



## Wandsworth Home Early Intervention Service Project



**Dr Peter Ilves &  
Andrew McMylor**



# London Health – 3<sup>rd</sup> November

## What is WHEISP!?

- Mobile GP focussed on dual role acute admissions avoidance:
- Reactive (within 1hr) to patients, triaged by their practice as being in urgent need of a visit.
- Daily 'in-reach' into local acute hospital to 'pull' patients out within the critical 48-hour window.



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## How it works... a day in the life

- GP receives request from practice to triage patient for home visit in am. Accesses records via EMIS WEB remotely.
- Conducts visit within pre-determined timeframe.  
THEN...
- On-hand to receive call from acute hospital to facilitate early-supported discharge on named patients.



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## The enablers

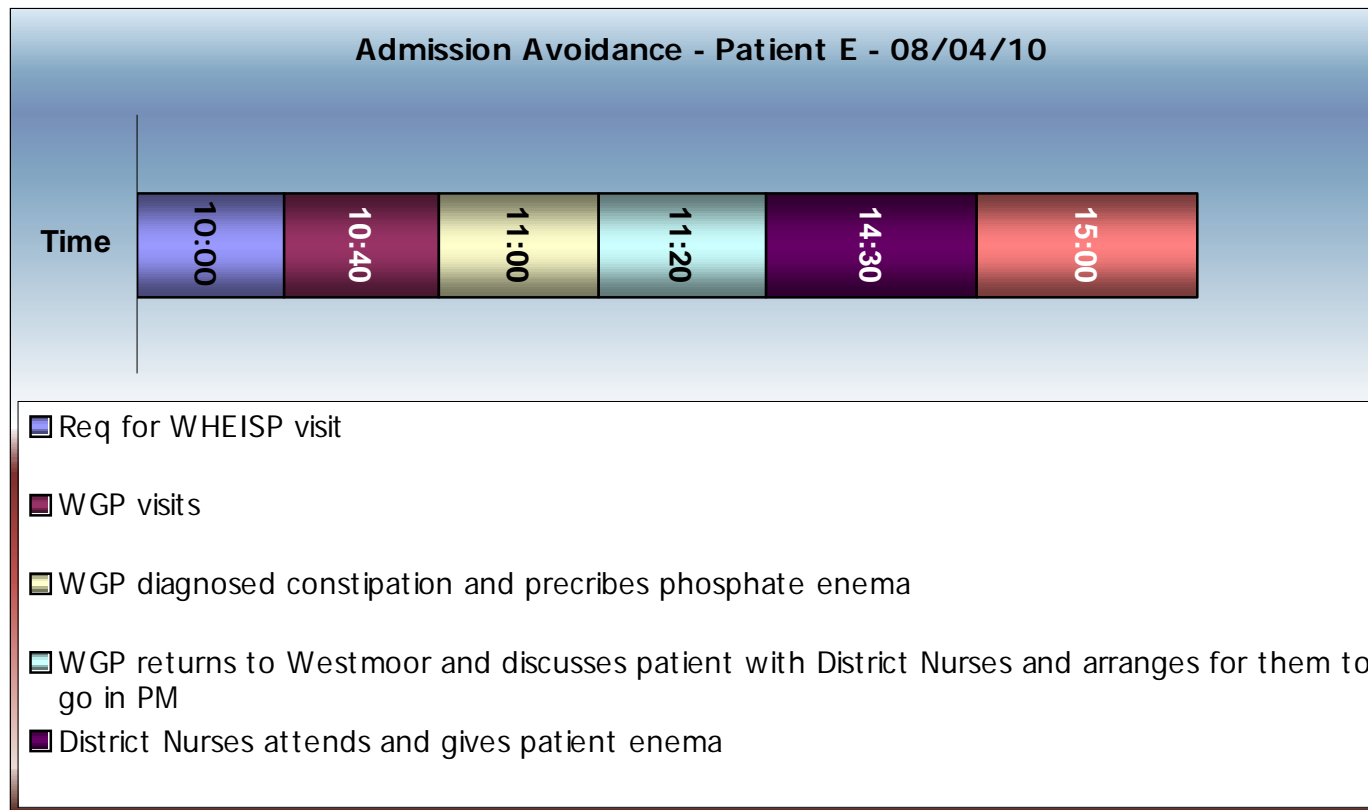
- The Virtual Ward MDT way of working with community services
- CQUIN's for community services to in-reach / reduce non-elective admissions
- Supporting self-management (including training for professionals)
- Shared decision making with the patient



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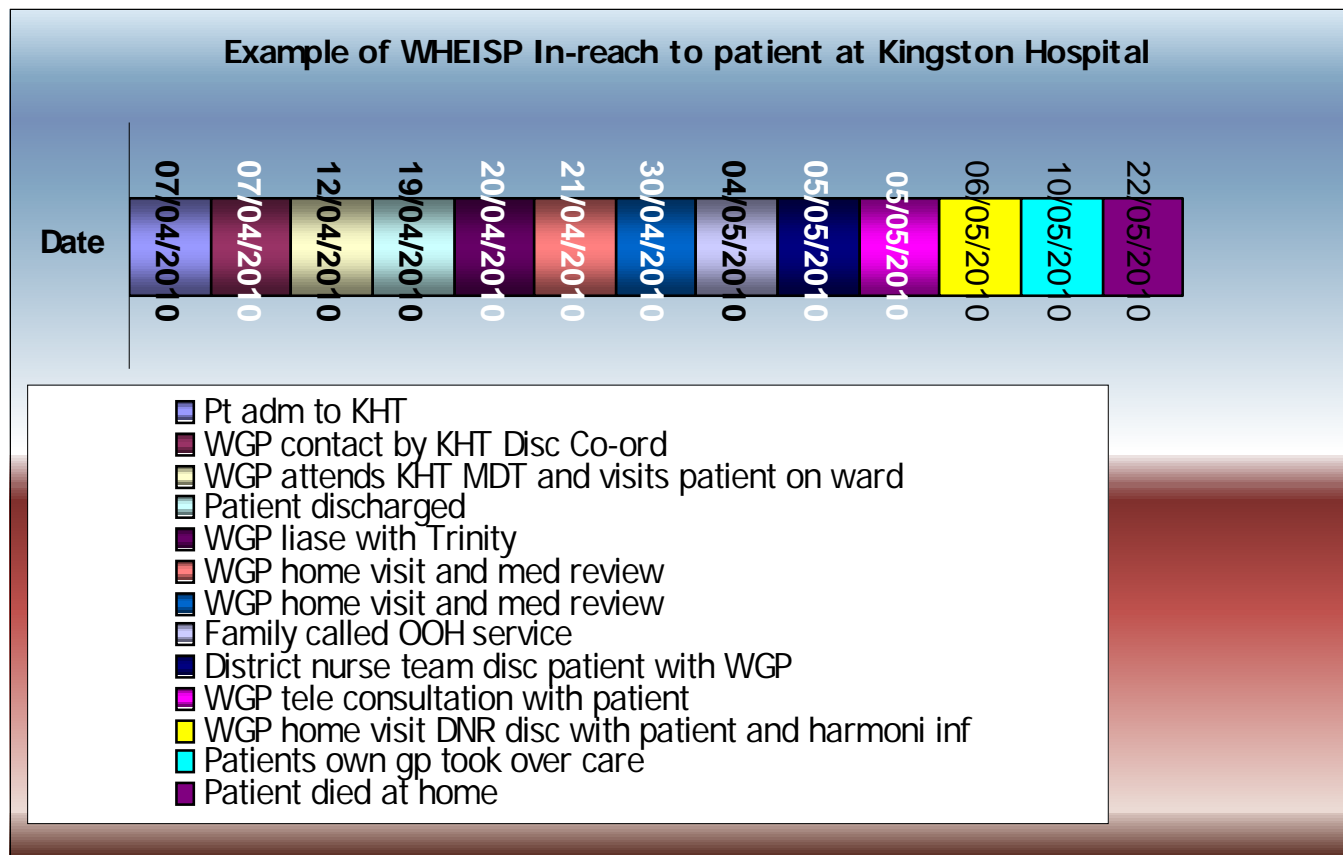
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## Example patient – Admission avoidance



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## Example patient – In-reach



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## The outcomes

- 100% patient satisfaction!
- 385 Patients visited and three early supported discharges per week
- Cost savings of £60,000 over 7 months through acute admissions avoidance in home and in-reach in acute before the long-stay tariff is triggered.

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## The challenges

- Defining a triage system for practices so WHEISP is not viewed as a ‘dumping’ service
- Building relationships with local acute hospital
- Demonstrating savings for commissioners (hard to consider what would have happened if GP hadn’t been in place!)



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## WHEISP – the next steps

- Clear protocol has been defined for the role of practices in triaging urgent requests.
- Raising named patient awareness of WHEISP, i.e. you don't always need to dial 999...
- LAS pathway rather than straight A&E divert
- Broader integration into community urgent care services... a true MDT approach.



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**WHEISP presentation**

**Thank you for listening.  
Any questions?**



[peterilves@doctors.org.uk](mailto:peterilves@doctors.org.uk)  
[andrew.mcmylor@wpct.nhs.uk](mailto:andrew.mcmylor@wpct.nhs.uk)



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