



Newsletter

January 2018

Introduction

Dear friends, colleagues and partners,

As we near almost five years of being a CCG, we can look back with pride on all we have achieved so far. I know that by working together with our partners in health and social care, we have achieved better results.

This means that we are improving care for our patients through best use of our joint resources. We will continue to strengthen our working relationships with our provider organisations, neighbouring Clinical Commissioning Groups, our county and district councils and other partners, to improve health and care outcomes for local people.

Like us, every CCG needs to have strong relationships with a range of health and care partners in order to be successful commissioners within the local system. The CCG 360 stakeholder survey is a key part of ensuring these strong relationships are in place.

As part of the CCG annual assurance process, NHS England commissioned IPSOS Mori to co-ordinate the survey. This survey allows you, our stakeholders, to provide feedback on our working relationships. Stakeholders surveyed will include GP member practices, the Health and Wellbeing Board, Healthwatch Warwickshire, local and district councils and other NHS organisations. We would like to thank everyone in advance for taking the time to participate in the survey this year, as it really will make a difference to the way we develop our working relationships this year.

During 2018 we will be focusing on primary care, looking at how more care can be delivered in patients' homes or GP surgeries. We want to utilise the wide range of expertise in primary care and encourage our practices to work together so that we can offer local people improved access to services.

This edition of our stakeholder newsletter highlights some of the successes of 2017, including our Out of Hospital programme, which we will continue to build on this year.

Other highlights include:

- An exciting new joint venture with the Oken charity providing proactive care to elderly patients in Warwick.
- The piloting of a needs based, early intervention programme for individuals with anxiety, depression, low self-esteem or stress, developed by the charitable organisation, Mind and co-designed by Mind and General Practitioners (GPs)

And finally, on behalf of NHS South Warwickshire CCG, I'd like to wish you a happy, healthy and prosperous New Year. I look forward to working with you this year.

David Spraggett – Chair

Chair, NHS South Warwickshire
Clinical Commissioning Group



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Enhanced Care at Home in Warwick



In May 2017 we told you about an exciting project being funded in a joint venture of local charities and which involves GPs and Advanced Nurse Practitioners (ANPs) supporting and giving proactive care to patients in Warwick.

Warwick Relief in Need Charity, Warwick United Charities, Warwick Provident Dispensary Charity and King Henry VIII Endowed Trust alongside the main benefactor, the Charity of Thomas Oken and Nicholas Eyffler, are supporting the project. The Oken and Eyffler charity have awarded funding of £75,000 a year for three years to provide enhanced medical care to patients who live at Park View Care home and Warwick patients who are housebound in their own home.

Patients are being offered care from a small team of GPs from Priory Medical Centre and The New Dispensary and dedicated Advance Nurse Practitioners who are employed by South Warwickshire Foundation Trust. Visiting once a week, the team offer an initial assessment, give clinical and medication reviews, discuss advanced care planning at end of life, as well as supporting relatives and care home staff.

The team are also undertaking proactive visits to housebound patients to help prevent unnecessary trips into hospital and support those returning from hospital. The outcomes so far are very positive with all staff reporting a huge difference being made in the proactive care of patients.





The project has also helped to identify a huge amount of unmet need and supporting patients to remain in their own homes rather than go into hospital.

Early indications show that just over 100 unplanned admissions to hospital have been avoided in the past six months.

Dr Nick Yeats, lead GP said: "The Oken Nurses have been in place since May and are making a significant improvement in the care provided to housebound patients. Not only do they visit acutely unwell patients who live within the Warwick town area, they are also in proactive at following up vulnerable patients discharged from hospital or move to the area. Informal feedback from patients has extremely positive and they have freed up valuable time for GPs to focus their time and energy on the more complex and unwell patients. They are an invaluable member of both the teams at the New Dispensary and Priory Medical Centre now."

Clive Mason, Chair, The Charity of Thomas Oken and Nicholas Eyfler said: "We're so excited and proud that after more than 400 years, the concerns of the Charity's Founders, to care for the people of Warwick, have been wholeheartedly met through this fantastic work. With the help of the other major charities in the town, the Enhanced Care at Home Project, under the inspired leadership of Dr Nick Yeats and with such committed Advance Nurse Practitioners, is already making a significant contribution to the improvement of care at home of patients in Warwick."

The project will be funded until April 2020.



Meet Sue Noyes

Governing Body Lay Member
for Patient and Public Involvement

Sue is our Lay Member for Patient and Public Involvement, having joined the CCG in April 2017. She has 25 years' experience in the NHS, with over 15 years as a Board member, and has worked in commissioning, at Mental Health and Community Services Trusts, and at the Strategic Health Authority level.



Her most recent role was as Chief Executive of the East Midlands Ambulance Service, where she worked closely with commissioners and other partner organisations, and instigated a number of initiatives to support staff wellbeing. A chartered accountant by background, she was also a Finance Director in a number of NHS organisations.

She now has a portfolio career, including her own coaching and mentoring business; Chair of the national Ambulance Staff Charity; and, Chair of Safeline, a local Warwickshire charity supporting those who have suffered abuse. She has previously been a Trustee of two charities, supporting bereaved parents and young people.

We asked Sue to talk to us about her role, achievements so far and her plans for 2018...

"I am proud and excited to have taken on this role and hope I will be able to utilise all my skills and experience to make a difference to patients in south Warwickshire.

I knew that I wanted to keep a role within the NHS, after I left my role as Chief Executive of East Midlands Ambulance Service last year. The NHS runs through me like a stick of rock, so when the Lay member role was advertised I was delighted, as I saw it as an opportunity to work in my local community to improve healthcare.

My Lay Member role means I am there to confirm and challenge those working within the CCG, across a wide range of issues, but with particular focus on ensuring that the voice of the public and our patients are heard. I pay particular attention to decisions that are going to be made, to ensure that every aspect of its impact has been considered and that 'two way' communication with patients and members of the public has, and is, taking place. Part of my role is to be

a member of the Governing body, to listen carefully to what is said and to ask very simple, open questions, on behalf of local people.

So far I've been working with colleagues in the CCG, and from the Patient Participation Groups in our practices, to make sure that we have views on such things as the new out of hospital contract; the new service for children and young people to improve their mental wellbeing; and to think about how we manage our services within the extremely tight financial position. I've also had the opportunity to be out and about at some community events; and am starting to work with my other Lay member colleagues in the other two CCGs in Coventry and Warwickshire.

In 2018, I shall be aiming to improve engagement still further; using social media and radio to get some key messages out to people, particularly on self care; and making sure that I am always adding value to the work of the CCG."

Out of Hospital Update

Maintaining independence and preventing unnecessary admissions into hospital is one of the fundamental goals of Out of Hospital transformation in Coventry and Warwickshire.

During 2017, South Warwickshire Foundation Trust (SWFT) and Coventry and Warwickshire Partnership Trust have been working with all partners and stakeholders to develop a clinical model which will support the most vulnerable patients in the community.

Multi-disciplinary teams will be working together to deliver key outcomes for patients which includes supporting people to improve their health and wellbeing, caring for people approaching the end of life, supporting people to make a recovery after illness and keep people well and cared for in their own homes.

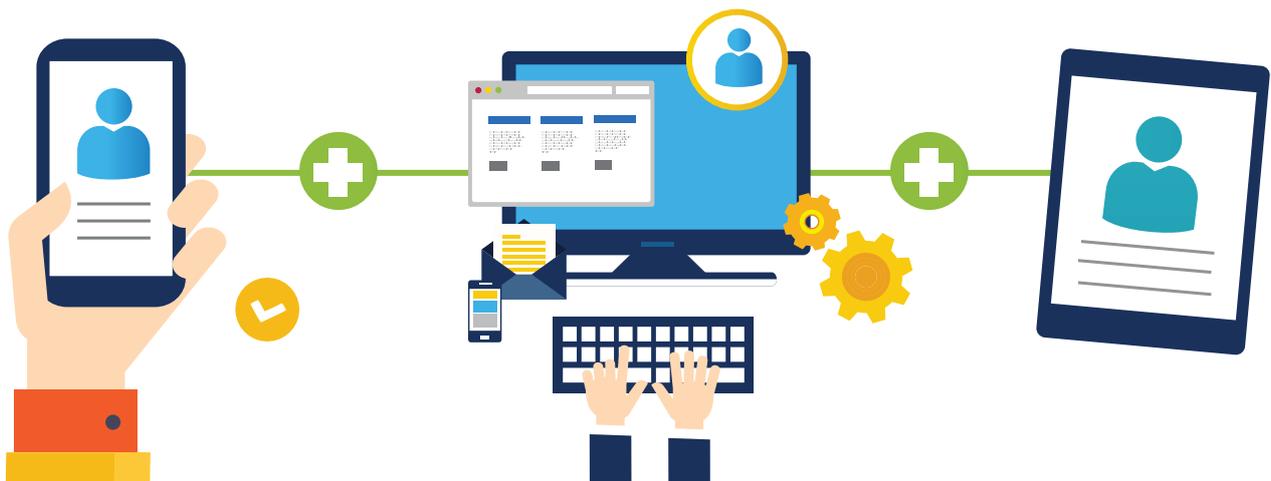
In south Warwickshire, there will be six Place Based teams working as part of a local community, tailoring the care to local needs. They will bring together primary care, social care, community health services and community based mental health services. There will be stronger links to non-statutory services and unpaid carers. These teams will be able to form strong working relationships, connect with their communities and provide the best care to their population. Teams will work to a common set of outcome measures.

Adopting a Place Based Team approach is a shift to a new way of working. It will require a cultural shift in how different professions work together but also a fundamental change in the more practical aspects of work such as estates and IT systems.

An Integrated Patient Record is essential to ensure that all team members are able to access and understand what is going on for individual patients. A Capital bid for £9.4m secured in the November budget will fund:

- a population health system for Coventry and Warwickshire
- Warwickshire Electronic Patient Record (EPR) for out of hospital services (SWFT community services and Hospice services). This includes interfaces with other partners, including primary care, to support a population health system and mobile working to release estate and deliver against the outcomes framework.
- Warwickshire Integrated Single Point of Access and Locality Hub - to support mobile working and release estate

This Integrated Single Point of Access will be key to ensuring a joined up approach and coordinating referrals and care between multi-disciplinary teams. Joint pathway development focussing on frailty is already underway to ensure a coordinated and joined up approach to care.



News in Brief

Rise for Young People

Coventry and Warwickshire Partnership Trust have partnered with Coventry and Warwickshire Mind to transform mental health services for children and young people, now collectively called 'Rise'.

Since the inception of Rise there have been a number of positive improvements in the care patients and other professionals have received. A new clinician led Navigation Hub is open longer, from 8am-6pm, staffed by a larger, multi-disciplinary team, who now provide advice and guidance on known cases as well as logging new referrals. The contact number for the Rise Navigation Hub is the same as the old single point of entry number: **0300 200 2021**.

The new website is live which signposts young people and their families to a range of self-help materials as well as explaining the referrals process and what they can expect. Clinical leads are in post for all of the vertically integrated specialist pathways that traverse specialist and community provision, moving away from the traditional, tiered model of care. The Dimensions Tool is currently in development which will be accessible to everyone, providing a holistic overview of a child or young person and their

emotional wellbeing through rating themselves across a series of 'dimensions'. The tool will then signpost the child or young person or their family member or teacher or GP to a range of available support services or relevant self-help material.

Further developments will come on-line as the service develops. These include setting up community hubs in Stratford District and Warwick District, and establishing community teams to support schools and provide outreach services. For more information on the new service, or planned developments, please contact Andrew Sjurseth, Joint Children's Mental Health Commissioner, at andrewsjurseth@warwickshire.gov.uk



Enhancing Care for Queensway Court Patients

Following a huge collaborative effort between GP practices in Leamington, South Warwickshire Foundation Trust (SWFT), Queensway Court (staff and residents) and Warwickshire County Council, a pilot to provide enhanced care for patients on the district nurse caseload at Queensway Court launched in November.

The two nurses started in post in November 2017, with the overall aim of improving the quality of life for residents with complex needs and to minimise

their risk of an unplanned hospital admission. They are also supporting the development of closer working relationships between health and social care in supported care facilities. The nurses are working very closely with residents, the Queensway Court management team, Home Instead and GPs who have patients registered at Queensway Court.

Early reports suggest that they are making a huge difference to the care of housebound patients and helping to reduce ambulance conveyances to hospital as well as supporting people to remain supported at home.

New Arrangements for Continuing Healthcare

From September 2017, the continuing healthcare team became 'embedded' within South Warwickshire CCG. This community based service provides a single point of access for continuing healthcare to adults with physical disabilities, learning disabilities and mental health needs in line with the National Framework for Continuing Healthcare.

The continuing health care staff are hosted by NHS Arden & GEM CSU but are operationally directed on a day to day basis by the CCG. This new arrangement has given us an opportunity to make further advances in quality improvements and ensure more positive experiences for our patients.

For example, the closer alignment with the CCG's quality and safety teams has led to an increased number of completed assessments and collaborative

working with the finance team has helped to streamline the payment processes for our providers.

Furthermore, since the new embedded model was established, the team has experienced increased interest in recruitment, and we hope to have a fully established team in place by the end of this financial year.

We are excited about the future of CHC in south Warwickshire!



Active Monitoring – a new mental health service for primary care in Stratford

The Joint Healthy South Warwickshire partnership between NHS South Warwickshire CCG, Public Health Warwickshire and Stratford-on-Avon District Council, aims to fund projects which directly benefit the population of Stratford-on-Avon District that are needs based and which allow for evaluation to prove their effectiveness and sustainability.

For 2017/18, the Joint Healthy South Warwickshire partnership is investing in a community mental health programme called Active Monitoring.

Active Monitoring is an innovative, needs based, early intervention programme developed by the charitable organisation, Mind and co-designed by Mind and local GPs. It enables GPs to refer patients to

a dedicated Mind mental health practitioner as soon as they present with symptoms of anxiety, depression, low self-esteem or stress. The Mind mental health practitioner delivers Active Monitoring from within the GP practice, which means that patients are seen in familiar surroundings close to home.

Every week, 250,000 people across Warwickshire go to their GP with symptoms of common mental health problems but because of pressures on services and resources GPs have little alternative than to put patients on long waiting lists. As people wait for support, their mental health can deteriorate. Early intervention such as Active Monitoring could significantly reduce this.

The pilot project started in October 2017 and is successfully being delivered from Bidford Health Centre.

Get Involved and be a Health Champion



We would like to hear from anyone who might be interested in joining our Health Champions membership scheme. You can play a big or small part as it's up to you, and while there's no pressure or obligation to attend meetings, events or workshops we think you'll get more out of your membership if you join in! To join, visit:

<http://www.southwarwickshireccg.nhs.uk/Get-Involved/Become-a-Health-Champion> for more details.



Keep in touch

To find out more about NHS South Warwickshire CCG, visit

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