

Tackling winter pressures: a Population Health Management approach to winter fuel poverty in the Taff Ely Primary Care Cluster



Local Context

Health Board: Cwm Taf Morgannwg University Health Board

Primary Care Cluster: Taff Ely

Population size: 95,728

Deprivation: 36.9% of the population live in the two most deprived fifths.



Aim

The primary aim of the project was to reduce the burden of fuel poverty of patients by improving opportunities for preventative care closer to home and overall experience of care.



Project Cohort

Using a Population Health Management approach, patients were eligible if they were:

- Registered with a general practice in Taff Ely Primary Care Cluster
- Aged 65+
- Living in the two most deprived fifths
- In population segments 3, 4, 6, 7, 8, 9 or 10
- Have a respiratory, circulatory or mental health condition



Size of cohort

3,235 patients
identified



Intervention

The Population Health Management Unit worked closely with Taff Ely Primary Care Cluster and the Frailty Service to develop this project.

The Frailty Service contacted patients between December 2022 and March 2023, conducting 'What Matters' based conversations to determine patient need and the support wanted.

Where appropriate, patients were referred directly to one or more services or interventions via social prescribing, third-sector organisations, allied health professionals, rehabilitation services and social services.



Patient Pathways

625 patients
successfully contacted
196 patients
referred to an intervention

117
to Frailty
Service

26
to RCT
Together

43
to
NEST

25
to other
support



Evaluation

This was the first application of a PHM approach in primary care in Wales. This enabled the Frailty Service to take a proactive, preventative approach to patient management and demonstrate positive impact on patients.

Feedback from 'Mr Jones'

"It has been a lifesaving service, if it hadn't been for the random phone call I received I would have just buried my head in the sand, as I didn't know where to start. I'm very thankful. Things are now being dealt with and we have a plan in place"

