

Older People Assembly

30 October 2018



Jane Walsh
Clinical Commissioning
Group (CCG)

Care Connection Teams

- 15 teams introduced across the Borough aligned to GP registered population of people aged 65 years and above.
- Fully operational from April 2018.
- Each team has a guided care matron and care co-ordinator working with the GP
- Aim is to identify people who have become or are at risk of becoming unwell and to provide additional input and support in their home, including for family and carers.
- People have a new or updated care and know who to contact if they start to feel unwell again

A recent patient satisfaction survey undertaken independently, on behalf of the service provider, found that overall patients were very satisfied with the service, with 66% rating it as excellent and 100% rating it good, very good or excellent.

Care of the Elderly Consultants

- Provide specialist support to GPs, Rapid Response and Community matrons

Carer support services

- Single point of access at Hillingdon Carers

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- Is a national service but call handlers have access to the local directory of services