Personalised Care Operating Model

NHS

WHOLE POPULATION
when someone's health status changes

30% OF POPULATION
People with long term physical and mental health conditions

Cohorts proactively identified on basis of local priorities and needs

Shared Decision Making and Patient Choice

People are supported to a) understand the care, treatment and support options available and the risks, benefits and consequences of those options, and b) make a decision about a preferred course of action, based on their personal preferences and, where relevant, utilising legal rights to choice.

(All tiers)

Personalised Care and Support Planning

People have proactive, personalised conversations which focus on what matters to them, delivered through a six-stage process and paying attention to their clinical needs as well as their wider health and wellbeing.

Review
A key aspect of the personalised care and support planning cycle.
Check what is working and not working and adjust the plan
(and budget where applicable).

Optimal Medical Pathway

NHS @ home

Support people through the use of technology to better self-manage their health and care at home, including care homes. Encompassing personalised interventions with the addition of a technological tool.

Social Prescribing and Community-based Support

Enables all local agencies to refer people to a 'link worker' to connect them into community- based support, building on what matters to the Person, and making the most of community and informal Support. (All tiers)

Supported Self Management

Support people to develop the knowledge, skills and confidence to manage their health and wellbeing through interventions such as health coaching, peer support and self-management education. (Targeted and Specialist)

Personal Health Budgets and Integrated Personal Budgets

An amount of money to support a person's identified health and wellbeing needs, planned and agreed between them and their local CCG. May lead to integrated personal budgets for those with both health and social care needs. (Initially Specialist)

LEADERSHIP, CO-PRODUCTION AND CHANGE ENABLER

WORKFORCE ENABLER

FINANCE ENABLER

COMMISSIONING AND PAYMENT ENABLER