

As of the 1<sup>st</sup> April, Wiltshire Health and Care (WHC) will be providing the Wiltshire Heart Failure and Cardiology Diagnostic Service. This new service is integrated with the wider community service.

This will be implemented in a phased approach, beginning on the 1<sup>st</sup> April with Heart Failure in the Sarum area, with services being added in the North and West localities during 2022.

Please read the FAQs below for further details.

### **What will the newly procured service deliver?**

Wiltshire Health and Care (WHC) will be delivering the following services across Wiltshire.

- Community heart failure diagnosis and treatment, working closely with our three secondary care providers
- Heart failure rehabilitation
- Community cardiology diagnostics. This will include Echo's and ambulatory ECGs for the heart failure service, and where Primary Care would like the tests for other reasons, such as AF
- Advice and guidance, to offer interpretation and treatment advice to support Primary care management of patients, where that is appropriate

### **Which services are affected and from when?**

The three existing services, each providing support to patients in specific parts of Wiltshire, will be merged to create the new service. The key dates are:

- WilcoDoc Heart Failure service, serving the Sarum PCNs, will change to WHC from 1 April 2022.
- Trowbridge Health Centre Intermediate Cardiology Service, serving West and North Wiltshire, will change to WHC from 1 July 2022.
- NW Ambulatory ECG Pilot, delivered by 17 Practices in North Wiltshire, will change to WHC from 1 July 2022.

The original intention had been for all services to commence from 1 April 2022 but due to impact of managing a COVID wave, and safely mobilising new services, it has been decided to delay the non-heart failure diagnostics until July 2022. Colleagues at Trowbridge Health Centre will continue to be involved after July, as they are working in partnership with WHC.

### **Why were the changes necessary?**

The CCG Internal Audit process identified a need for the CCG to strengthen its approach for contracts that had exceeded their contract term or had not been procured in line with legislation.

Given the need to procure new contracts, and the fact that the services in place were not consistent across Wiltshire, it was decided to procure a consistent county wide service rather than replicating inequitable provision.

Wiltshire Health and Care was been awarded the contract as the result of a procurement process.

### **How was the new service designed?**

The service model and specification were developed over a period of weeks at meetings attended by Primary and Secondary Care, ensuring that the Specialist Heart Failure service integrates community and secondary care and meets latest clinical guidance. Consultants and Specialist Nurses from the acute trusts within the BSW CCG are pleased with the outcome of the procurement and will be involved in the delivery of the new service.

The inclusive development of this new pathway has involved regular communication with the Wiltshire Alliance Delivery Group, a meeting with the PCN CDs, and contributions from a Wiltshire PCN CD in the heart failure working group - to aid sharing of plans and information.

### **What are the benefits of the new service?**

The new service will deliver a comprehensive heart failure service and community diagnostics, ensuring that patients continue to receive high quality care from April 2022, and there is equality of provision for patients across Wiltshire (by providing additional care in some areas).

The service will also integrate closely with acute cardiology departments, including having a consultant embedded within the service using virtual MDT. The service will utilise SystemOne and electronic referrals, enabling efficient sharing of patient treatment and communication between WHC and Primary Care.

### **What is the referral criteria?**

Please note that the heart failure service will be in line with NICE and other national guidance.

- It will require an **NT-proBNP >400** for a patient to be referred into the service. (Please see attached NICE guidance flow chart).

### **Will the Sarum service continue as before?**

Due to the length of time needed to bring in new team members being greater than originally anticipated, the transition of the service will be different to what was originally planned. Please be reassured that recruitment has taken place, with Heart Failure Specialist Nurses appointed to the new service, but these nurses are currently serving their notice in their current roles. Given this position, up to May 2022, we will be running a transitional service, which shall be limited to providing heart failure clinics in the Sarum area to the highest risk patients,

supported by Dr Tom Jackson, SFT Cardiologist and his nursing team via weekly virtual MDTs. From May to 1 July 2022 the service will incrementally grow in capacity. The service will become fully operational from 1 July 2022.

All patients on the Wilcodoc caseload who are stable and whose heart failure medication has been optimised have been discharged and highlighted to their GP with a treatment plan. WHC is working with WilcoDoc to safely transition all other patients on the current case load. Informed with this information, and with input from Salisbury District Hospital Cardiology department, WHC will contact patients to arrange the most appropriate type of follow up appointment. In cases where a patient does not meet the criteria for the new heart failure service, patients will be either be referred back to their GP (with the option to seek advice and guidance from the future service) or referred on to secondary care.

Patients are currently being informed of the change, what to expect, and how to contact the new service. The Wiltshire Health and Care website will be updated regularly as further information is made available: <https://wiltshirehealthandcare.nhs.uk/>. Should a patient come to you and be unsure how to contact the new service, **the phone number is 01985 224716**.

**If any Sarum GP is concerned about a patient during the transition period, they should utilise the Cinapsis Advice and Guidance service for cardiology, to access support from Dr Tom Jackson and the heart failure team at SFT.**

### **Contacts**

If you would like to pose any questions regarding plans for the new service, please email: [WHC.heartfailure@nhs.net](mailto:WHC.heartfailure@nhs.net) (Wiltshire Health and Care). One of our Operational Managers will reply as soon as possible.

If you would like any further information or have any questions regarding the commissioning of the service, please email: Brian Leitch, Cardiology Commissioner, [brian.leitch1@nhs.net](mailto:brian.leitch1@nhs.net)

Many thanks



Brian Leitch  
Cardiology Commissioner  
NHS BSW Clinical Commissioning Group



Douglas Blair  
Managing Director  
Wiltshire Health and Care

### Chronic heart failure: diagnosis

