

## **Lambeth's Connecting Care for Children is an innovative programme drawing paediatric expertise and community support into primary care, where children's and families' needs are known and can be managed well.**

### **Did it work the way we hoped it would?**

February 12, 2016 by [Sarah Montgomery-Taylor](#)

When designing a new service, it is crucial that we fully evaluate it so we can understand if it produced the outcomes desired, and to what extent. We carried out a mixed methods service evaluation for the first year of CC4C with a particular focus on our specialist outreach MDTs and clinics in GP Hubs.

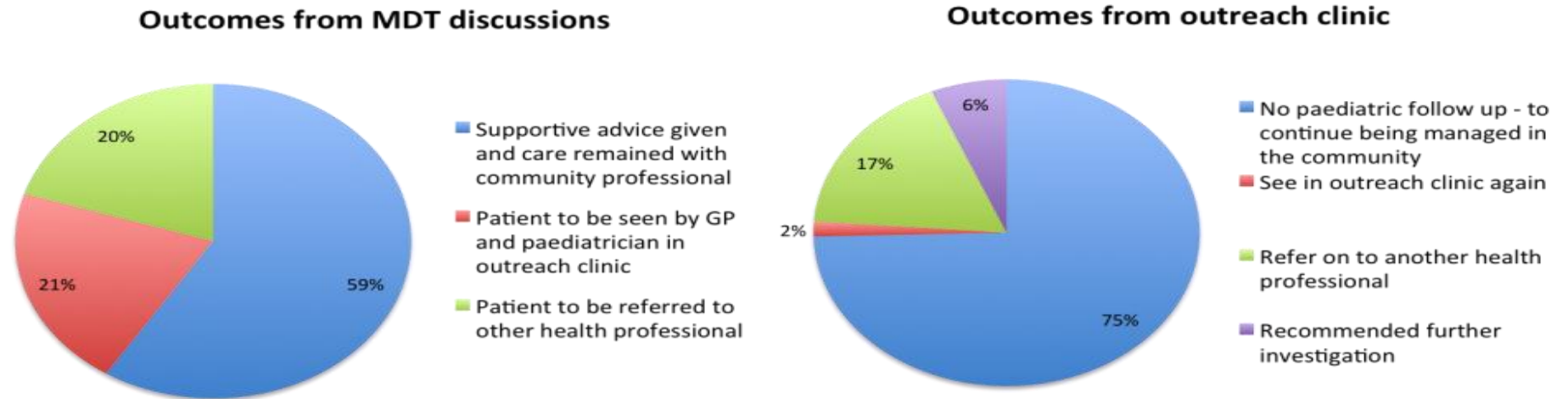
#### ***Measures***

Our outcome measures covered all aspects of the potential impact:

- The service – number of cases discussed or seen in the MDT and the resultant impact on secondary care usage from hospital episode data
- The service users – patient reported experience measures (PREMs)
- The professionals – participant feedback questionnaires from those attending MDTs and clinics

#### ***Results***

*The service:* in the initial 12 months of the pilot 24 MDT meetings and clinics took place. 7-15 professionals attended each MDT meeting and 154 cases were discussed. 126 patients were seen in the clinics. Outcomes of the meeting or clinic were categorised (see figure below).



We then looked at what impact this had on secondary care usage. In one GP Hub, 39% of new patient hospital appointments were avoided altogether and a further 42% of appointments were shifted from hospital to GP practice. In addition, there was a 19% decrease in sub-specialty referrals, a 17% reduction in admissions and a 10% decrease in A&E attenders. Smaller hubs running at lower capacity in early stages of implementation, had less impact on hospital activity.

*The patients:* patients preferred appointments at the GP practice, gained increased confidence in taking their child to the GP and all respondents said they would recommend the service to family and friends. See our previous blog for more details: <http://www.cc4c.imperial.nhs.uk/what-do-pts-think/>

*The professionals:* 50 professionals, who had attended the Child Health GP Hubs over the first 12 months of the pilot, were contacted by email asking for feedback. Participants ‘agreed’ or ‘strongly agreed’ that the Hubs had helped them to: gain knowledge of local services; improve collaboration and professional relationships; and increase professional capability, with the exception of 3 neutral responses regarding professional capability. Interestingly, the development of social capital, which we define as ‘trust, reciprocity and collaboration’ was the benefit most strongly identified by participants (82% ‘strongly agreed’).