

Evaluating the Complex Care Community Based Services – Do care plans make a difference

February 2025

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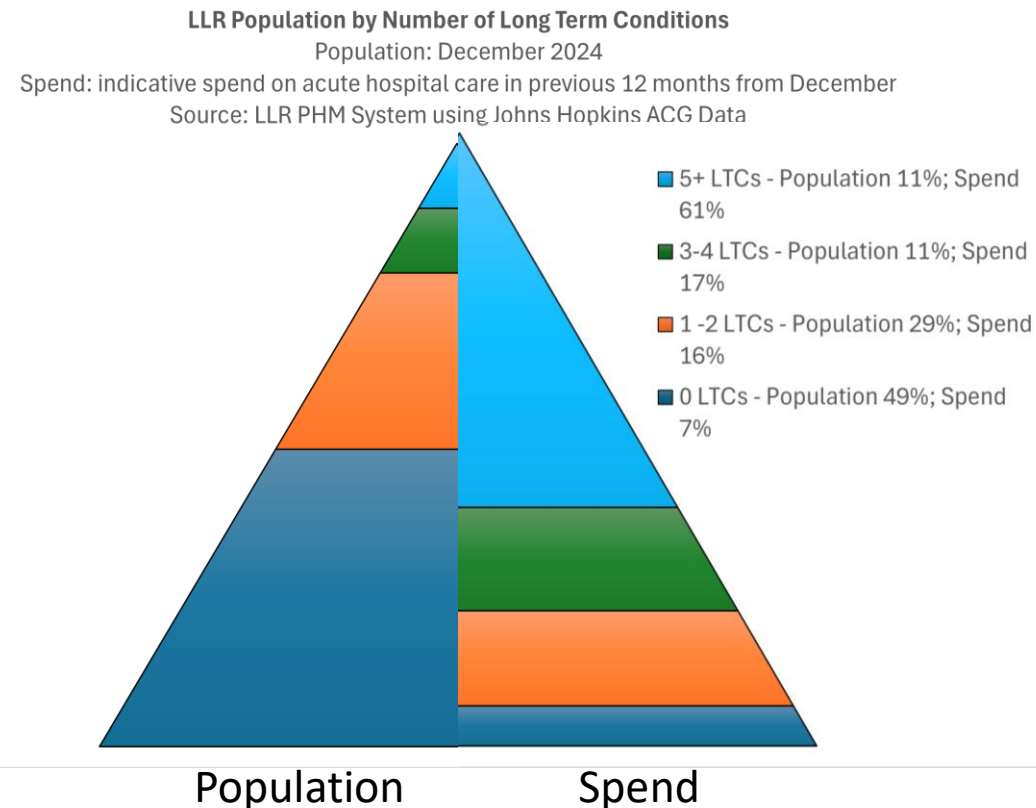


LLRs Complex Care Programme

- The Complex Care programme was developed to provide additional support and care for a specific cohort of patients who are known to have complex health and care needs and would benefit from a structured medical and care review, with the aim to improve outcomes for patients. It was anticipated that a potential effect of this programme would lead to reduced GP appointments, as well as unplanned emergency admissions.
- The programme brought together three legacy CCG schemes, and the current specification has been in place since June 2022. This is an enhanced service to provide additional funding to manage complex and frail patients, above core contract.
- Each GP practice across Leicester, Leicestershire and Rutland has a specified allocation of complex care plans to undertake for the financial year. The allocated budget allows for 16,030 patients to be offered the Complex Care service across LLR.
- For 2024/25 a total of 13,245 patients were 'onboarded' to the programme.

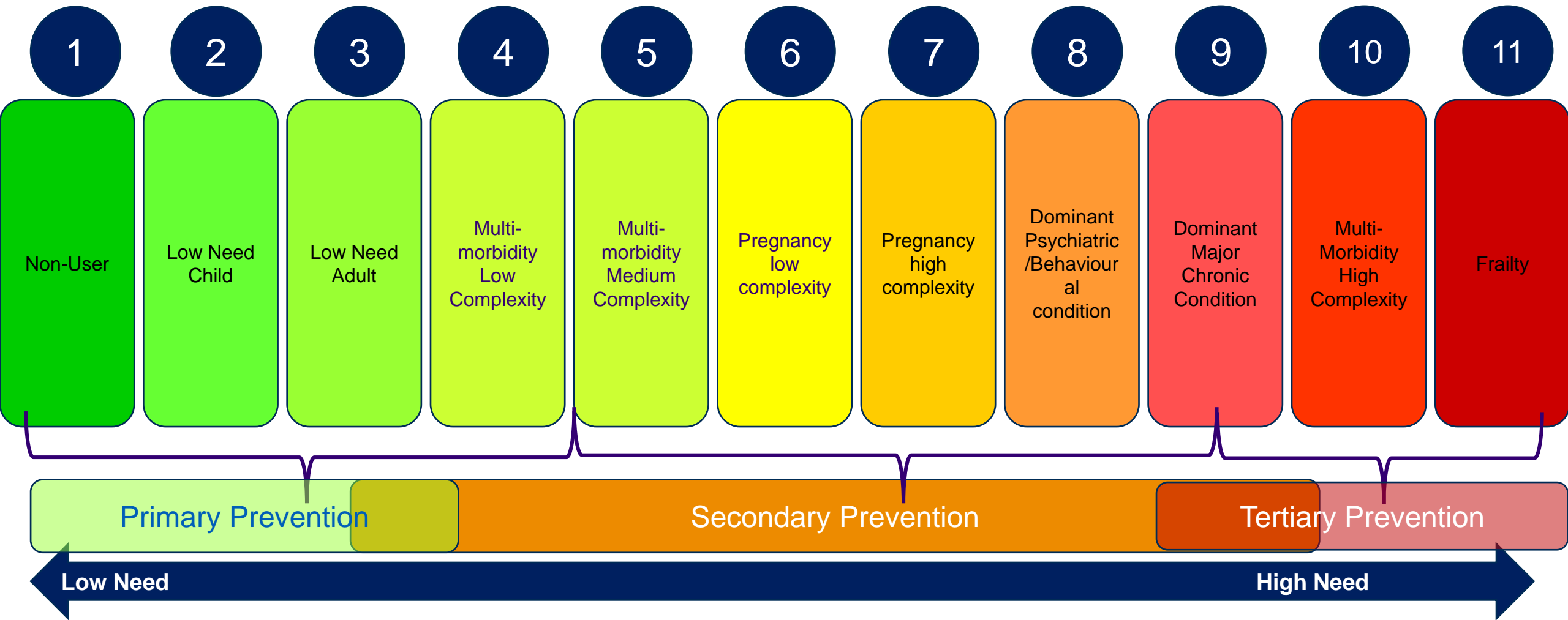
Complex Multimorbidity

LTC Count	Number of Patients	% of Patients	Average Emergency Admissions	Average ED Attendances	Average APC Cost
0 LTC	579651	49%	0	0.1	£41.09
1 LTC	223974	19%	0.1	0.1	£124.50
2 LTC	119701	10%	0.1	0.2	£240.79
3 LTC	75065	6%	0.1	0.2	£411.33
4 LTC	50904	4%	0.2	0.2	£605.01
5 LTC	36047	3%	0.2	0.2	£850.57
6 LTC	25903	2%	0.3	0.3	£1,118.36
7 LTC	18430	2%	0.3	0.3	£1,466.29
8+ LTCs	46279	4%	0.7	0.5	£2,949.50
Total	1175954	100%	0.1	0.2	£310.68

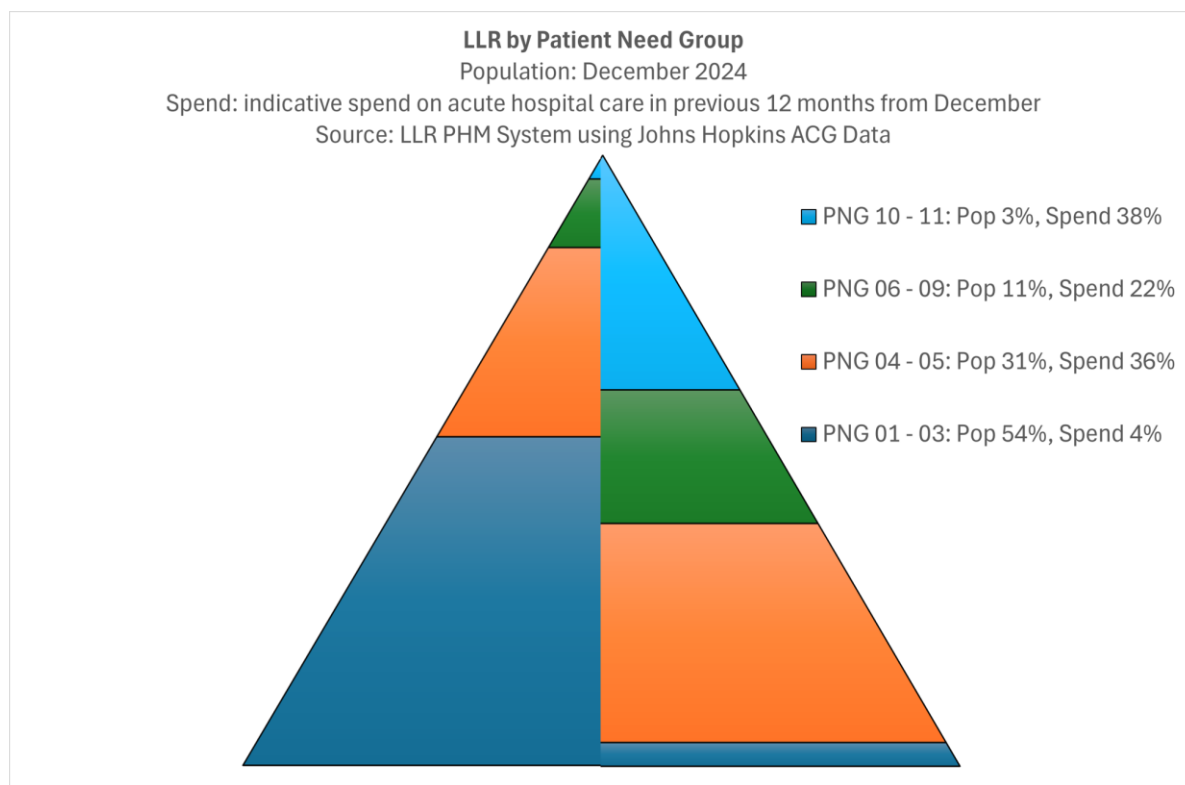


Data as at December 2024, LLR Population Health Management Data in Aristotle
 22% of population with 3 or more LTCs account for 78% of acute hospital spend

Patient Need Groups



Population and Hospital Spend by Patient Need Group (April 2025)



- PNGs 1-3: Non-users, low need child and low need adults.
 - Population 54%, acute spend 4%
 - Average spend £22 per person.
- PNGs 4 & 5: Patients with multi-morbidity and low and medium complexity.
 - Population 31%, acute spend 36%
 - Average spend £358 per person
- PNGs 6-9: Specific cohorts with high health and care needs – pregnancy, psychiatric and behavioural conditions and patients with a dominant chronic condition.
 - Population 11%, acute spend 22%
 - Average spend £604 per person
- PNGs 10 & 11: Multi-morbid high complexity and frail populations – the populations with highest health care needs.
 - Population 3%, acute spend 38%
 - Average spend £3833 per person



Is the complex care service effective

- Need to prove effectiveness of the service
- Evaluation was not built into the service design
- Request was for us to use the systems PHM data to develop a retrospective matched cohort analysis

BUT

- Information governance
- What data flows were already in place



Methodology for evaluation

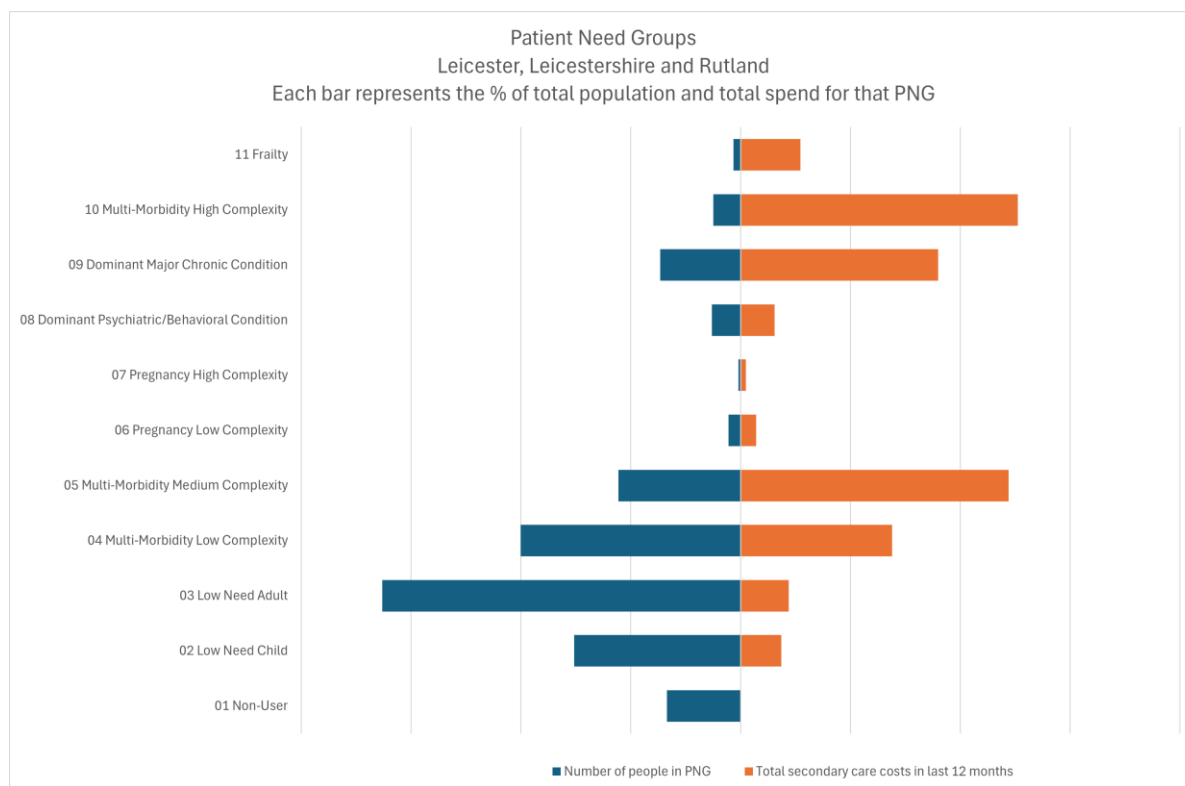
- Research question
 - Do patients with a care plan, regardless of the source of that care plan, have lower hospitalisation rates than patients with no care plan in place
- Data in the Aristotle ACG database – linked primary care and Sus data. Extracted in December 2024
- Care plan flag
- Patient Need Groups
 - PNG 11 Frailty
 - PNG 10 Multi-Morbidity High Complexity
 - PNG 09 Dominant Major Chronic Condition
 - PNG 05 Multi-Morbidity Medium Complexity



Caveats

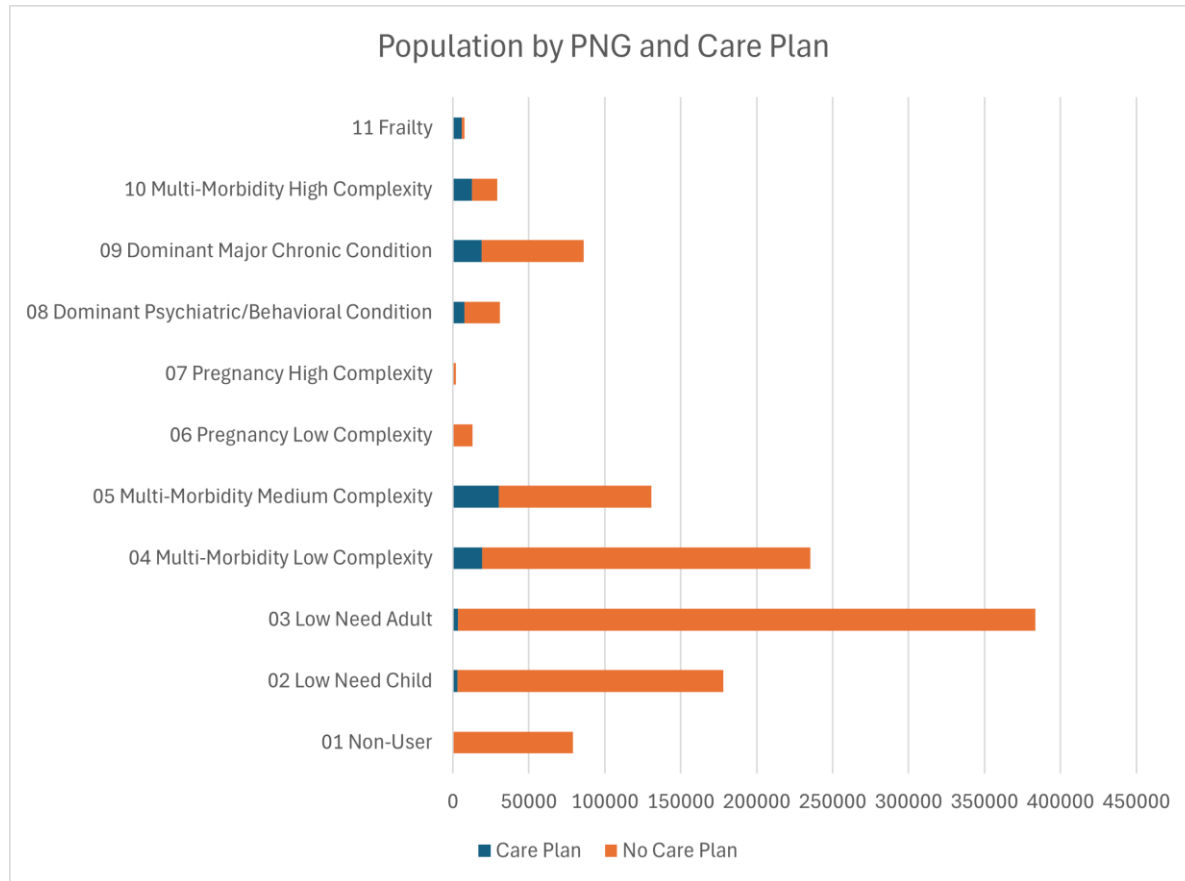
- We are unable to identify what kind of care plan – whether it is a direct result of the complex care specification or an end of life care plan or a care plan that has been put in place to support other needs
- We do not know what date the care plan was put in place
- In order to strengthen the analysis there is a need to improve data flows to support the evaluation of the complex care scheme and other primary care led initiatives

Understanding the LLR population by Patient Need Groups



- 54% of the LLR population are classed as PNGs 1-3, low need or non-user
 - 4% of secondary care spend
 - average spend of £22 per person
- 31% of the LLR population are classed as PNGs 4-5, moderate needs and
 - 36% of secondary care spend
 - average cost of £358 per person
- 11% of the LLR population are classed as PNGs 9-11, specific cohorts with high health and care needs
 - 22% of secondary care spend
 - average spend of £604 per person
- 3% of the LLR population are classed as PNGs 10-11, frailty and high complexity
 - 38% of secondary care spend
 - average spend of £3833 per person

Who in the population has a care plan?



In December 2024, over 100,000 people in LLR had a care plan recorded on the ACG system.

Only 13,000 per year of these are funded through the complex care service

- 78% of PNG 11 Frailty had a care plan
- 43% of PNG 10 Multi-Morbidity High Complexity had a care plan
- 23% of PNG 05 Multi-Morbidity Medium Complexity had a care plan
- By volume, the largest number of care plans were in PNG 05 Multi-Morbidity Medium Complexity, representing the larger patient cohort in this population

Activity and Cost in the Last 12 Months, December 2024

						Ratte Per 1,000 Population										Cost per head of population
						ED Attendances			NEL Admissions			Total APC Activity				
Row Labels	ED Attendances	NEL Admissions	Total APC Activity	Total APC Cost	Population	Rate	LCL	UCL	Rate	LCL	UCL	Rate	LCL	UCL	Total APC Cost	
01 Non-User	3	0	0	£0	79000	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	£0	
No Care Plan	3	0	0	£0	79000	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	£0	
02 Low Need Child	30913	2979	5237	£7,204,599	178159	173.5	171.6	175.5	16.7	16.1	17.3	29.4	28.6	30.2	£40	
Care Plan	728	95	141	£157,082	2985	243.9	226.5	262.3	31.8	25.7	38.9	47.2	39.8	55.7	£53	
No Care Plan	30185	2884	5096	£7,047,517	175174	172.3	170.4	174.3	16.5	15.9	17.1	29.1	28.3	29.9	£40	
03 Low Need Adult	25743	2852	6394	£6,963,631	383672	67.1	66.3	67.9	7.4	7.2	7.7	16.7	16.3	17.1	£18	
Care Plan	171	3	9	£5,612	3455	49.5	42.4	57.5	0.9	0.2	2.5	2.6	1.2	4.9	£2	
No Care Plan	25572	2849	6385	£6,958,019	380217	67.3	66.4	68.1	7.5	7.2	7.8	16.8	16.4	17.2	£18	
04 Multi-Morbidity Low Complexity	35219	14740	33389	£41,679,168	235488	149.6	148.0	151.1	62.6	61.6	63.6	141.8	140.3	143.3	£177	
Care Plan	1996	498	1277	£1,567,628	19198	104.0	99.5	108.6	25.9	23.7	28.3	66.5	62.9	70.3	£82	
No Care Plan	33223	14242	32112	£40,111,540	216290	153.6	152.0	155.3	65.8	64.8	66.9	148.5	146.8	150.1	£185	
05 Multi-Morbidity Medium Complexity	33617	22967	59900	£89,325,148	130806	257.0	254.3	259.8	175.6	173.3	177.9	457.9	454.3	461.6	£683	
Care Plan	6045	4537	12062	£17,907,858	30368	199.1	194.1	204.1	149.4	145.1	153.8	397.2	390.1	404.3	£590	
No Care Plan	27572	18430	47838	£71,417,290	100438	274.5	271.3	277.8	183.5	180.9	186.2	476.3	472.0	480.6	£711	
06 Pregnancy Low Complexity	2664	4453	4730	£4,592,537	13002	204.9	197.2	212.8	342.5	332.5	352.7	363.8	353.5	374.3	£353	
Care Plan	57	75	86	£84,084	276	206.5	156.4	267.6	271.7	213.7	340.6	311.6	249.2	384.8	£305	
No Care Plan	2607	4378	4644	£4,508,453	12726	204.9	197.1	212.9	344.0	333.9	354.4	364.9	354.5	375.6	£354	
07 Pregnancy High Complexity	1118	2504	2753	£2,998,705	2098	532.9	502.1	565.1	1193.5	1147.2	1241.2	1312.2	1263.6	1362.2	£1,429	
Care Plan	59	114	133	£105,159	135	437.0	332.7	563.8	844.4	696.5	1014.4	985.2	824.9	1167.6	£779	
No Care Plan	1059	2390	2620	£2,893,546	1963	539.5	507.5	573.0	1217.5	1169.2	1267.3	1334.7	1284.1	1386.8	£1,474	
08 Dominant Psychiatric/Behavioral Condit	9094	5558	9265	£10,382,521	30876	294.5	288.5	300.6	180.0	175.3	184.8	300.1	294.0	306.2	£336	
Care Plan	2224	1452	2451	£2,818,436	7552	294.5	282.4	307.0	192.3	182.5	202.4	324.5	311.8	337.7	£373	
No Care Plan	6870	4106	6814	£7,564,085	23324	294.5	287.6	301.6	176.0	170.7	181.5	292.1	285.2	299.2	£324	
09 Dominant Major Chronic Condition	18473	16037	59007	£61,900,238	86250	214.2	211.1	217.3	185.9	183.1	188.8	684.1	678.6	689.7	£718	
Care Plan	4165	3659	12412	£13,986,573	18844	221.0	214.4	227.8	194.2	187.9	200.6	658.7	647.1	670.4	£742	
No Care Plan	14308	12378	46595	£47,913,665	67406	212.3	208.8	215.8	183.6	180.4	186.9	691.3	685.0	697.6	£711	
10 Multi-Morbidity High Complexity	20633	28634	60149	£112,738,076	29076	709.6	700.0	719.4	984.8	973.4	996.3	2068.7	2052.2	2085.3	£3,877	
Care Plan	8489	11797	23048	£44,313,572	12602	673.6	659.4	688.1	936.1	919.3	953.2	1828.9	1805.4	1852.7	£3,516	
No Care Plan	12144	16837	37101	£68,424,504	16474	737.2	724.1	750.4	1022.0	1006.7	1037.6	2252.1	2229.2	2275.1	£4,153	
11 Frailty	5748	8390	11157	£27,563,370	7527	763.7	744.0	783.7	1114.7	1090.9	1138.8	1482.3	1454.9	1510.0	£3,662	
Care Plan	4143	5830	7574	£18,639,143	5861	706.9	685.5	728.7	994.7	969.3	1020.6	1292.3	1263.3	1321.7	£3,180	
No Care Plan	1605	2560	3583	£8,924,227	1666	963.4	916.8	1011.7	1536.6	1477.7	1597.3	2150.7	2080.8	2222.3	£5,357	
Grand Total	183225	109114	251981	£365,347,993	1175954	155.8	155.1	156.5	92.8	92.2	93.3	214.3	213.4	215.1	£311	

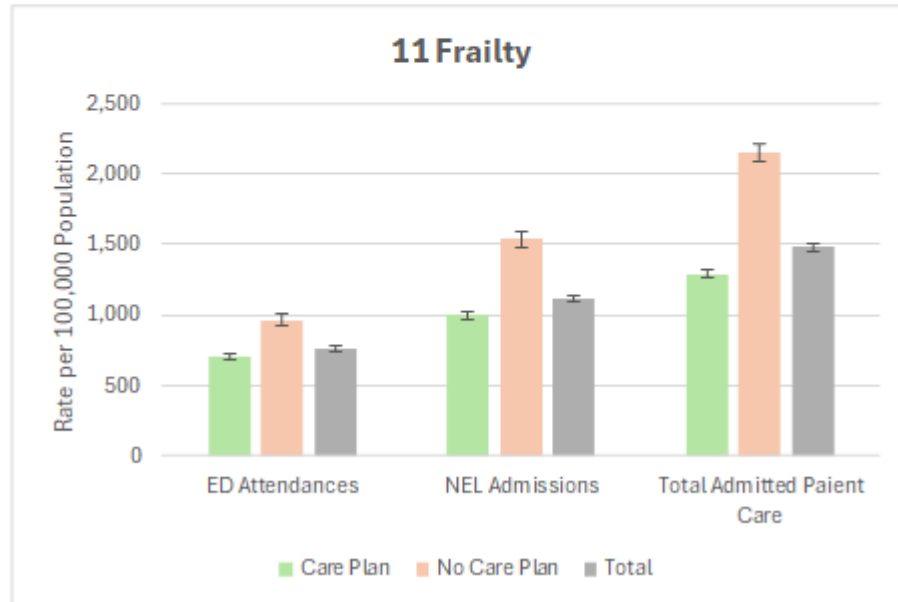
Sig Higher than PNG average

Sig Lower than PNG average

PNG 11 Frailty

PNG 11 Frailty
Rate per 1,000 population

	ED Attendances	NEL Admissions	Total Admitted Patient Care	Cost per population
Care Plan	706.9	994.7	1292.3	£3,180
No Care Plan	963.4	1536.6	2150.7	£5,357
Total	763.7	1114.7	1482.3	£3,662

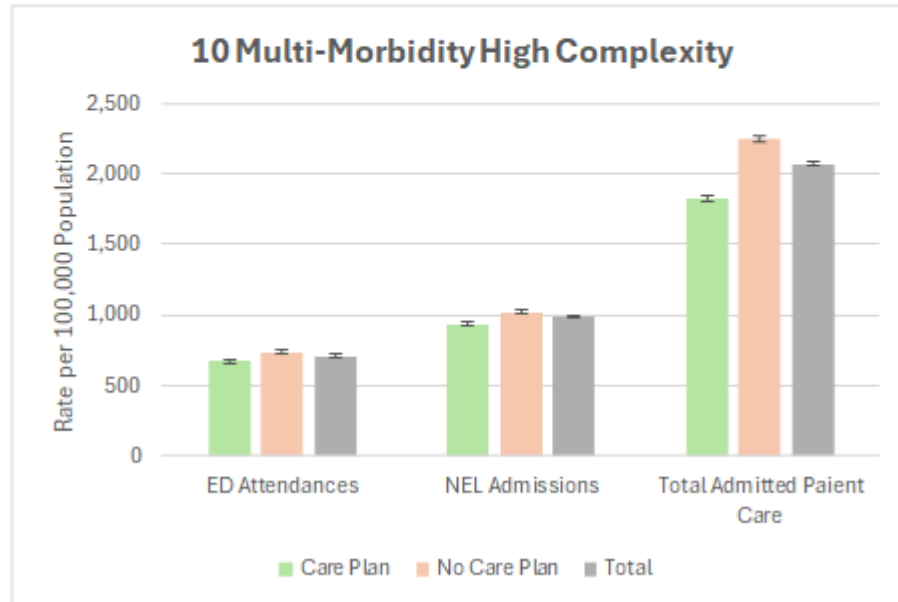


- 78% of PNG 11 Frailty had a care plan
- People with a care plan in place have significantly lower activity rates for all indicators included.
- Patients with no care plan in place activity rates are
 - 31% higher for ED attendances,
 - 44% higher for non-elective admissions
 - 50% higher for total patient care

PNG 10 Multi-Morbidity High Complexity

PNG 10 Multi-Morbidity High Complexity
Rate per 1,000 population

	ED Attendances	NEL Admissions	Total Admitted Patient Care	Cost per population
Care Plan	673.6	936.1	1828.9	£3,516
No Care Plan	737.2	1022.0	2252.1	£4,153
Total	709.6	984.8	2068.7	£3,877

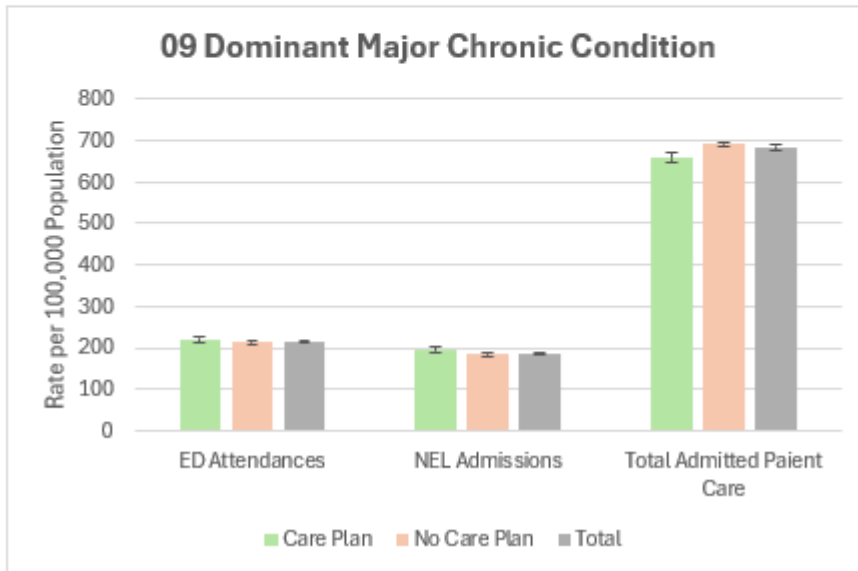


- 43% of PNG 10 Multi-Morbidity High Complexity had a care plan
- People with a care plan in place have significantly lower activity rates for all indicators included.
- Patients with no care plan in place activity rates are
 - 9% higher for ED attendances
 - 9% higher for non-elective admissions
 - 21% higher for total patient care

PNG 09 Dominant Major Chronic Condition

PNG 09 Dominant Major Chronic Condition
Rate per 1,000 population

	ED Attendances	NEL Admissions	Total Admitted Patient Care	Cost per population
Care Plan	221.0	194.2	658.7	£742
No Care Plan	212.3	183.6	691.3	£711
Total	214.2	185.9	684.1	£718



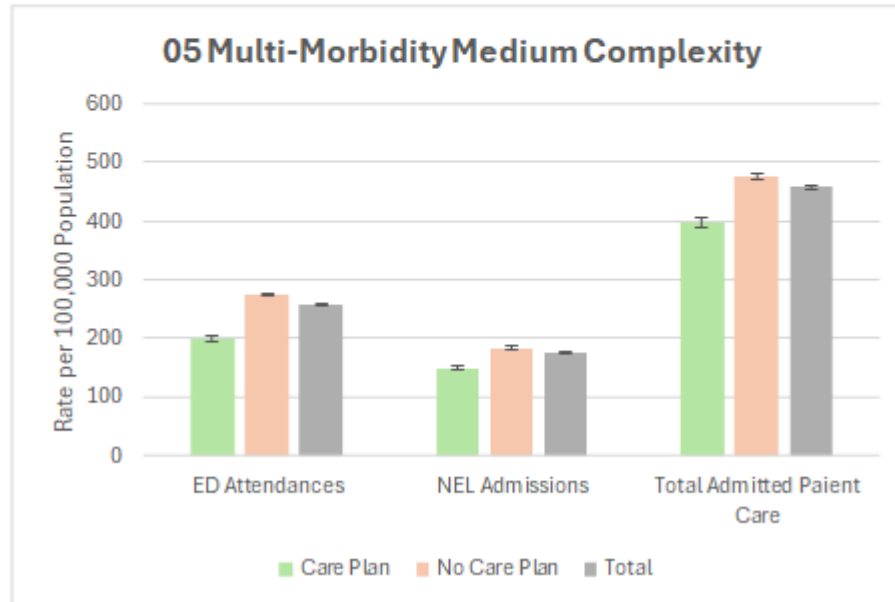
- 22% of PNG 09 Dominant Major Chronic Condition had a care plan
- People with a care plan in place have significantly lower activity rates admitted patient care
- For this PNG, patients with a care plan and patients with no care plan had similar activity rates for ED attendances and NEL admissions

PNG 05 Multi-Morbidity Medium Complexity

PNG 05 Multi-Morbidity Medium Complexity

Rate per 1,000 population

	ED Attendances	NEL Admissions	Total Admitted Patient Care	Cost per population
Care Plan	199.1	149.4	397.2	£590
No Care Plan	274.5	183.5	476.3	£711
Total	257.0	175.6	457.9	£683



- 23% of PNG 05 Multi-Morbidity Medium Complexity had a care plan
- People with a care plan in place have significantly lower activity rates for all indicators included
- Patients with no care plan in place activity rates are
 - 32% higher for ED attendances
 - 20% higher for non-elective admissions
 - 18% higher for total patient care

Does having a care plan in place save money

Patients with a care plan in place have significantly lower activity rates that equate to an indicative financial value of

- **£2,176** for every patient with **frailty** with a care plan in place
- **£637** for every patient **with multi-morbidity high complexity** with a care plan in place
- **£121** for every patient with **multi-morbidity with medium complexity** with a care plan in place

	Care Plan	No Care Plan	Difference
Frailty	£3,180	£5,357	£2,176
Multi-Morbidity High Complexity	£3,516	£4,153	£637
Multi-Morbidity Medium Complexity	£590	£711	£121



Conclusions

- Out of the 100,000 people in LLR with a care plan recorded on the ACG system, only 13,000 per year of these are funded through the complex care service
- Patients with a care plan in place and a PNG of frailty, multi-morbidity high complexity and multi-morbidity medium complexity have significantly lower rates of hospital utilisation and healthcare spend than patients without a care plan.
- Whilst the analysis is unable to specifically assess the impact of the complex care specification, it provides evidence of the effectiveness of care plans in primary care.
- Any scheme that increases the number and the quality of care plans will deliver value for money and improved patient outcomes and should be supported.



Recommendations for future investment

- Each GP practice across Leicester, Leicestershire and Rutland has a specified allocation of complex care plans to undertake for the financial year. The allocated budget allows for 16,030 patients to be offered the Complex Care programme across LLR.
- This is an increase of 23% on 2024/25 complex care service
- Linked to the evaluation, the Complex Care programme for 2025/26 has a stronger focus on Patient Need Groups:
 - 9 – Dominant Major Chronic Condition.
 - 10 – Multi-morbidity High Complexity.
 - 11 – Frailty.
- These groups represent patients:
 - With multiple chronic conditions and address complex care needs.
 - These groups benefit from a coordinated approach to their care.
 - Focussing on these groups can ensure we better allocate resources, improve care coordination and potentially prevent hospital admissions.