

Buurtzorg in the UK: learnings and challenges from the first three years

*Q Community webinar
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Presentation by Brendan Martin

***Managing Director, Public World and
Buurtzorg Britain & Ireland***



European Regional Development Fund

The heart of Buurtzorg: relationship-based person-centred care and support

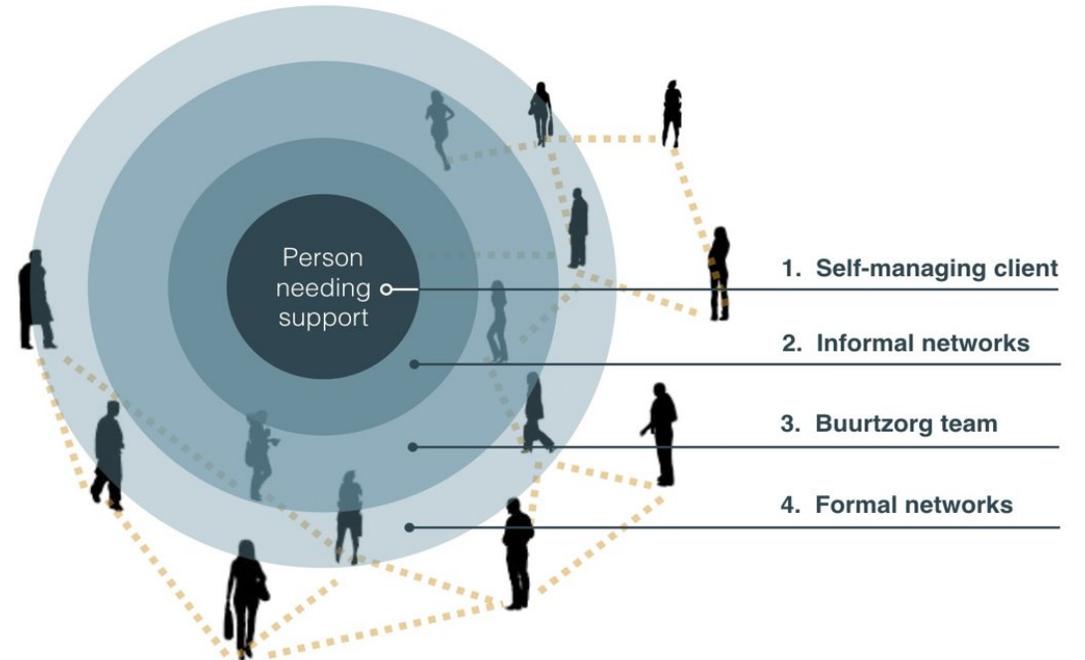
Buurt = Neighbourhood

Zorg = Care

Maximum score in most recent inspection report

Buurtzorg Onion Model

Buurtzorg works inside out, empowering and adaptive, supportive and network creating.



Freedom and responsibility at work

- Up to 12 nurses and nurse assistants in each team
- Self-managed non-hierarchical teams
- Framework and professional autonomy
- Specialists working as generalists
- Choosing and managing own office
- Deciding own education and training
- Sharing and rotating organisational tasks
- Solution-focused interaction



Best employer 2011, 2012, 2014,
2015, 2018, 2019

From command & control to serve and support



- 20 regional coaches
- Clever IT the teams want to use!
- 14,000 staff - 50 in back office

- Average hours of care per client is around 35% less than the average of other Dutch providers (KPMG 2015)
- Emergency admissions one third lower than average (Ernst & Young 2009)
- Overheads only 8%, compared to Dutch average of 25% in the sector (Ernst & Young 2009)
- Dutch social security bill would be €2 billion less if all home care provided this way (Ernst & Young 2009)

Humanity before bureaucracy



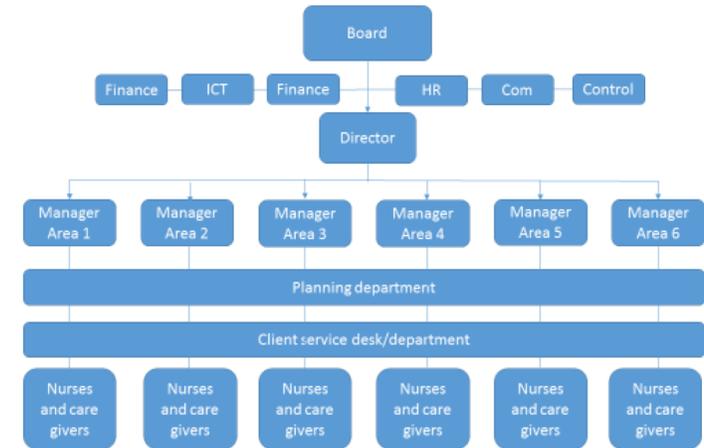
The OD challenge ...

“The frustrations the Neighbourhood Nursing team reported were particularly focused on interfaces with administrative departments and IT issues.



“There was an on-going tension described as to whether a self-managing team was fully understood, recognised and allowed to function within a very large, multi-layered, organisation.”

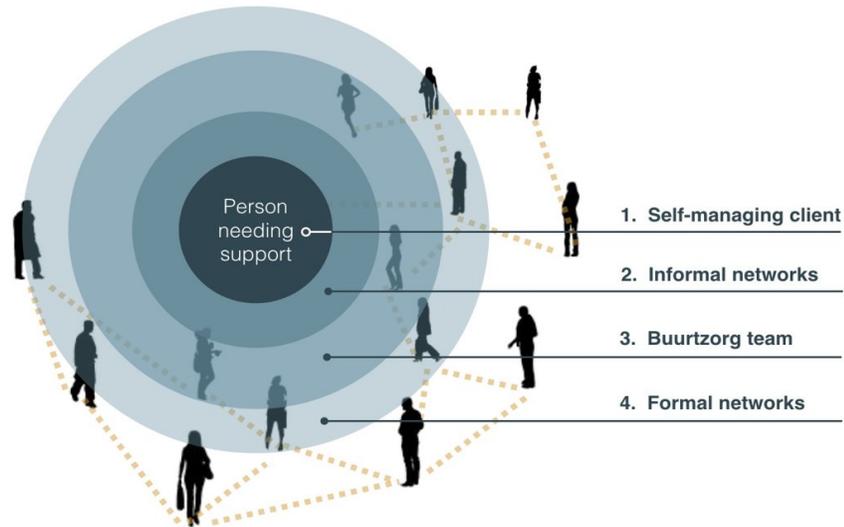
Source: The Guy’s and St Thomas’ NHS Foundation Trust Neighbourhood Nursing Team Test and Learn project of an adapted Buurtzorg model: An early view Vari M Drennan MBE, Fiona Ross CBE, Mary Saunders and Peter West.



... and then there's 'the system'!

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- Holistic care: breaking down boundaries
- Financial flows: who pays for what?
- Recruitment and retention
- Learning and development
- Mindsets and culture

“We started working with different countries and discovered that the problems are the same – the message every time is to start again from the patient perspective and to simplify the systems.” Jos de Blok, Buurtzorg Founder, 2015

Thank you!

Caring Places: Building Healthy Communities

21 April 2020, London

Register your interest: <http://bit.ly/2ZgAT00>

Find out more:

www.buurtzorg.org.uk

bmartin@publicworld.org

@BuurtzorgBI