project the aim will be to have a defined intervention ready for larger scale implementation and more formal evaluation.