

Moving on safely – A national approach to improve healthcare transition and prepare for adulthood

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NHS England and NHS Improvement

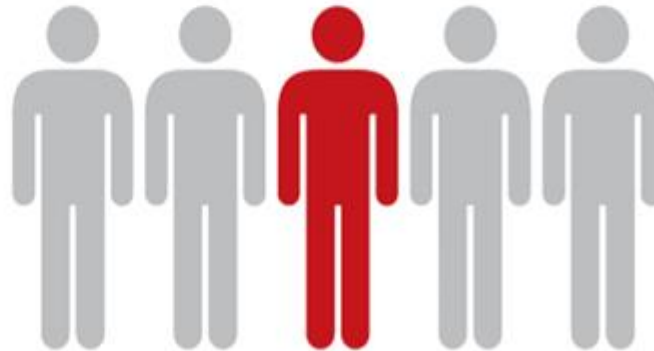
February 2020

11.7m

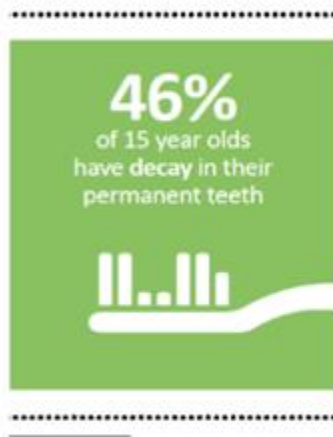
young people in the UK
aged between 10 and 24

The effects of poor
health care in
adolescence can
last a lifetime

One in five of
the population
is aged 10-24

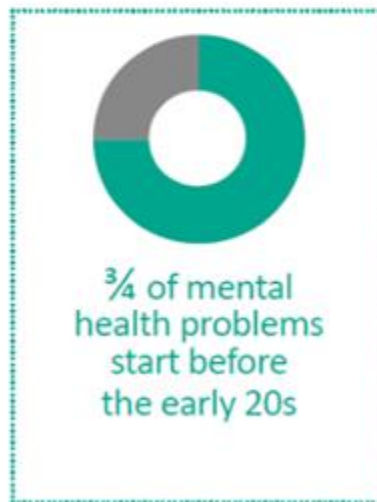


The late teens are 'peak age' for health risks, with lifetime implications



Young people aged **16-20** are the group most likely to be diagnosed with **asthma**

One in five 11-15 year olds are obese in England



95%
of adult smokers start by age 25

The NHS Long Term Plan



#NHSLongTermPlan

www.longtermplan.nhs.uk

National Context – CYP and the LTP

Children and young people account for **25% of emergency department attendances and are the most likely age group to attend A&E unnecessarily**. Many attendances could be managed in primary care or community settings.

- Local areas to design and implement models of care that are age appropriate, closer to home and bring together physical and mental health services.
- Integration of primary and secondary care.

From 2019/20 **clinical networks** will be rolled out to ensure we improve the quality of care for children with long-term conditions such as asthma, epilepsy and diabetes.

Over the next five years, paediatric critical care and surgical services will evolve to meet the changing needs of patients, ensuring that children and young people are able to access high quality services as close to home as possible.

Selectively moving to a **'0-25 years' service** will improve children's experience of care, outcomes and continuity of care.



National measures to improve transition

- [Nice Guidance NG 43](#)
- [Nice Standard QS 140](#)
- Transition CQUIN's
- Specialist Service Specifications
- Transition Benchmarks
- [You're Welcome Refreshed Standards](#) 2017
- National Service Specific Transition Quality Indicators e.g. diabetes
- Patient experience surveys e.g. Friends and Family
- PALS, complaints and incident reporting system

I'm fed up hearing about 'the pockets of good practice'....

Me too. What about all the trousers of mediocrity!



Sue always liked to look at the bigger picture.....

Aims of the improving healthcare transition Collaborative

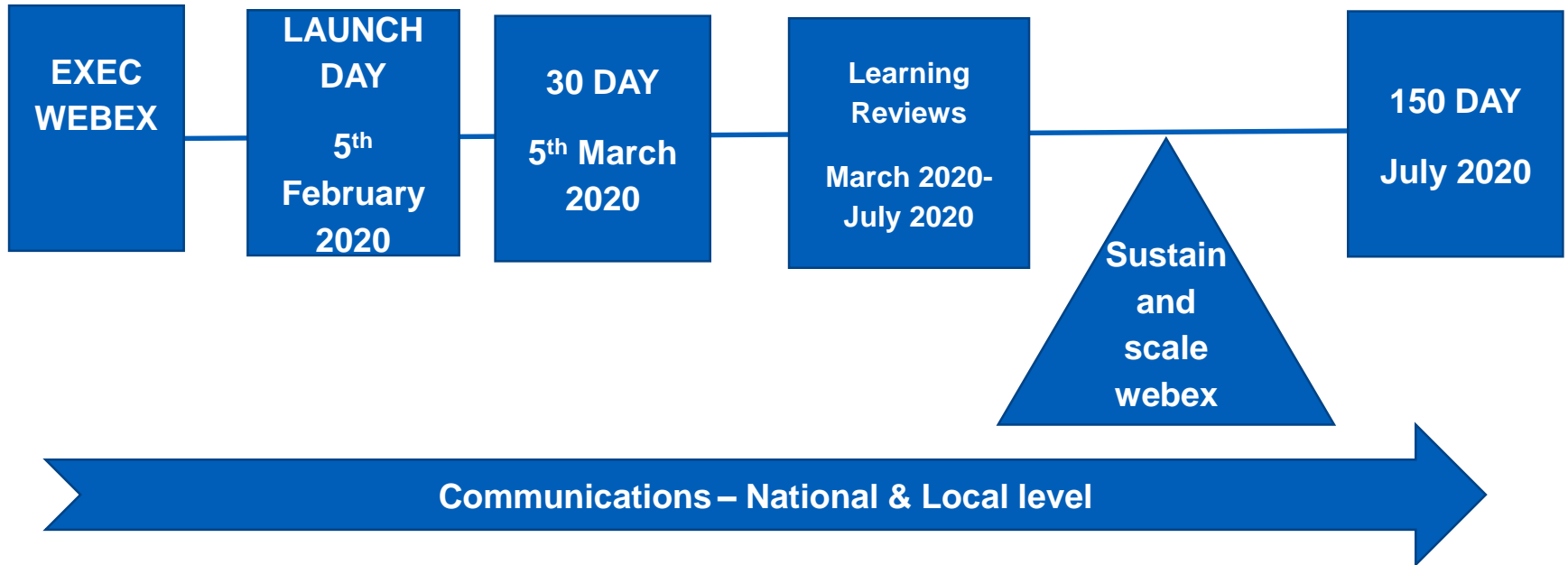
- Improve the experience of all young people and families when moving from children's to an adult service
- Achieve the best possible long term health outcomes for young people with long term conditions
- Provide an uninterrupted, coordinated approach to healthcare across the transition pathway and organisational boundaries
- To drive change within organisational cultures to embrace and embed developmentally appropriate care, understanding and meeting the unique needs of young people
- To affect change and establish best practice transition pathways that are cost effective, safe and sustainable



Steering group members

Name	Role	Contact	Organisation
Angela Horsley	Head of Children, Young People and Transition	angela.horsley@nhs.net	NHSEE/I
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Rebecca Reynolds	Safeguarding Clinical Lead	rebecca.reynolds4@nhs.net	NHS E/I
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Programme structure – Cohort 3



In preparation for the programme launch event:

Identify clinical areas to participate in the collaborative (start small, we suggest 2 services or clinics)

Collect baseline data (*template to be given to those trusts selected to take part in collaborative*)

Map where you are in regard to transition, reviewing policies and procedures – this will be further discussed at the Launch event

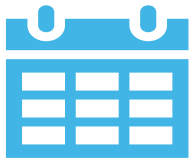
Recruit your Improvement team – suggestions below

- Executive Director (sponsor)
- Clinical Lead / Head of Nursing
- Transition Lead
- Members of the service or clinic multidisciplinary team (MDT) this includes children's and adult staff working together where possible
- Hospital based transition MDT may include Doctor, Nurse Specialist, Physio, OT, Psychologist, Dietician, Pharmacist, Youth Worker, Care Advisor, Social Worker etc.

Identify any potential Barriers/risks/issues and possible solutions

Outline any support you anticipate that you may need

What is expected of trust teams?



Attendance at all the collaborative events



Delivery of an Improvement project focusing on improving quality of care, improved patient experience

Develop driver diagram

Undertake process mapping exercise

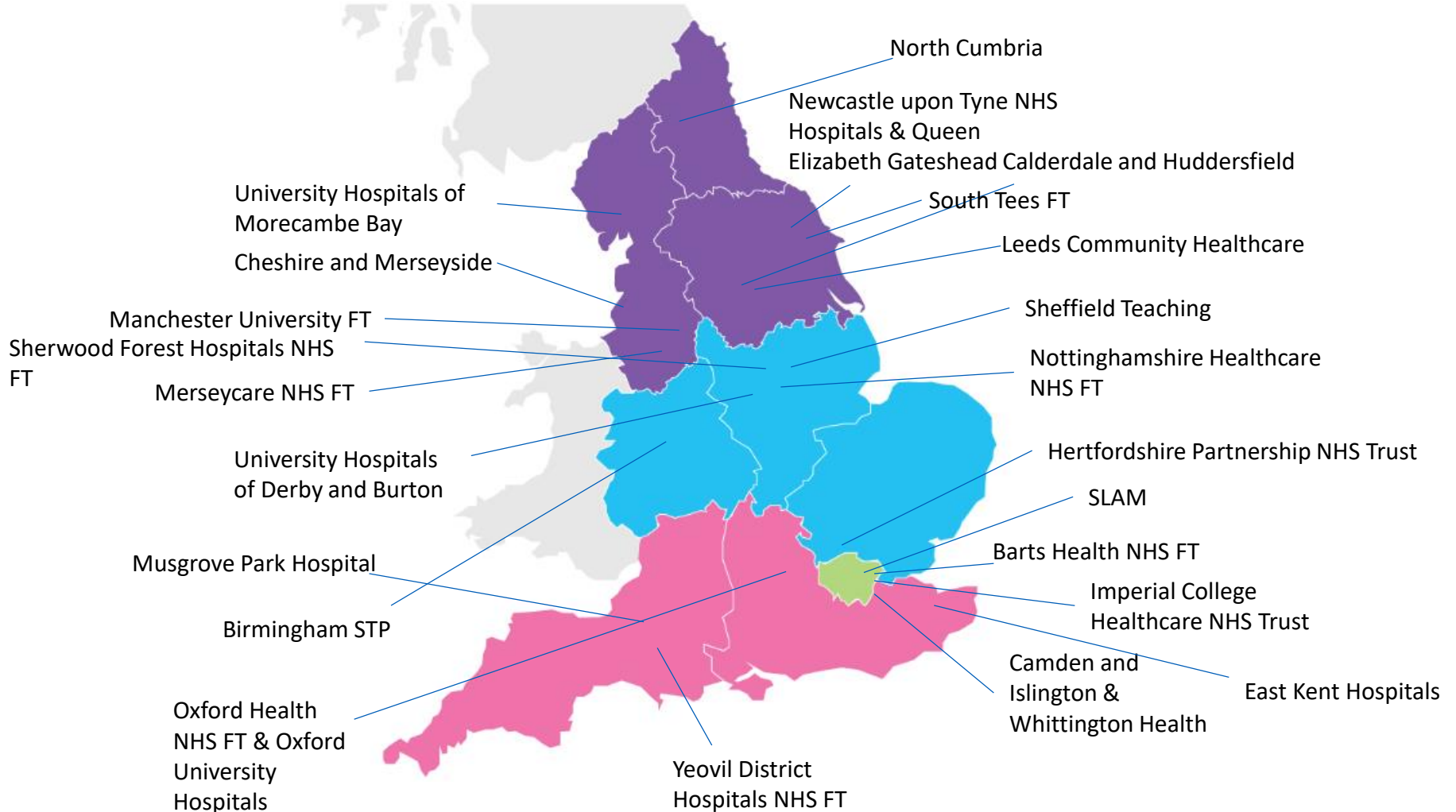
Conduct PDSAs to test changes

Collect data to measure & monitor change, success' & challenges

Develop communication plan to spread and sustain the improvement work

Sharing success – develop a poster/presentation/video to share the improvements to spread and sustain the work across your organisation. To be shared with the collaborative at the 90 Day event

Map of England- participating trusts - Cohort 1





#Teamtransition

Improving healthcare transition collaborative for young people and young adults

#teamtransition

#teamCNO

5 Year forward Plan
Do you remember it?!

The NHS Long Term Plan
Go and read it if you can!



25% of emergency department attendances most likely to attend A&E unnecessarily

Could be managed in primary care of the community

SUPPORT
Clinical networks to be rolled out 2019/2020

HONEST

- The 4 Habits
- Invest in the beginning
 - Elicit patient perspective
 - Demonstrate empathy
 - Invest in the end

DEVELOP
To implement a generic approach to transition

The Leeds Teaching Hospital Trust (LTHT)
Be fun!

Holistic

UNDERSTAND
When support is taken away, it all comes crashing!!

Inspire

Achieve

Youthwork Values

When people fall through the gaps people can die!

The Aspire programme

ENCOURAGE
Young people to gain life skills that take them forward



Local areas to:

Design & implement models of care that are age appropriate

Include physical & mental health

Integrated primary & secondary care

0-25 yrs service

What changes do we need to make?

Focus on Young People

Culture

Young adults mean!!

How does their condition have an impact on them?

relationships
Being there are key

LISTEN
To what individuals want that works for them

What's important to the young person?

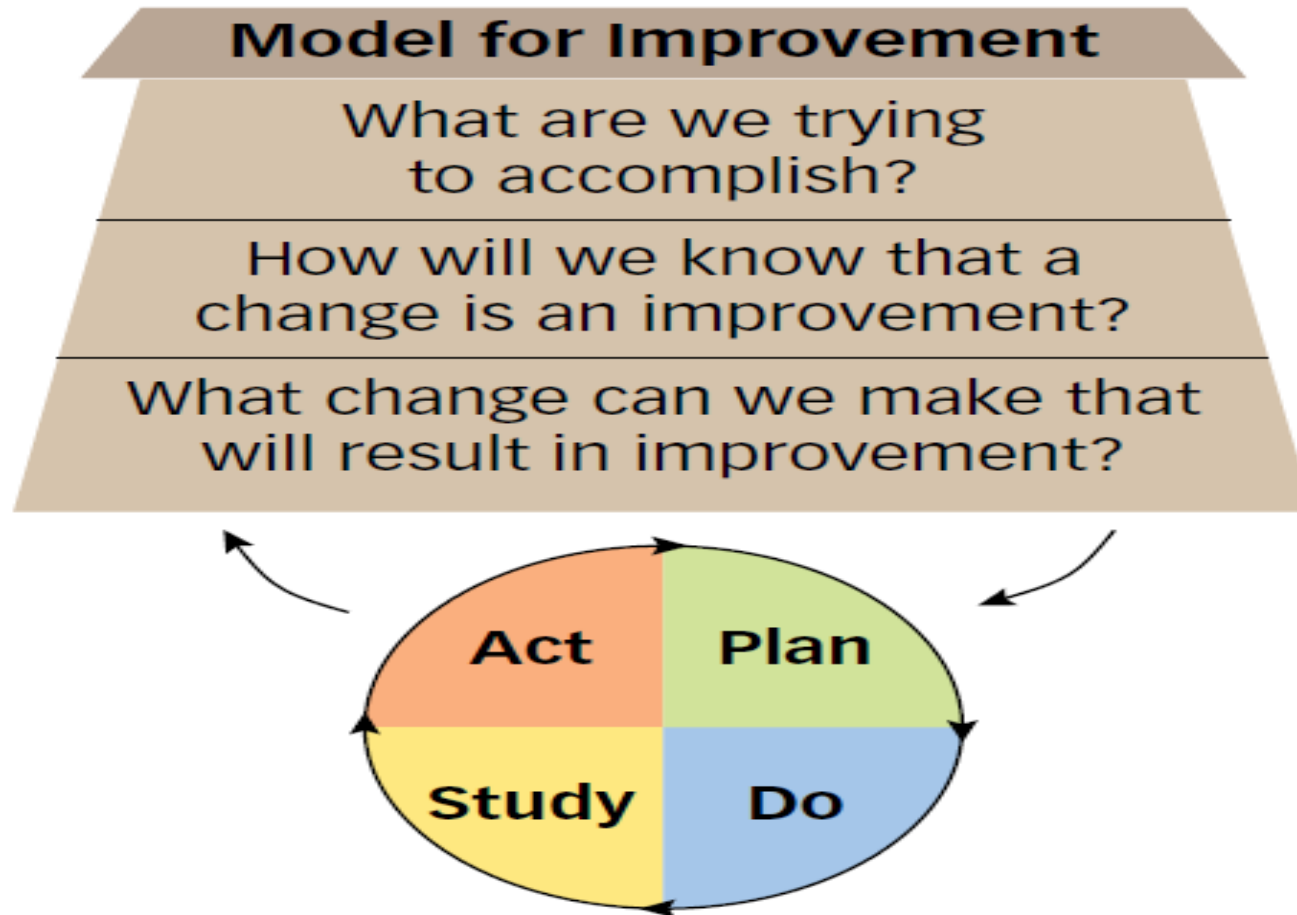
The impact on the young adult can be invisible until it isn't

You can't see mental health issues but they are there

Transition & Youth work is a No-Barrier!

You can see for miles... if you stand on the shoulders of giants.....

QI Methodology



Key messages taken away from launch



**start small, learn from
other and don't be
afraid to try**

**narrow project aim,
test process map
options**

**transition and
young people
matter**

**need to be clear on what
the trusts aim is to be
able to focus on this
otherwise will be a task
that is too large**

**engagement and involvement
of the wider children and
young people service.
Understanding of the diverse
opportunities that are
available**

Pinch with pride

Use this time to reflect on your conversations with other trusts

Which ideas would you like to 'pinch'?

Capture these on the t-shirt template on your table (as a trust)

Bring your t-shirt template up to the front and hang them on the [washing line](#)

Review what others will be pinching with pride





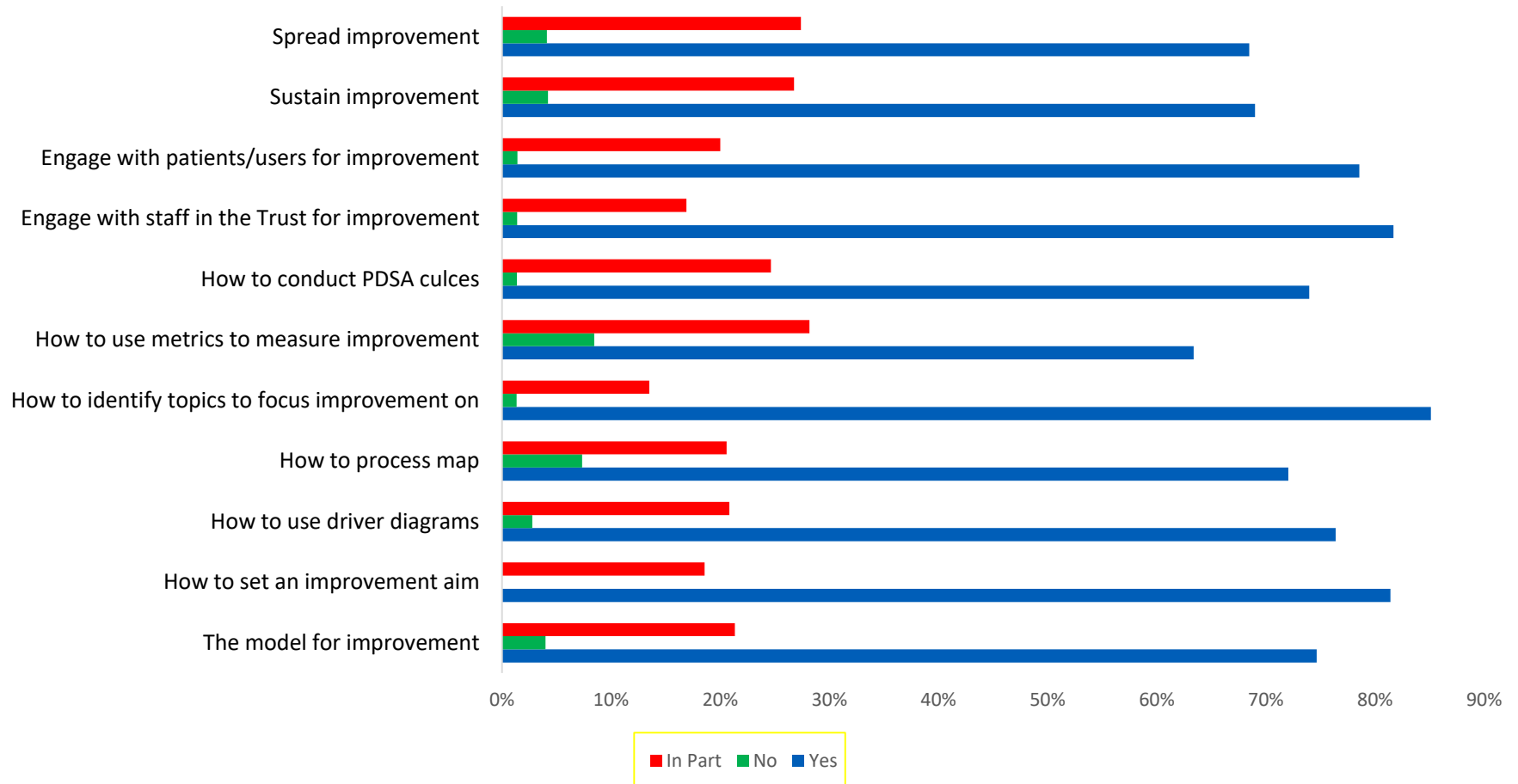
NHS Sustainability Model



LET'S CELEBRATE!

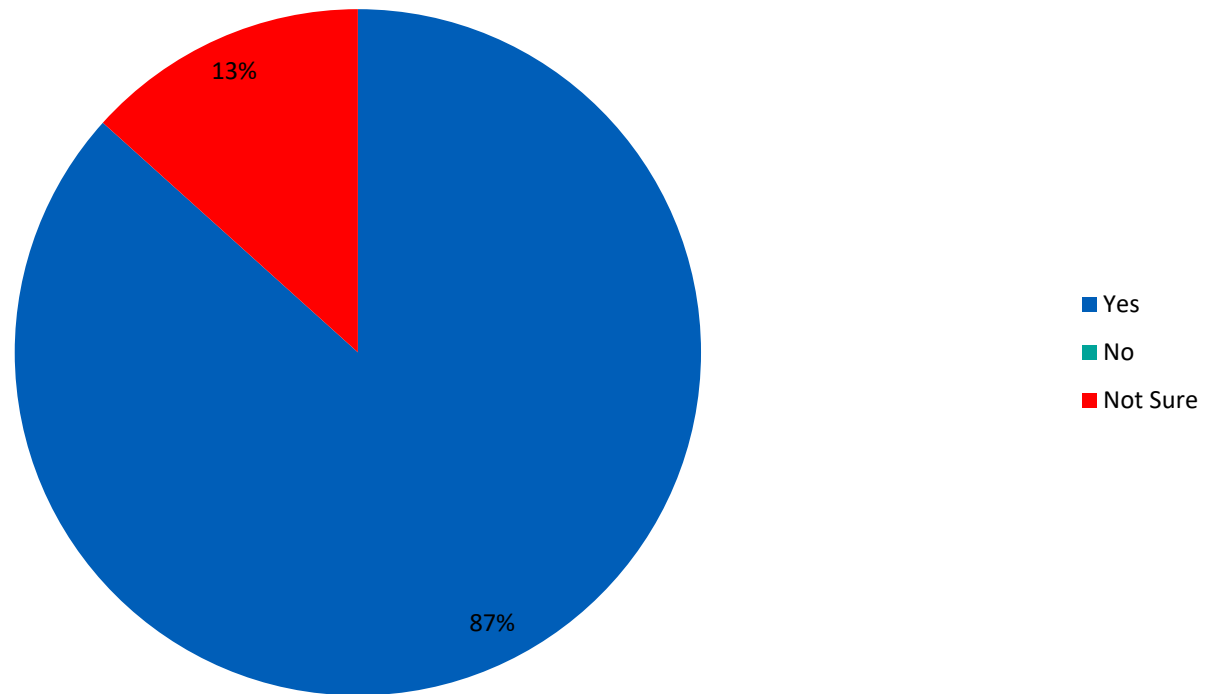
What the team's learned...

I learned...



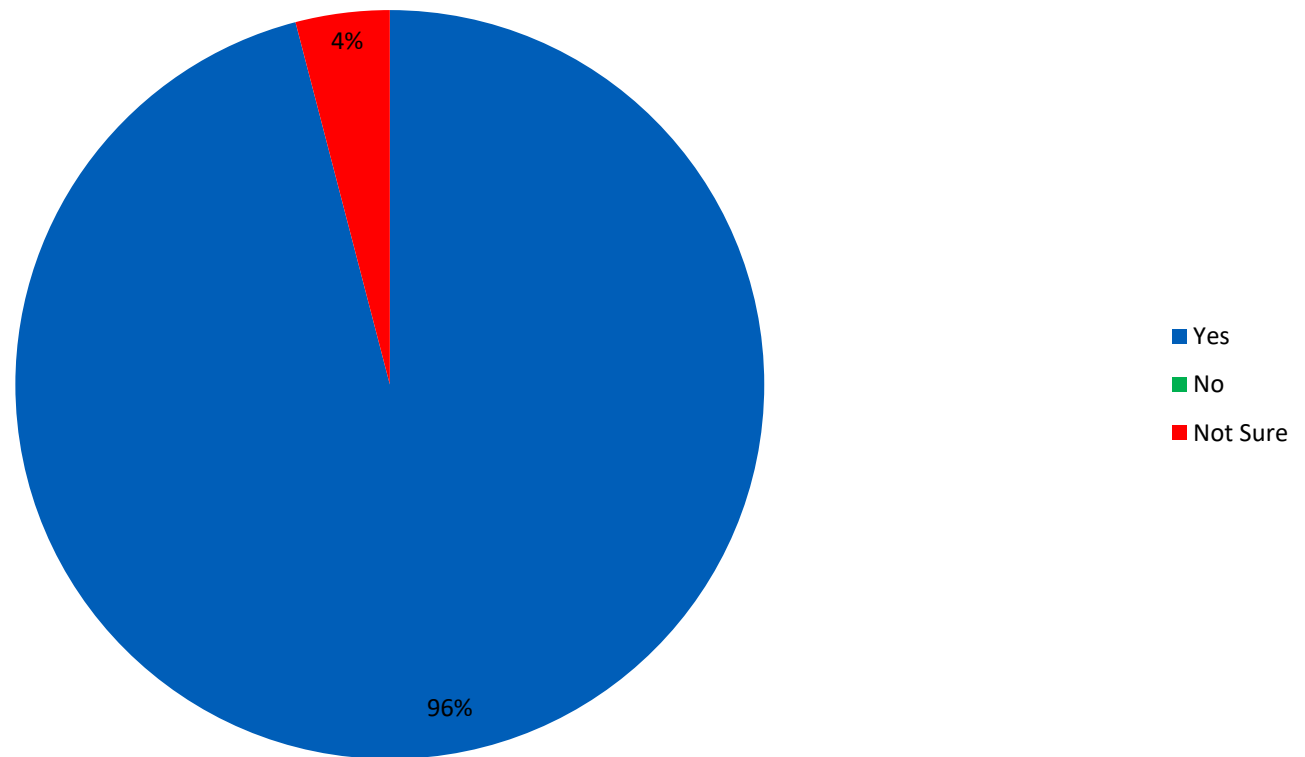
Team's were more confident in their improvement skills:

My overall improvement skills have improved since taking part in the Improving Healthcare Transition collaborative...



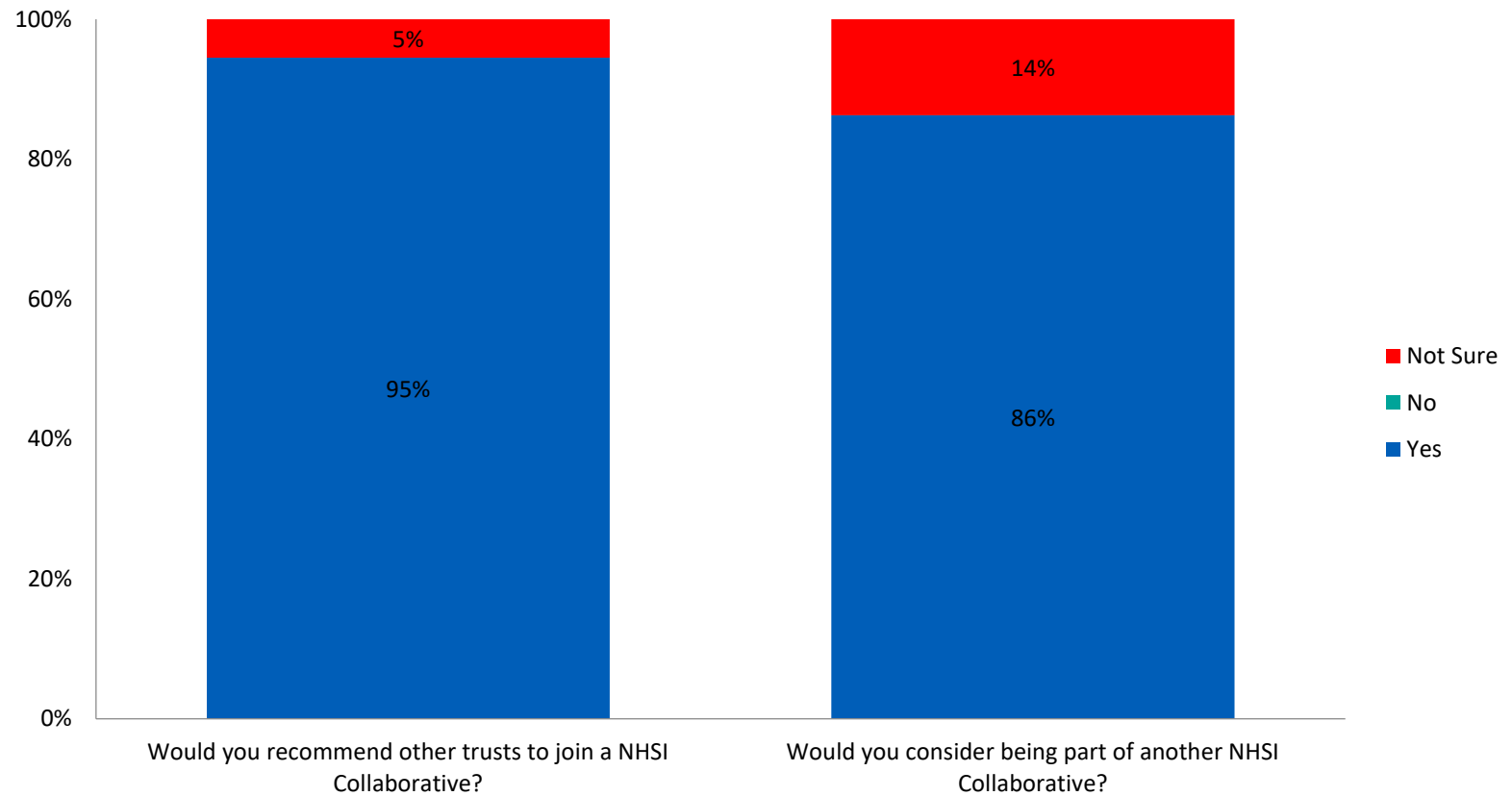
Team's are confidence that their improvement work can be sustained

Do you feel confident that your improvement will be scaled up and sustained?



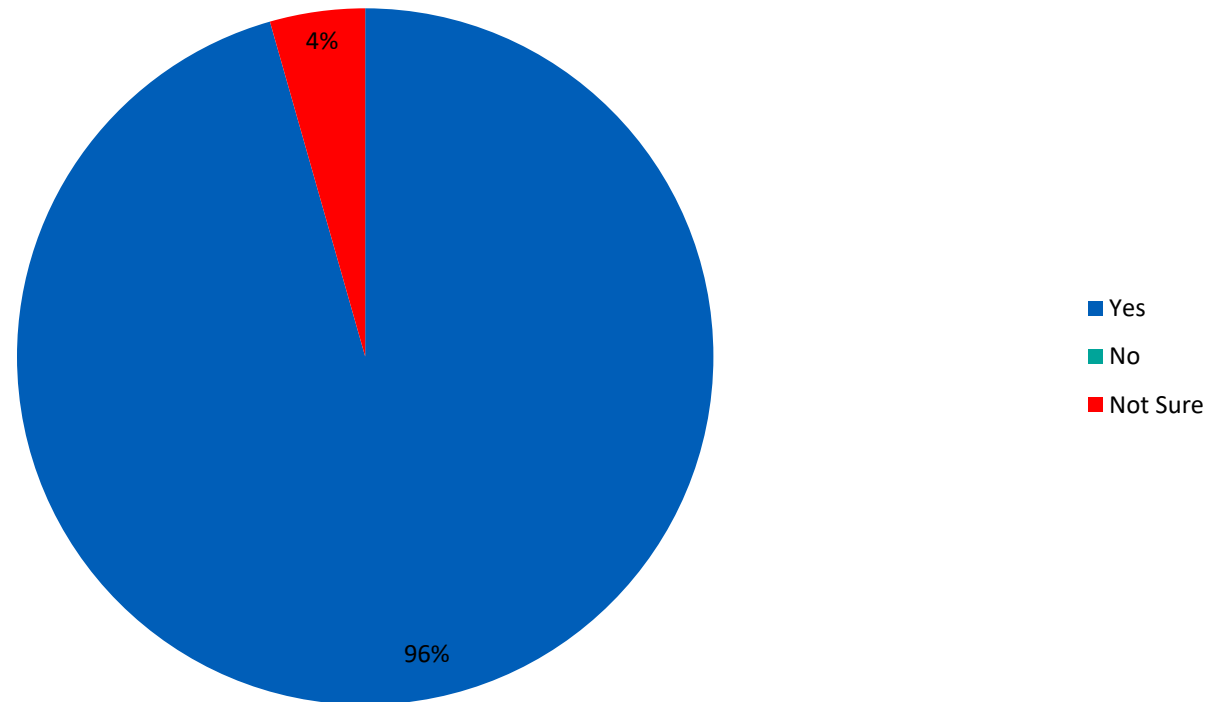
There's an appetite for Future Collaborations

Future collaboration



96% of teams enjoyed taking part!

I have enjoyed taking part in the Improving Healthcare Transition Collaborative...





**Safeguarding and
Looked after Children**



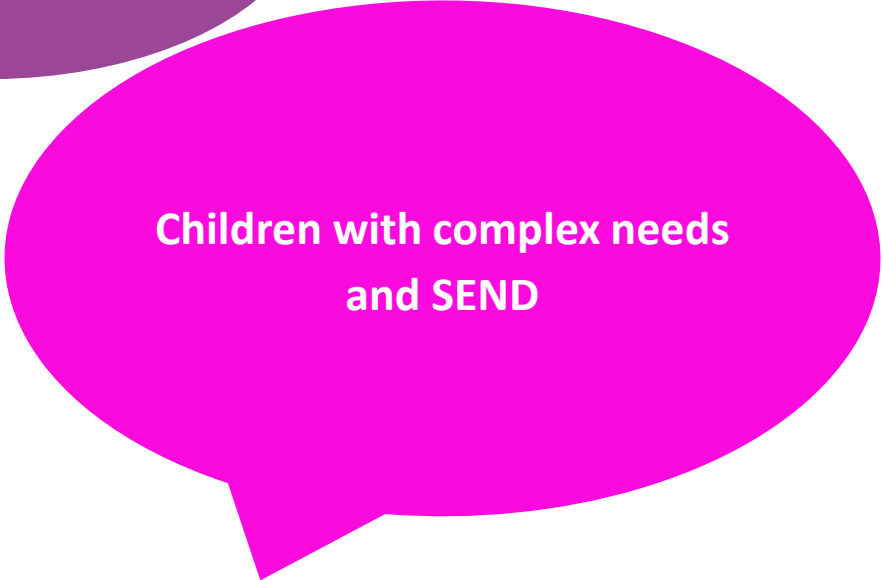
**Young People who
require Critical Care**




***But what
about?***



**End of Life and Palliative
Care**



**Children with complex needs
and SEND**

A black and white photograph of a rowing team on a body of water. In the foreground, a young man in a dark tank top with a crest is leaning forward, focused on his stroke. Behind him, a young woman in a white shirt is also rowing. In the background, other team members are visible, some looking towards the camera. The water is calm with some ripples.

Helen Keller

Alone we can do so little;

together

we can do so much.

Photo by Wellington College
Symphony of Love

