



Improving operational Healthcare goes local in Adur & Worthing

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Building healthier communities

It's a familiar situation for anyone in local government – changing lifestyles and an aging population meet a widening funding gap, and something has to change in the way services are delivered.

A recent study by the NHS Alliance and the Primary Care Foundation estimated 27% of GP appointments could be avoided by using better technology and coordination between GPs and services.

Patients suffering from social exclusion, debt anxiety, poor diet or lack of exercise are often responsible for repeat appointments using valuable GP time. But, these underlying problems could be

handled through other support services, allowing overstretched GPs to focus on patients with complex medical conditions.

The Coastal West Sussex Clinical Commissioning Group (CCG) decided take to action. So now, with consent from the patient, the GP can refer them to a Social Prescriber.

“We've already shown we can transform existing services with Low-code. Having the ability to create new, digitally-enabled services proves our vision has been justified.”

PAUL BREWER, DIRECTOR FOR DIGITAL & RESOURCES, ADUR & WORTHING COUNCILS

Connecting people with local support

In partnership with Adur & Worthing Councils and West Sussex County Council, the CCG set up a new scheme, called Going Local, to get people out of doctor's surgeries and refer them to non-medical services available in their communities.

To be effective, this 'social prescribing' approach, based around a team of Community Referrers who assess patients' needs and put them in touch with local support, would also require a solid tech platform.

Luckily, Paul Brewer's team at Adur & Worthing Councils had been using Low-code to replace legacy systems for some time, and they knew Low-code could help streamline processes at Going Local. The new digital solution, built by the team in weeks using MATS Low-code, currently delivers:

- Case management for referred patients
- A service directory for matching patients to the right services
- Appointments, reminders and communications tools to keep everyone in the loop



GOING LOCAL
Happy is Healthy

“The scheme is reducing the demand on GP practices and provides holistic help to patients, rather than pigeonholing them with a single health issue.”

PAUL BREWER, DIRECTOR FOR DIGITAL & RESOURCES, ADUR & WORTHING COUNCILS

Supporting smarter public services

The aim of Going Local is to reduce repeat visits to GPs. Patients are given easy access to the help they need with their underlying social issues; improving their wellbeing.

Evaluation of the impact of Going Local continues, but encouraging early results have led the CCG to extend the pilot to a two-year scheme. It's also setting up a steering group for the schemes and is working on plans to start a service user group.

Beyond this, there's also huge potential to extend the Low-code solution to deliver even more value:

- Providing simple, robust onboarding for new services and service providers
- Creating personalised portals to enable patients to see all communications in a single place
- Improving information sharing between all agencies dealing with individual patients
- Forecasting the need for services and measuring their effectiveness



Innovation-on-Sea

Paul Brewer is the face behind a very special transformation story taking place on the south coast. When Adur and Worthing Councils consolidated operations in 2013 from three to two office locations to provide more cost-effective services for citizens, it created the perfect opportunity to start planning a digital strategy.

With a smorgasbord of 500 legacy systems and a generous helping of manual workarounds and processes - the timing couldn't have been better. Paul has assembled a cross-functional team to systematically design digital services and build them using MATS. As the requirements on local government evolve, his squad of citizen developers and traditional IT staff will be on hand to provide MATS enabled Innovation-as-a-Service.

About MatsSoft

MatsSoft's Low-code development platform, MATS, is used by process improvers, customer champions, innovation leaders and IT teams in organizations across the globe. Customers include Nationwide Building Society, ITV, GOV.UK, FedEx, Thomas Cook, Barclaycard, RBS and Santander.

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