

South West Integrated Personal Commissioning Outcomes Framework

Intermediate and Short Term Outcomes and Metrics

IPC Programme Outcome	Measure	Essential Measurement Tool	Optional Measurement Tool
People with complex needs and their carers have better quality of life and can achieve the outcomes that are important to them and their families through greater involvement in their care, and being able to design support around their needs and circumstances	Improved physical wellbeing		Care plan - individual physical health measure identified from 'guided conversation' e.g. ability to walk upstairs or BP/weight
	Improved mental wellbeing	LTC/Mental Health Long Warwick-Edinburgh Mental Wellbeing Scale Children Talking Mats 0-5yrs (based on SWEMWBS) Talking Mats 5-11yrs Talking Mats 11-18yrs Learning Disabilities Talking Mats 18+	LTC/Mental Health EQ5D Thermometer
	Improved quality of life	Care plan - % goals and aspirations achieved	
	Improved carers quality of life	Carers Outcome Star	
	Improved activation		Patient Activation Measure questionnaire (PAM)
	Improved experience of people on the pilot		LTC/Mental Health Person experience questionnaire – University of Plymouth (formally LTC6)
		Children Adapted Talking Mats smiley face tool (PCM5Q) Learning Disabilities Adapted Talking Mats smiley face tool (PCM5Q)	POET – Personal Outcomes Evaluation Tool
		People case studies/video	

Better integration and quality of care, including better user and family experience of care	Experience of carers/family of people on the pilot improves	Adapted Southern Health NHS experience questionnaire	
		Carer/family case study/video	
			POET – Personal Outcomes Evaluation Tool
	Improved experience of practitioners involved in the pilot	University of Plymouth - regionally designed survey for practitioners (adapted for IPC)	Practitioners Patient Activation Measure questionnaire (PAM)
		Practitioner case studies/video	
		Practitioner focus groups - what's changed for them? What changes have they notice in the people they support?	
	Increased understanding and skill of those practitioners involved in IPC	Practitioner focus groups - evaluation of the IPC training and development offered	
Embedded continuous improvement process	Site leads interview - evidence of regular 'action learning' type processes in place		
Cost and utilisation of unplanned acute services	Cost and utilisation of unplanned acute services	Cost and number of non-elective acute admissions	
		Cost and number of emergency department attendances	
		Cost and number of outpatient appointments	
		Cost and number of non-elective readmissions	
		Length of stay in acute hospital services	
		Method of transport to acute hospital	
	Cost and utilisation of unplanned acute services	Cost and number of unplanned community hospital admissions	
		Cost and number of district nurse services	
		Cost and number of community matron services	

Prevention of crises in people's lives that lead to unplanned hospital and institutional care by keeping them well and supporting self-management – so ensuring better value for money

Cost and utilisation of community services	Cost and number of therapy services	
	Length of stay in community hospital services	
	Cost and number of Minor Injuries Unit attendances	
	What else – health visiting, school nurse etc?	
Cost and utilisation of mental health services	Cost and number of mental health services	
	Cost and number of Improving Access to Psychological Therapies (IAPT)	
	Cost and number of drug and alcohol services accessed	
Cost and utilisation of social care services	Cost of and number of ongoing social care packages	
	Cost and number of short-term placements in residential care	
	Cost and number of long-term placements in residential care	
	Cost and number of Early Intervention Services/Intermediate Care Services	
	Cost and number of re-ablement packages	
	Cost and number of short-break and respite services	
	Children's social care measures?	
Cost and activity of primary care services	Cost and number of primary care GP contacts	
	Cost and number of practice nurse contacts	
	Cost and number of out of hours primary care	
Cost and activity of VCS services	Cost and number of paid voluntary sector contacts	
	Cost and number of volunteer contacts	
Cost of prescribing	Cost of primary care prescribing	

	Cost and utilisation of ambulance services	?	
	Cost and utilisation of DWP services	?	
	Cost and utilisation of Police services	?	
	Cost and utilisation of Fire and Rescue services	?	

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Output data

Output	Description	Data Tool or Source	
Cohort identification	Cohort identified	IPC process data capture spreadsheet	
	Selection/identification tool agreed		
	Balance between objective selection and practitioner knowledge		
	Barriers in availability/access to tools/data		
	Regional understanding of cohort characteristics		
Information governance	% of people who do not consent for information sharing for research	IPC process data capture spreadsheet	
Service delivery	Number of people identified	IPC process data capture spreadsheet	
	Number of people active on the programme		
	% of people who have declined the programme		
	Reasons for declining the programme		

Service delivery	List of goals and aspirations identified	Care plan	
	Services/support identified		
	Availability/accessibility of identified services and support		
Cost of IPC	How individual budgets are allocated	IPC process data capture spreadsheet	
	How individual budgets are administered	Care Plan	
	Cost of personal budget spend per person		
Workforce	Practitioners better understand the skills and capacity required to deliver IPC pilot	Practitioner survey	
	Number of peer supporters/volunteers currently active/recruited	IPC process data capture spreadsheet	



Frequency

Referral, 6m, 12 m

Referral, 6m, 12 m

Referral, 6m, 12 m

12 months

Referral, 6m, 12 m

Ongoing

Referral, 6m, 12 m
Ongoing
12 months
Baseline and 6 months
3 months and ongoing
3 months
3 months
3 months
6m and 12m

6m and 12m

6m and 12m

6m and 12 m

6m and 12m

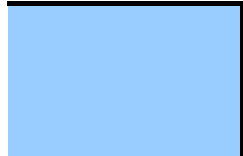
6m and 12m

6m and 12m

6m and 12m

6m and 12m

6m and 12m



Frequency

Referral, 6m, 12 m

6 months

6 months

6 months
6 months
6 months