The Willow Group is a GP practice in Gosport, run by Southern Health NHS Trust, with a patient population of 40,000. The practice was used as a pilot site for Southern Health and Fareham and Gosport CCG to implement a project looking at reducing the numbers of non-elective hospital admissions in their patients. We began by looking at the patients with the highest numbers of hospital admissions and then analysed their characteristics. The findings are summarised in the pareto charts below.

From our analysis of all patients with ≥ 4 hospital admissions in the past year, it was decided to focus our efforts on those patients meeting the following criteria:

- Age ≥ 50
- ≥ 1 long-term health condition
- ≥ 3 Non-elective hospital admissions in the past 12 months
- Not living in a care/residential home

The Complex Care Team (CCT) went live in April 2018 and an interim evaluation has just been carried out (August 2018).

- These Statistical Process Control charts show the effect of the CCTs interventions on different measures for our first cohort of 35 patients. Baseline data was collected for 12 weeks prior to the CCT going live.
- There has been a statistically significant reduction in the number of non-elective admissions, ED attendances, and 111 calls/MIU attendances.
- Numbers of Primary Care contacts have shown a slight (non-statistically significant) increase. This is likely due to patients becoming more aware of the correct channels for seeking help and the identification of previously unmet health needs.
- It remains to be seen what the long-term impact on health service usage will be once patients have been discharged for some time from the service.

Financial Analysis:
It is projected that, if working to full capacity, the team would be able to work with 422 patients over the course of a year. This would result in a projected reduction in non-elective hospital admissions of 735.

Assuming a cost per non-elective admission of £2,400 and accounting for the annual team costs of £131,227, an annual saving of £1,531,045 could be made. This does not account for the additional savings made in reduced 111 calls or ED attendances.

**Next Steps:**
1. Expansion: Funding has now been allocated by Fareham and Gosport CCG to extend the service across a wider area, aimed at assisting with the anticipated winter pressures.
2. Patient Feedback: Pre- and Post-discharge surveys are being completed to assess the effect of the service on Patient Centred Outcome Measures and Patient Activation Measures.