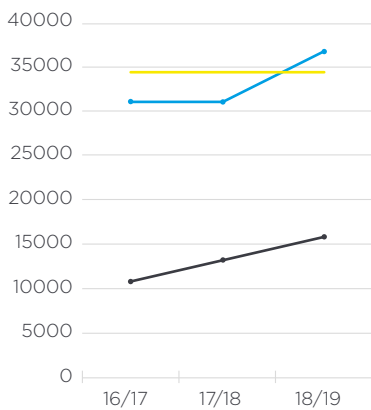




# Demonstrating further operational efficiencies and improving patient outcomes

Working in partnership with Nottingham West CCG and Nottingham North & East CCG (NW & NNE) since April 2016, Connect Health is proud to release updated figures relating to efficiencies and outcomes, up to April 2019.

## Activity - Referrals to Connect up 34%



— Activity — Contractual activity plan — Referrals

### 18%

increase in activity yr 2 to yr 3

### Contractual activity plan up 6.5%

with no further investment

### 34%

increase in referrals from yr 1 to yr 3

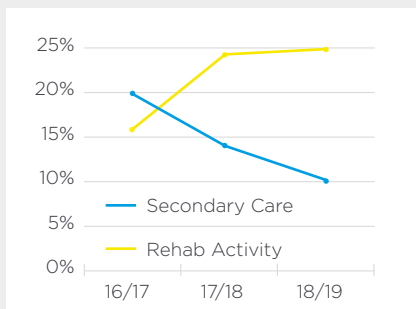
### Low DNA rates – just 4% in 18/19

## Patient pathway

**30% reduction in the number of secondary care referrals** for T&O 18/19 v 16/17

Innovative rehabilitation pathways support sustained physical activity - **25% of patients now join a gym on discharge**

Proportion of patients going to rehab and secondary care 16/17- 18/19



**25% of all patients become a member of local authority gym on completion of our rehab programme** - More patients treated in a wellness environment

**10% of tier 2 CATS\*** patients referred to secondary care down from 20% - Only appropriate patients referred to secondary care for trauma and orthopaedics

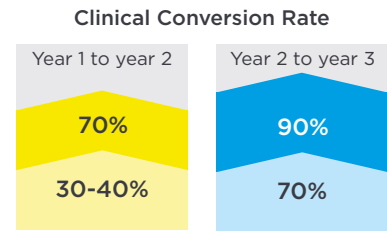
\*Clinical Assessment and Treatment Service

## Shared decision-making supervision framework exemplar

- 99% feedback from patients in last 6 months using the validated SURE questionnaire
  - this evidences that Connect is actively involving all patients in shared decision making
- Connect is an active member of the NHS England and Greater Nottinghamshire Shared Decision-Making Collaborative
  - this demonstrates that Connect is involved in the STP wide collaborative, enhancing and sharing learning with other providers within integrated care partnership environment

## Very impressive surgical conversion rate – improved from 30-90%

- Year 1 to year 2 – improved from 30-40% to 70%
- Year 2 to year 3 – improved from 70% to 90%



## Waiting times – improved from 84 days to 12 days

- 15/16 v 16/17 Waiting times significantly improved from 84 days to just 12 days for physio face to face appointment
- PhysioLine appointment within **3 days** of referral (Mar 19)
- Tier 2 Clinical Assessment and Treatment Service appointment within **12 days** of referral (Mar 19)

## Cost savings - £2.6m in 2018

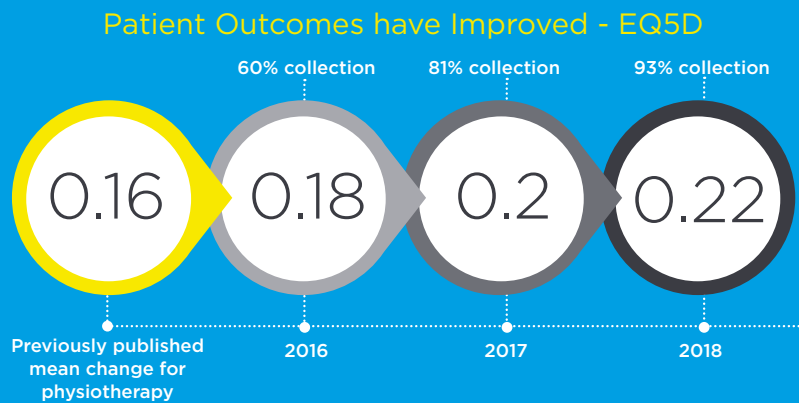
- 30% less patients referred to secondary care in 18/19 compared to 16/17

**£2.6m** \*\* **savings** on T&O Elective and Day case spend in one year (2018)

\*\* If NNE/NW Nottingham CCGs had the equivalent increase in T&O expenditure seen in other local CCGs (10%) this would have cost £2.6m more than the actual spend in 2018.

## Patient outcomes

Connect’s patient reported outcome measures exceed the previously published mean change for physiotherapy



### Patient feedback

“Caring, sympathetic and seriously helpful in the quest of improving my muscles and consequently my wellbeing and quality of life. It’s down to me now.”

“The gym sessions were great and really built my confidence back up.”

“I really like the app, it explains the exercises in short clips and is easy to use.”

### Staff impact

**100% of clinicians** agree that Connect is a great place to work

For more information visit [www.connectheath.co.uk](http://www.connectheath.co.uk)