



# NEW MODELS OF CARE IN PRACTICE

## INTEGRATED PRIMARY AND ACUTE CARE SYSTEMS VANGUARD

### NORTH EAST HAMPSHIRE AND FARNHAM

North East Hampshire and Farnham vanguard is focussing on bringing local primary, community, acute, mental health and social care services together to work as one team to keep the local population healthier.

Working more closely across services has helped North East Hampshire and Farnham vanguard to develop new services and initiatives which support people to self-care where possible and to be treated more often in their local community instead of hospitals.

One service is the Safe Haven in Aldershot for people with mental health problems. This jointly run service has crossed traditional agency boundaries and geographical borders and provides a real alternative to A&E for those in crisis. Early data showed a 33 per cent reduction in acute psychiatric admissions locally in the first six months.

Seven days a week, with no appointment needed, service users can go to the Safe Haven to talk to staff who can support them when they are in crisis by helping them to access community information on mental health and wellbeing, get peer support and feel more integrated with their local community and learn self-management skills to break the cycle of crisis.

This has been viewed very positively by service users who have described the importance of being able to access help when they needed it and that the Safe Haven has helped them to avoid further crisis, self-harm or going to A&E.

One service user said: "If I hadn't come in tonight I would have self-harmed, but talking to someone has relieved my crisis and helped me understand my situation and what I need to do."

Services working together more closely in North East Hampshire and Farnham vanguard has also resulted in GP practices collaborating to develop urgent care hubs. The hubs allow them to offer an enhanced service for patients with same-day urgent needs and also take them out of the routine practice system.

This has freed up more time to deal with patients with complex needs, putting in place a holistic care plan to meet all of their needs and sharing information between professionals to allow more proactive care.

This sharing of resources and skills is resulting in a better service for patients and a more efficient service which will reduce hospital admissions.

**Further information:** To learn more about the work of the vanguards and the new care models programme visit [www.england.nhs.uk/vanguards](http://www.england.nhs.uk/vanguards) or join the conversation on Twitter using [#futureNHS](https://twitter.com/futureNHS)