

NHS England and NHS Improvement



WARRINGTON  
Borough Council



# unlocking personalised outcomes

**Alyson Scurfield**  
Chief Executive



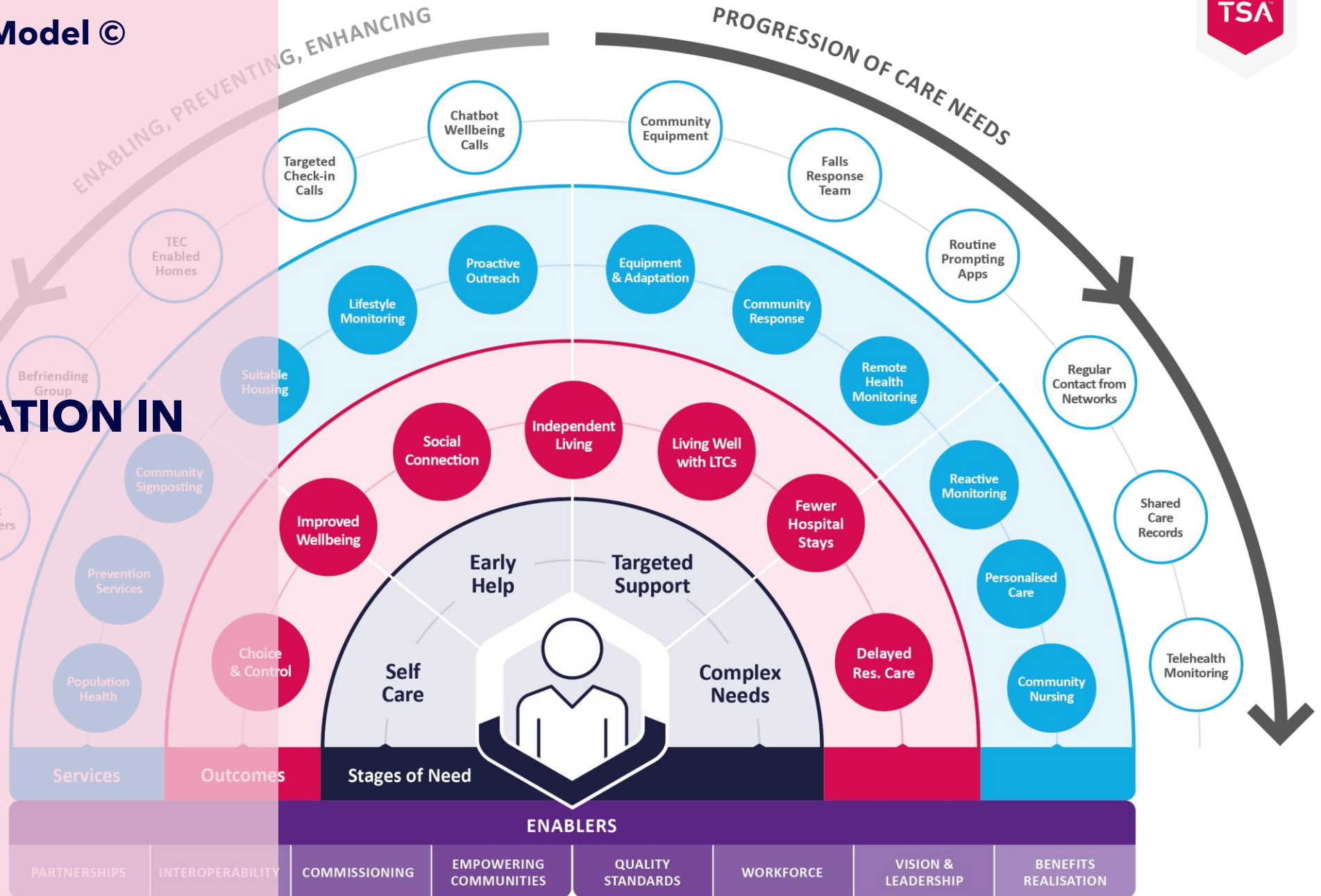


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# Personalised Care Model ©

## PERSONALISATION IN ACTION

### Enablers for implementation



# Connecting TEC Services with Responder and UCR Services

## Thinking about our system context...

### For our ambulance services

- experiencing unprecedented demand on their services
- waiting times for a category 3 & 4 response can be long
- in need of our support to manage patients that do not require an emergency response

### For our UCR services

- have the skills, knowledge and competence to respond to accept calls from pendant providers
- offer a timely response to escalating need
- have access to a range of services to support, intervene and anticipate future needs

### For our TEC services

- non-clinical call handlers often the first point of contact with varied access to health care services
- holding cases for long periods whilst waiting for non-emergency ambulance dispatches
- consequent affect of other clients/service users experiencing long waits for a response

# Stronger together, NHSEI & TEC Services Association (TSA)



The voice of technology  
enabled care



Quality · Safety · Innovation



Improvement



Decision support tool for Technology Enabled Care service providers



Referral route to appropriate services in each local area



Top tips for Integrated Care Systems

# Our Panel & Speakers



**Steve Gates**

Managing Director,  
Taking Care



**Caroline Williams**

Associate Director for  
Integrated Care,  
Warrington Borough  
Council and  
Warrington and  
Halton Hospitals NHS  
Foundation Trust



**Rupert Lawrence**

Operations Director,  
TSA



**Joanne Bushell**

Head of Service,  
Progress Lifeline