

Spring 2019 newsletter

Message from Karen Kyle

Welcome to the Spring edition of the Bay Health and Care Partners newsletter which is packed with news from across the Bay and will give you insight into the way local health care is transforming through the work of the eight Bay Health and Care Partners and Integrated Care Communities.

The newsletter will look at the publication of the NHS' long-term plan, the priorities for the health service over the next decade and how this will be incorporated into local healthcare through the work taking place now and in our refreshed BCT strategy. Please look out for further engagement sessions over the next few months.

I'm extremely excited that we are one of four areas in the country to receive a £471,000 investment from NHS England which will be used to design better care around our communities' needs, looking at how data intelligence can better inform our GPs and community services to help people live longer, healthier lives. You can read more about this in this publication.



Karen Kyle, System Director for Bay Health and Care Partners.

National update



The NHS Long Term Plan

Health leaders in Morecambe Bay and across Lancashire and South Cumbria have welcomed the publication of the NHS' Long-Term Plan. The 133-page document, which was published in January, outlines the priorities for the health service over the next decade. It describes how the NHS will make sure people get the best start in life, and how patients can expect world-class care for major health problems. It endorses the approach taken across Morecambe Bay and in particular the focus on prevention, keeping the frail elderly well at home for longer – and the partnership working at a neighbourhood level, rather than individual organisations working in isolation. For more information about the NHS' Long-Term Plan visit: www.england.nhs.uk/long-term-plan/

Dr Amanda Doyle OBE, a local GP and Chief Officer for Healthier Lancashire and South Cumbria, said: "The plan clearly endorses what we have been doing for some time here across Lancashire and South Cumbria in terms of partnership working and bringing services together. We enjoy extremely strong working relationships with our local authority partners, as well as those from the voluntary, community and faith sector and the many groups of people who volunteer their time to help shape and improve health and care services."



Refreshing the BCT strategy



More than 100 colleagues, from across Bay Health and Care Partners, attended a workshop at Kendal Rugby Club last month to talk about the Better Care Together (BCT) strategy. There was a lot of support for the general BCT Strategy and the BCT care model but we wanted to test this out with our clinicians, staff, patients, and stakeholders through this workshop.

The BCT strategy and clinical model has been our guiding strategy in Morecambe Bay since 2014. This has provided the strategic direction to all of our operational and transformation work, as well as providing the framework for our Vanguard proposals and our recent Sustainability and Financial Recovery Planning.

The workshop included a chance for colleagues to reflect on how far we have come since the strategy launched with a market place showcasing successes including iMSK, our Integrated Care Communities (ICC's) and the Art of Hosting.

The audience was treated to a patient story from Kendal Integrated Care Community, which demonstrated the positive impact integrated services can have on patient care.

Colleagues then split into groups to discuss the following five key areas of work focusing on the out of hospital models of care and community: Population Health, The next stage for ICC's, Mental health, Outpatients and long-term conditions and Engaging with patients.



As with the original BCT strategy, the strategy will be co-produced with clinicians, staff across health and social care, stakeholders and most importantly our patients and communities.

It is envisaged that the refreshed strategy will be produced in late summer in line with the long-term planning guidance



Updates from our Integrated Care Communities

Across Morecambe Bay, there are nine Integrated Care Communities (ICC's), which have been created to help bring together local health and care organisations.

Health and social care professionals, GPs, the voluntary sector, and the community are working as one team in each ICC to improve and support the health and wellbeing of local people. The ICC's are Millom, Alfred Barrow and Barrow Town, Dalton, Ulverston and Askam, Grange and Lakes, Kendal, East, Carnforth, Lancaster; Bay, and Queen's Square.

Below is a snapshot of what is happening in our ICC's. For the full update click here https://www.uhmb.nhs.uk/index.php/download_file/7562/



Carnforth ICC

We are hoping to have a strong presence at **Carnforth Carnival** on Saturday 6 July. A planning meeting will take place in April for this. We are hoping to have lots of representatives from various services within our ICC at this event.

The **Intergenerational Project** is currently in planning stages with an aim to have a small group similar to Channel 4's "Old People's Home for four-year-olds" with a range of themes each week over a five to six-week course. We have good support from our ICC team and are very excited about the outcomes for this project for both the younger and older generations.

The ICC is working closely with **Active Lives** at Carnforth Clinic, who are running 12 weeks of exercise on prescription, and currently, are in week four. These sessions are for anyone who does less than 30 minutes exercise, three times per week, and can self-refer or GP can support referral if there are any long-term medical conditions.

First Contact Physio Service has now completed its initial cycle and feedback is being reviewed. Ash Trees Surgery has converted 40% of physiotherapy appointments into direct access. The data recovered to date has been extremely positive. The plan is to roll this out to 100% of appointments offered at Carnforth.

For more information please contact emma.paul@mbht.nhs.uk.

East ICC

Health awareness events are being planned in conjunction with Cumbria County Council officers and will include mini health MOTs (pulse / BP checks) along with advice on increasing awareness of healthy diet, increased exercise, weight and reduce smoking. This also links in with targeting hypertension which is one of the ICC's largest conditions.

The **'Ageing well'** group is to be run around the Bentham area where ~25% of East ICC population are registered. The plan is to run a group in April/May to coincide with 'Dying Matters' week.

For more information please contact emma.paul@mbht.nhs.uk.

Millom ICC



Due to the geographical isolation of Millom and demographics, there is a very serious issue with social isolation in Millom which can increase visits to the GP, along with a potential increase of falls/skin problems and anxiety leading to A&E and 999 calls.

As part of the Integrated Care Groups Population Health work stream, we are tackling Social Isolation in a number of ways, the most exciting being a ***“Staying Well this Winter in Millom”*** programme over the winter months (December, January, and February) held at the Bradbury Centre in conjunction with Age UK.

For more information please contact
Jenny.Riley@mbht.nhs.uk.

Barrow ICC

The **Case Management Team** continues to undertake anticipatory care planning for those at risk of hospital admission and put interventions in place where necessary. The Case Management Team continues to visit people in their homes picking up referrals from MDT, IRRS, DN's Respiratory Team, and Heart Failure Team, from MDT's or directly from the GP surgeries (some surgeries send lists of discharged patients). Patients are becoming more and more complex and need a lot of collaborative working.

Respiratory support - Support such as this will help people who have finished pulmonary rehabilitation to continue engaging with exercise, social inclusion, support for the patient/carer, talks from health professionals – helping to keep the person out of hospital. Barrow respiratory support group goes live on 6 February at the St Mary's Living Well Centre, Barrow.

For more information please contact **Maxine.baron@mbht.nhs.uk.**

Grange and Lakes ICC

In Grange and Lakes ICC a substantial number of people are living with hypertension, heart disease, dementia, and respiratory illness. Admissions for hip replacements are higher than the national average and the rate of Adult Social Care Service users are above the county average as is the rate of “falls” call outs to NWS. The ICC is trying to address some of these issues through a variety of projects including ‘Bounce Back Clinics’, anticipatory care planning, activities aimed at stroke prevention and the establishment of community steering groups and engagement activities.



For more information please contact **georgina.livingstone@mbht.nhs.uk.**

Bay ICC

We got the ICC members together last year to establish our shared vision and purpose; this is what we came up with.

Some of the key elements are: Support our Community, Reduce Health Inequalities, Caring for the elderly population, Work with our community, Respect patient choices, Remove barriers, Tackle issues together, get people talking.

Thank you, Dr Denver

Bay ICC is currently led by Dr Andrew Foster and Dr Mark Denver. Mark will be stepping down from his shared ICC lead role in January 2019, and on behalf of the integrated care community, we would like to thank him for his support and hard work. From February 2019 Amanda Tomlinson who is the Clinical Services Coordinator at Bay Medical Group will be supporting the leadership of our ICC alongside Dr Foster. We are also excited to be in a position to involve our community pharmacy colleagues around specific projects and population health. We look forward to the year ahead working with our committed and enthusiastic ICC members from a variety of organisations.

For more information please contact **Anji.stokes@mbht.nhs.uk**.

Ulverston, Dalton & Askam ICC

A Case Manager is working closely with local care homes to support care planning and undertake 'ward rounds' which is reducing GP visits and unnecessary admissions. In January the Case Management Team started a new hospital 'admissions' project allocating a member of the team as a patient is admitted to support care planning and facilitate early discharge rather than waiting until a patient is discharged.

For more information please contact georgina.livingstone@mbht.nhs.uk.

Lancaster & Queen Square ICC



The ICC's contacted North West Auction Marts and gained consent to hold a four-day taster event, providing mini & NHS health checks. As we didn't want to miss the opportunity afforded us, the event became a collaboration between both Lancaster and Kendal ICCs, who undertook signposting, blood pressure, pulse and BMI checks, Lancashire Care Foundation Trust who provided advice and guidance around mental health, Morecambe Bay Hospital Trust who supported the event with Dementia expertise, Lancashire Pharmacies who undertook NHS Health Checks and the North West Innovation Agency who supplied a number of staff and equipment to carry out AF screening.

For more information please contact **sarah.baines@mbht.nhs.uk**.



The spotlight on Respiratory and Frailty pathways



The Bay Health and Care Partners are working together on five key specialties, focusing on education, prevention and treatment of long-term conditions: diabetes, frailty, musculoskeletal, respiratory and stroke. The aim is to identify those people in the community who are at risk of developing these conditions, and it is hoped that by improving the care given to these patients this will: reduce attendances to A&E and hospital admissions; bring services and care closer to the patient; reduce travelling time and costs for the patient; and give staff in hospitals more time to care for acutely unwell patients. **In this edition the spotlight will focus on the work going on around Respiratory and Frailty.**

Respiratory

Airways is an informal drop-in for anyone aged 18 and over living with a respiratory condition. We can help advise you about support and services that are available locally, give you resources and tools and provide you with the chance to share experiences that may help you and others in similar situations. Each month we will be supported by a guest speaker. **You are welcome to come and join us on the 1st Wednesday of each month from 10am – 12pm at The Oak Centre, St Johns Hospice, LA2 6ST.** For more information call 01524 382538.

Speakers

- May 1 2019 - Lancashire Volunteering Partnership (Volunteering & Be-Friending)
- June 5 2019 - Community Pharmacies Lancashire (You and Your Medication).

Morecambe Bay Respiratory Network sharing event

Colleagues from the Integrated Care Communities (ICCs), GP surgeries and acute and community staff from University Hospitals of Morecambe Bay NHS Foundation Trust attended an event on Tuesday 22 January to reflect on the successes and challenges of implementing the Morecambe Bay Respiratory Network clinical model.

They discussed next steps for the network following a two-year independent review funded by NHS England, commissioned by Bay Health and Care Partners and carried out by University of Cumbria's Health and Social Care Evaluations team (HASCE).



The audience was treated to presentations from the ICC's on how the process has benefitted them, feedback from staff and patients and data on the number of people seen and diagnosed.

This was followed by a presentation and interactive workshop led by HASCE.

Pat Haslam, a local GP and clinical lead for the Morecambe Bay Respiratory Network, said: "The Morecambe Bay Respiratory Network project has been a huge collaborative piece of work which aims to bring a vast number of teams and professionals together with a single vision to improve care for patients with respiratory disease."



“The care of these patients has become increasingly complex and nuanced and so we need to come together to ensure we are getting it right first time for patients when it comes to diagnosis, treatment strategies, communication between teams, and resources for patients and staff alike.”

The MBRN is an integrated care service for patients with respiratory disease in Morecambe Bay. It uses a single service specification to define the high-quality and responsive care which will be expected of all providers, teams and individuals in the Morecambe Bay Integrated Care Partnership who are involved in the care of respiratory disease.

Highlights from HASCE report:

The HASCE report said that the MBRN was “a successful new model of care, with the potential to become a self-funding initiative which reduces secondary care activity, improves self-care amongst patients and enhances the learning and upskilling of staff.”

It commended the network’s “model of communication and its emphasis on communication,” and “enthusiasm and drive of individuals involved.”

It recommends that the model is continued to be supported by BHCP and to deliver the savings to the health economy it has to be fully implemented, including its community services.

The report also highlighted that agreed timescales and framework was needed to ensure quality and consistency of service provision.

Respiratory update events

The Morecambe Bay Respiratory Network has planned a series of ‘Respiratory Updates’ in 2019.

These updates are an intended as a **learning and practice sharing opportunity** for any staff member who manages patients with respiratory disease across Morecambe Bay, including staff working in **General Practice, Community and Hospital teams** in Furness, South Lakes and North Lancs.

The Respiratory Updates are free of charge and will be held in the conference centre, at North West Auctions, Junction 36 Crooklands. If you are interested in these sessions please contact Karen Donaldson (Specialist Respiratory Physiotherapist) to book on (karen.donaldson@mbht.nhs.uk)

Wednesday 12 June

Thursday 26 September

Tuesday 3 December

Frailty

GP's, community and hospital staff and local care homes are working together to support Morecambe Bay's aging population. Currently, they are focusing on:

Developing a care home support team in South Cumbria. This new team will mirror the service in North Lancashire meaning that Care Homes across Morecambe Bay will get support to look after their residents, enabling the very best care. Community Physiotherapists are developing a new assessment tool that will help all health and care staff identify people's risk of falling and provide advice about self-care or signpost to exercise classes.

BHCP are developing guides and videos giving information to Morecambe Bay residents on diet and strength and balance exercise that will help reduce their risk of falls or help them to plan if they do fall.

If you would like to find out more please contact Lucy Alcock on lucy.alcock@mbht.nhs.uk



How has BCT made care better for the local population?

Focus on iMSK workstream

The introduction of 'first contact' physiotherapists at GP practices in the Bay area has enabled over 200 patients to be seen since November 2018. The new clinics are being trialled at Bay Medical Group in Morecambe, Ashtrees Health Centre in Carnforth and Ulverston and Dalton practices.

Charity Bamforth, a First Contact Physiotherapist in Ulverston, sees up to 14 patients a day offering 40-minute sessions. She has seen more than 100 patients since November 2018 and only six of these patients have been referred on to the Integrated Musculoskeletal Service (iMSK) service and Outpatient physiotherapy.



Charity said: "The service really is about improving patient care and experience and we have had some great feedback so far from those who have used the service – not only does it give them faster access but we have more time to spend with an individual. It is also empowering patients, giving them the right advice to manage conditions themselves and getting them faster access to this advice."

Falls Prevention campaign in Morecambe Bay kicked off at Christmas



'The 12 Days of Christmas' song was adapted by the communications and engagement team at Morecambe Bay CCG just before Christmas as part of their new falls campaign. The traditional lyrics were revised to get across some important falls prevention messages to the tune of the popular Christmas song. This was then brought to life by children from the Year 5 class at North Road Primary School in Carnforth. Once the video had been edited and put together it was shared across social media platforms and reached over 25,000 people and was shared over 150 times. Each tip was followed up with further information about how to prevent falls.

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Morecambe Bay CCG is happy for other NHS organisations to use and localise the song and supporting information for next year. Contact engagement.morecambebayccg@nhs.net to get the resources. Keep an eye out for future falls prevention campaign materials throughout the year, which will be available for organisations to use and share.

Focus on Advice and Guidance workstream

An increasing number of patients are getting treatment more quickly and many do not need to travel to hospital for an outpatient appointment thanks to Advice and Guidance.

The locally-developed system enables GPs to have a secure electronic 'conversation' with a hospital specialist. This enables them to obtain advice for patients, without the need to refer them to hospital.

From January 2018 – December 2018, nearly 10,000 'conversations' took place between GPs and hospital specialists via the service with 71% of patients having their treatment changed by their GP.



Dr William Lumb, a GP in Sedbergh and Chief Clinical Information Officer for Bay Health and Care Partners, said: "This progress is wonderful to see and will directly improve patient care which is what we are all about."

ICS developments

Launch of an accelerated programme for Population Health Management development

We're very proud to be one of four areas in the country recognised by NHS England as leading the way in starting to improve outcomes, reduce inequalities and address the broad range of individual, social and economic factors affecting local people's health. Barrow ICC is supporting the ICS in population health management development.

Nearly half a million pounds is going to be spent in local communities across Lancashire and South Cumbria, tackling the factors which have the greatest impact on people's health. The £471,000 investment from NHS England will be used to design better care around our communities' needs, a priority described in the NHS Long Term Plan.

Healthier Lancashire and South Cumbria has also been selected as one of four places in the country to receive nationally and internationally recognised expertise to drive this forward.

This will see work in areas including Barrow, Blackpool, Burnley, Chorley and Skelmersdale to look at how data and intelligence can be better used by GPs and community services to help people live longer, healthier lives. On Friday 21 January, we launched an accelerated programme for Population Health Management development, bringing together colleagues from neighbourhoods across Lancashire and South Cumbria, ICP leads and the Healthier Lancashire and South Cumbria Executive team in a series of workshops.



Careers and Engagement

In May 2018, the Careers and Engagement Team were approached by Brian Evans (Lead Nurse for Learning Disabilities, Autism and Complex Needs) and Dianne Smith (Matron for Dementia) to design a programme which would upskill young people with learning difficulties and give them the opportunity to gain work experience within the hospitals at UHMBT. In conjunction with the Right2Work team at the Oaklea Trust, the Careers and Engagement Team developed a Supported Internship programme.

A variety of Careers Events will take place this year and we would love to have staff from Primary Care, Acute Services and Social care involved in any of any/all of them. The programme starts with an Under 16 Work Experience Week from Monday 8 April to Friday 12 April. The event will take place between 9am and 4pm at the Royal Lancaster Infirmary Education Centre. If you would like more information on the programme contact Vicky Lumley on victoria.lumley@mbht.nhs.uk

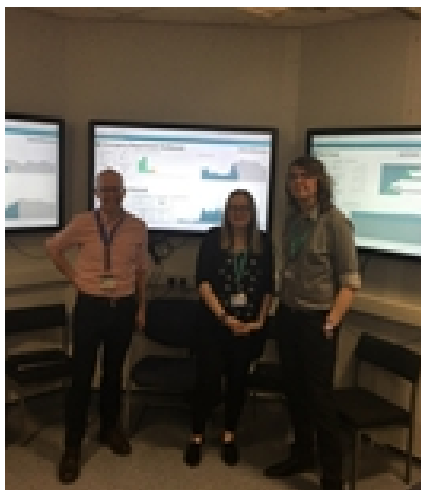


The Better with You recruitment website has relaunched this month, with a brand new look and even more information about what's on offer across Morecambe Bay. The refreshed website enables all of the Bay Health and Care Partners to better promote the organisations they support and drive recruitment by highlighting the different roles available as a whole system, rather than as individual organisations.

Take a look at the new website here: www.betterwithyou.co.uk/

If you have any feedback about the website, please contact Liesje.Turner@mbht.nhs.uk

Digital update



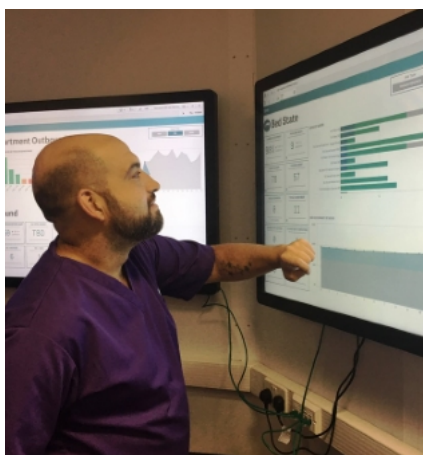
A new Analytical Command Centre has been created at the Royal Lancaster Infirmary site that is helping staff to improve patient management, care and experience.

The command centre has been designed to work in a similar way to airport Air Traffic Control and displays live information about patients throughout their hospital stay, from incoming patients travelling via ambulance to patients waiting for discharge home.

The Trust holds patient flow meetings every two hours and the new Analytic Command Centre will help teams to better analyse the emergency care setting and patient flow in and out of the hospital.

The new screens show live information including:

- *Which patients are due for discharge and themes of why there may be delays
- *The performance in the Emergency Departments (ED) which allows staff to see the status of ambulances, the number of walk-ins and if there has been a surge in patients
- *The amount of admissions to hospital through outpatient appointments and departments such as the Ambulatory Care Unit
- *The current bed state across the Trust which helps teams to manage the demand for beds across the hospital and ease the amount of patients in ED.



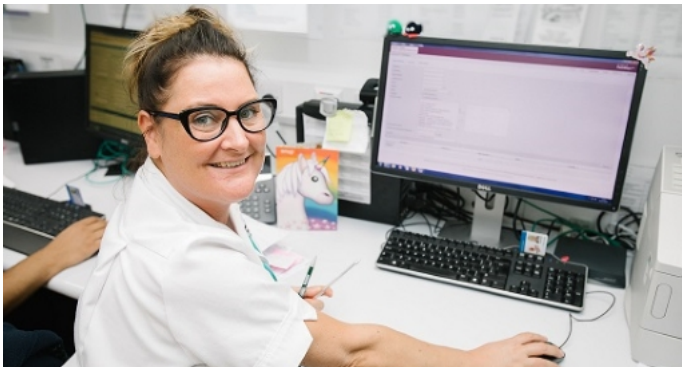
Estates update

Throughout the months of January and February, patient engagement has been taking place at the GP practices and services moving into the Alfred Barrow Health Centre. Drop-in sessions have been held during the day and in the evening to give everyone the opportunity to attend. A survey for the GP practice relocation was also developed and was made available in the GP practice waiting rooms and online.

This engagement has now been gathered and a report has been published, this report can be viewed on the Morecambe Bay CCG website and on the websites of Abbey Road Surgery, Atkinson Health Centre and Risedale Surgery.

To view the engagement report, please click the following link <https://www.morecambebayccg.nhs.uk/about-us/publications/get-involved/1259-practice-relocation-abhc-engagement-feedback/file>





The Bay Health and Care Partners newsletter is published every quarter. If you would like us to feature a story in the summer edition please let us know asap. Stories and any accompanying images should be submitted to communications.team@mbht.nhs.uk no later than Monday 10 June 2019.