



**Background**

There are long waits after referrals from primary to secondary care and further delays to planned operations. Patients are often distressed and in pain, become isolated and inactive, resulting in deconditioning ahead of their operations, which can cause further delays. In the meantime, demand on already overstretched GP services rises, causing worsening access for all patients and adversely affecting staff morale.

Our project actualises NHSEs Elective Recovery and Personalised Care 'Waiting Well' approach. Aligning with the Fuller Stocktake, we are using Population Health Management principles to identify the target cohort and co-produce a 'care bundle' of interventions to optimise health and wellbeing whilst on waiting lists. A Waiting Well Coordinator works alongside our Living Well Team (GP, physiotherapists, Social Prescribers, Health and Wellbeing Coach, practice pharmacists and Volunteer Health Champions) to facilitate peer support activities, access, and enhance community assets and arrange targeted health checks. We aim to reduce reliance and demand on primary and secondary care services.

**Aim**

Our aim is to enable patients waiting for orthopaedic operations to maintain and improve their physical health and mental wellbeing during the prehab phase, reducing the risk of delays to their treatment. Utilising existing and newly developed community assets, patient will achieve goals based on What Matters to Them. Engaging in activities such as exercise classes, nature walks, meditation, peer to peer support and increasing social connections, will improve wellbeing. We aim to learn from and build on existing hospital prehab initiatives.

In order to reduce health inequalities, we will use primary care ethnicity data, cross referenced with known areas of deprivation within our neighbourhood to better understand and risk stratify our cohort of waiters.

**Measurement**

We created an Outcome Map, which consisted of two pathways, 'Supporting people to improve their own wellbeing' and 'Capturing and sharing learning'.

We are gathering a range of process and outcome measures to evaluate the impact of the project. This includes;

- ➔ baseline health metrics (BP and H/W), Wellbeing scores (WEMWB), What Matters to Me (MyCAW), patient and staff feedback, length of stay.
- ➔ Baseline data from this cohort told us that they wanted support with pain Management (medication or alternative methods), exercise, what to expect during hospital visit and how to cope after their operation.

**Method/Design**

**We identified 88 patients on waiting lists for hip and knee operations and offered them:**

- ➔ Appointment to record their BP, Weight, and Height check.
- ➔ 1:1 appointment with our Physiotherapists
- ➔ The options of a 1:1 appointment with our Health and Wellbeing Coach.
- ➔ 6-month programme of monthly meeting with guest speakers covering key topics from What Matters to Me feedback
- ➔ Free access to HOPE, the online community with an exercise programme. (IT support from our We Wait Well Coordinators)

**Stockholders:** NSG PCN GP, NSG PCN Physiotherapists, NSG PCN Health and Wellbeing Coach, NSG PCN Coordinators, OT Students, Consultant Trauma & Orthopaedics, Pain Management Team, Community run Groups

**Learning**

**What worked:** Working with Matter of Focus organisation to build a comprehensive approach to evaluation using their OutNav software.

Basing programme of support on What Mattered to the Patient. People value peer support at group meetings.

**What didn't** Reducing Health inequalities. Although mindful of the possibility of barriers to accessing the programme of support, we noted a high dropout rate following the first meeting, particularly amongst men. We are exploring ways to widen participation in future offers.

We have not always had an up-to-date list of patients that are currently waiting for an operation sent from Hospital.

**Outcome Map – Pathway Support people to improve their own wellbeing.**



**Examples of What Matter to Them**

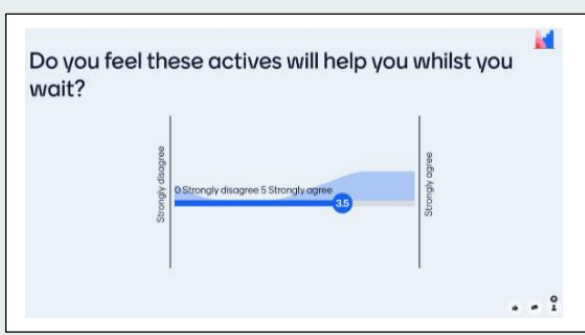
"I am now worried that this pain will never subside, feel there is little hope."

"Losing weight for my operation"

"I'm finding looking after myself increasingly difficult"

**6 Session Schedule**

Let's Move!	Your Hospital Journey	Let's get into Nature	Eating Healthily	How can I manage my pain?	Get to know your community
Wednesday 6 <sup>th</sup> Mar Churchdown Community Centre Meeting Room 1000-1200	Wednesday 3 <sup>rd</sup> Apr Churchdown Community Centre Meeting Room 1000-1200	Wednesday 1 <sup>st</sup> May Churchdown Community Centre Meeting Room 1000-1200	Wednesday 12 <sup>th</sup> Jun Churchdown Community Centre Meeting Room 1000-1200	Wednesday 3 <sup>rd</sup> Jul Churchdown Community Centre Meeting Room 1000-1200	Wednesday 14 <sup>th</sup> Aug Churchdown Community Centre Meeting Room 1000-1200
Let's get moving, with Ian	Gentle strength and balance exercises	Gentle strength and balance exercises	Gentle strength and balance exercises	Gentle strength and balance exercises	Gentle strength and balance exercises
Active 10 outside with Rachael or Coffee & Chat	Coffee & chat with time to talk to physio and wellbeing coach	Coffee & chat with time to talk to physio and wellbeing coach	Coffee & chat with time to talk to physio and wellbeing coach	Coffee & chat with time to talk to physio and wellbeing coach	Coffee & general feedback session
Knee and hip exercise class with our practice physiotherapists Pooja and Aiman	Mr Nadi Kalap (Consultant Orthopaedic Surgeon)	Gardening with Emma Crafts (Social Prescriber and Horticulturist) (Bring outdoor clothing)	Eating healthily to be in shape for your operation Dietician	Pain Management Session with the Pain Management Team	Community Activities/Pair Celebrate end of the programme (those will be cake)
Breathing exercise with Rachael	Breathing exercise with Rachael	Breathing exercise with Rachael	Breathing exercise with Rachael	Breathing exercise with Rachael	Breathing exercise with Rachael



**Conclusion and Next Step**

**This is an ongoing pilot and further evaluation planned in 3 months.** Early feedback indicates enthusiasm for the programme and improvements in mental and physical wellbeing. Further evaluation will be gathered over the remaining 3 months of the pilot.

Learning in QI and evaluation methodology will be shared with PCN and wider stakeholders.

**Tools and/or Models Applied**

Discovery phase

Two meetings to gather baseline data.

PDSA with rapid cycles of change.

Range of health and wellbeing scores; MyCAW, pain, Oxford hip and knee scores, WEMWB