

NHS RightCare: making the approach work for diabetes

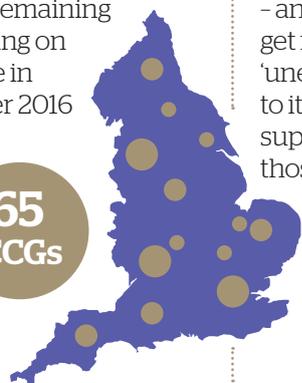
At its June meeting, the Diabetes Think Tank welcomed the National Director for NHS RightCare, Professor Matthew Cripps, who presented members with an overview of the work of RightCare in supporting local health economies. Specifically, Professor Cripps was able to inform members of how the RightCare methodology has been applied to local diabetes services.

In line with the RightCare approach – utilising expertise from the frontline to drive local improvements – members were able to share their experience, helping to inform the development of the programme through discussions on what key principles should underpin the use of the RightCare methodology for diabetes services.

Professor Cripps presented Think Tank members with a comprehensive overview of RightCare and the principles that underpin its methodology. Additionally, Professor Cripps highlighted examples of how the RightCare approach could be employed to drive improvements in diabetes services, and examples of where this has been achieved:

RightCare has already been rolled out to 65 CCGs with the remaining CCGs taking on RightCare in December 2016

65
CCGs



The RightCare programme uses data on a CCGs' spend on patient care – and the health outcomes patients get for that spend – to highlight 'unexplained' variations compared to its demographic peers, and to help support CCGs to address those variations.²



Exemplar care study

Through implementing RightCare, **NHS Slough CCG** achieved:³

- 100% reduction in pre-diabetes patients' HbA1c levels
- 89% reduction in Type 2 diabetes patients' HbA1c levels
- 15 out of 16 practices showing an increase in the number of people whose diabetes was controlled (as measured by HbA1c <59mmol/mol)
- Being rated amongst the best in England for delivering the eight care processes

The RightCare approach consists of three main steps:¹



1

Where to look

Helping local health economies to identify priorities



2

What to change

Helping CCGs to identify the changes needed



3

How to change

Driving through changes using clinical leadership and engagement

Recommendations

During the course of the discussion, members made the following recommendations to support the implementation of the RightCare programme:



Secure and support clinical engagement.

Those involved in implementing the RightCare approach locally should prioritise supporting local clinicians to engage with the process

Ensuring a collaborative approach.

Better use of existing networks should be employed to support delivery of improvements to local services



Demonstrate 'quick wins' early on.

Highlight early 'quick wins' that can be achieved in the short term, including best practice examples such as Slough CCG

Ensure the patient voice is heard.

Feedback from people with diabetes should be used to inform the design and development of changes to local services



Diabetes Think Tank as a supportive partner.

The Diabetes Think Tank and its members will support the roll out of the RightCare programme and, where possible, support local partners to use the approach effectively to drive improvements in diabetes care