



## Accelerated Clusters

# Case Studies: Experiences and insights

Regular MDT meetings bring professionals together to discuss people who need input from more than one service. This improves collaboration across healthcare teams and gives patients more coordinated support. The model means people get quicker access to the right service, helping meet their needs earlier in the community and reducing the risk of avoidable hospital admission.

*During the year, we conducted semi-structured interviews with people associated with the project and thematically analysed the responses to summarise people's experiences and the impact of the service.*

### Feeling listened to and supported

- **Emotional connection and empathy:** People feel noticed, understood and supported because staff take the time to listen and build trust.
- **Having time to talk and feel heard:** The MDT model provides space for longer conversations, helping people open up and get clarity they may not have had elsewhere.

*"They've had the opportunity to offload, to have a nice conversation, to feel a bit human, listened to and noticed."*

*"We can explain everything, go through it with them, put them at ease, and give them our contact number."*

### Confidence and reassurance

- **Clear advice that builds confidence** - People feel more sure of themselves and their decisions when the MDT gives consistent, practical guidance.
- **Trust through continuity and named contacts** - Having a familiar voice and easy access to support makes people feel safe and well held by the system.
- **A safety net for early problem solving** - MDTs pick up issues before they become problems, giving people peace of mind that nothing will slip through the gaps.

*"You've just reassured me that everything I'm doing is right."*

*"It provides that instant enhanced service because you've got that named person."*

*"We're kind of a safety net. You pick it up before it causes a problem."*

## Positive outcomes and person centred care

- **Improved wellbeing and independence** - Coordinated support helps people stay well at home, manage medications safely and make lifestyle changes that improve quality of life.
- **Joined up and practical care** - MDTs bring medication, referrals, lifestyle support and follow up together into one coherent plan that makes sense to people.
- **Safer medication and care transitions** - Regular reviews, clear communication and follow up checks help people feel safer when leaving hospital or changing treatment.
- **Understanding daily life and what matters** - MDTs build a full picture of people's routines and challenges, making support plans more relevant and realistic.

*"We've brought everything together... medication sorted, physio at home and follow up arranged."*

*"It's nice to see people progressing and putting into place techniques that they've been taught."*

## Collaboration that makes a difference

- **Shared thinking around complex needs** - Professionals combine their knowledge to create holistic, coordinated plans that move things forward more quickly.
- **Clearer roles and smoother pathways** - Working together means everyone understands who does what, which speeds up decisions and reduces inappropriate referrals.
- **Stronger relationships and communication** - Clear contacts and cross team working reduce duplication, speed up resolutions and help direct people to the right support.

*"It's great that all these services can get our heads together and see what we can do."*

*"Everybody understands now what we do... they can direct it to the right services."*

*"We become the communication point between the GP, the patient, the hospital and the community pharmacist."*