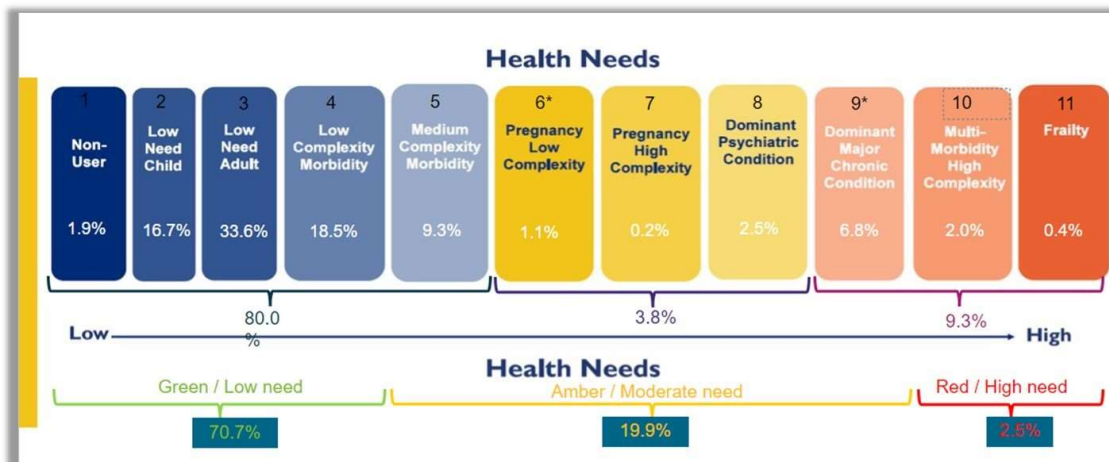
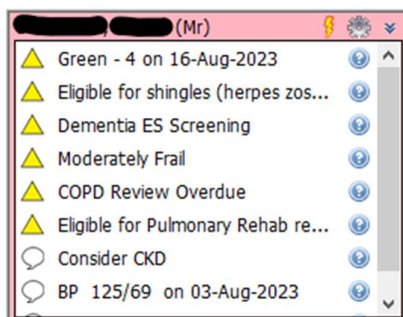


**Brief explanation of patient segmentation and Patient Need Groups (PNG) scores that can be shared within the surgery**

In order to help us tailor care according to individual patient need we now have access to a tool that categorises our population into 11 groups as shown here:



The higher the number, the more complex the patient is likely to be. These categories have been grouped in turn into green, amber and red groups and you will now see this information in the little red box bottom right as seen here:



At the moment this information will be updated manually, every month or so, until the interface between KMCR and Emis is up and running. The majority of patients' scores will remain the same from month to month, and a recent event such as a stroke may not alter the score straight away.

It follows that for a given presentation such as a suspected UTI those in the green group may be more suitable for referral to the Community Pharmacist Consultation Service (CPCS) than those in the red or amber groups. This may result in fewer CPCS referrals being bounced back. Those in the amber groups need effective continuity of care as do those in the red group although the latter may be under the watchful eyes of the Integrated Care Team (ICT).

Any given PNG value depends on the quality of coding and there will be instances when you may feel that the value for an individual doesn't reflect their true status. If you are interested in finding out more about PNGs click [here](#).

### **Enquiries from patients**

There has been a change in the code used for recording patient segmentation which means that this code is seen by Emis as an investigation result. An unexpected consequence of this is that when the code is sent to the NHS app, patients will receive a push notification, will view it and wonder what it refers to. Some patients are therefore likely to query this, and we recommend you set up the following message template in AccuRx called '**Segmentation Explainer**':

*"You may notice a test result appear in your NHS app referring to segmentation. Segmentation is a simple way in which we categorise patients based on their specific health needs. It helps us as a practice understand the individual needs of our patients based on their health and wellbeing and aids us in providing patients with personalised care. This means that you will get the right support by the right clinician, at the right time. No action is needed from you."*

### **Website and social media comms that proactively mention the PNG segmentation**

*"You may notice a test result appear in your NHS app referring to segmentation. Segmentation is a simple way in which we categorise patients based on their specific health needs. It helps us as a practice understand the individual needs of our patients based on their health and wellbeing to support personalised care and ensures you get the right support in a timely way. No action is needed from you."*

For further information or to be part of the 'Early Adopters' programme, please contact [Karen.hardy12@nhs.net](mailto:Karen.hardy12@nhs.net)