

Autumn 2019 newsletter

Message from Aaron and Jerry

Welcome to the autumn edition of the Bay Health and Care Partners (BHCP) newsletter.

This edition will focus on our recent Public Assembly events where we engaged on the challenges of Bay Health and Care Partners and the priorities of our strategy Better Care Together with members of the public in Barrow, Lancaster and Kendal. Our Public Assembly has been formed to give local people the opportunity to have their say and shape their health and care services in the area for years to come. The engagement document can be found here https://www.uhmb.nhs.uk/files/2215/6741/5230/Better_Care_Together_Public_Engagement_Document.pdf.



The partners have been working closely with our colleagues at Healthier Lancashire and South Cumbria (our integrated care system) to develop a plan on a page for 2019-2020 which can be found here. Our vision for the next year includes creating a population health plan with focus on a new stroke model; financial recovery by transforming care, delivering a cost improvement plan and use of digital technology; developing Integrated Care Communities and Primary Care Networks to help support and encourage people to manage their long-term conditions and improving pathways, services and reaching national targets for emergency care, cancer and mental health.

With only a few months until winter, our communications and engagement teams have been working hard on a winter campaign for the bay which touches a different topic every week such as flu, mental health and 111. Our winter campaign is a fantastic example of where partners are working together to share resources, avoid duplication and save money – supporting our War on Waste campaign to save money across the local health system.

As always this newsletter is packed with exciting news from across the bay and will give you insights into the way local health care is transforming through the work of the eight Bay Health and Care Partners, primary care colleagues and integrated care communities.

Aaron Cummins, Chief Executive of University Hospitals of Morecambe Bay NHS Foundation Trust

Jerry Hawker, Chief Executive of NHS Morecambe Bay Clinical Commissioning Group

Next round of BCT engagement

Morecambe Bay's health partnership wants to hear from many people as it shapes its priorities for the next five years. Bay Health and Care Partners (BHCP), made up of local GPs, hospitals, as well as doctors, nurses and community care, has been working together since 2014 to deliver a plan, "**Better Care Together**", to improve health and social care services across the area. BHCP will submit its plans to NHS England in November. The challenges it faces, and its priorities to tackle those challenges, will be the focus of the strategy.

Engagement



Morecambe Bay's health challenges include: significant health inequalities across Morecambe Bay's communities – there is a 14-16 year gap in life expectancy between different areas; the local population is already older than the national average and it is ageing more rapidly than other places; the NHS expects that 85% of people who require cancer treatment receive that care within 62 days of being referred: at present only 77% of people locally are being treated. This means that 72 people a month are not being treated within the required timescales; we are spending £70m more than we receive from government and many of our services cost significantly more than similar areas – even taking into account our geography and demography.

Colleagues across the health and social care system have suggested five draft priorities they want people to help shape by giving their feedback via a survey or by sharing their views at a Bay Health and Care Partners Public Assembly.

Take the survey

<https://forms.office.com/Pages/ResponsePage.aspx?id=zwd49LyvhEGleYZ4vqMBmn8O4bp0UmIPr6JLQmxMXUIUQ0UzNzITWEVVV1U4UkFRUDczQIIPVE9BSy4u>

Bay Health and Care Partners Public Assembly

The Bay Health and Care Partners Public Assembly held its first series of meetings in Barrow, Lancaster and Kendal in August and September. These events are primarily designed to introduce members to the idea of the assembly and help design how the assembly will work in the future.

People enjoyed a presentation on the background and key highlights so far of the Better Care Together strategy. Attendees were also taken through the challenges the partners face. A Better Care Together Public Engagement Document was shared with them to view, discuss and input - feedback from these meetings will help us to develop our final strategy and priorities for 2019-2024 (See page1 for document link).

We will be holding more events, as well as other opportunities to be involved, as the assembly grows; anyone who wasn't able to attend this first series of events will still be able to get involved.

The assembly is a chance for people to be involved in the design of future health and care services and anyone who wants to register can do so at www.bettercaretogether.co.uk

We are particularly keen to hear from local group and if anyone has any questions regarding the

Bay Health & Care Partners ICP leadership team

The Bay Health & Care Partners Integrated Care Partnership Senior Leadership Team is responsible for delivering improvements of work with support from the system-wide Transformation Programme Management Team.

Leadership



The leadership team is made up of senior members of staff from across the partners.

Meet the team from L-R: Dr Andy Knox, GP Executive Lead MBCCG, Jerry Hawker, Chief Officer MBCCG, Aaron Cummins, Chief Executive UHMBT, Dr Lauren Dixon, GP Executive Lead, Anthony Gardner, Director of Planning and Performance MBCCG, **Dr Shahedal Bari, Medical Director**, UHMBT, Colin Cox, Director of Public Health Cumbria County Council, David Wilkinson, Director of Workforce and OD UHMBT, **Dr Duncan Hallam, xx**, 'Foluke Ajayi, Chief Operating Officer UHMBT, Hilary Fordham, Chief Operating Officer UHMBT, John Glover, Chief Information Officer BHCP, Nick Jarman, Interim Executive Director of People for Cumbria County Council, Keith Griffiths, Director of Finance UHMBT, Gareth James, Chief Finance Officer and Director of Governance MBCCG, Margaret Williams, Chief Nurse MBCCG, Sue Lott, Area Operations Manager Lancashire County Council, Joanne Moore, Director of Strategy and Partnership Lancashire Care NHS Foundation Trust (LFCT), Louise Corlett, Deputy Network Director LCFT, and Sue Smith, Executive Chief Nurse UHMBT.

Updates from the Integrated Care System

Primary Care Networks (PCNs) were launched on 1 July 2019 in support of the NHS Long-Term Plan. The new networks offer patients more convenient access to treatment and support from a wide range of health professionals.

The aspiration for the PCNs is that they will become groups of general practices working together with local providers across primary care, community services, social care and the voluntary sector offering personalised and coordinated health and social care to local populations.

You can find out more about Primary Care Networks at https://www.uhmb.nhs.uk/files/3315/6689/9826/PCN_Briefing_July_2019.pdf

Integrated Care



System

Updates from the Integrated Care System cont...

**You can find out more about Primary Care Networks
here**

[https://www.uhmb.nhs.uk/files/3315/6689/9826/
PCN_Briefing_July_2019.pdf](https://www.uhmb.nhs.uk/files/3315/6689/9826/PCN_Briefing_July_2019.pdf)



Work to improve vascular services

Healthier Lancashire and South Cumbria are undertaking a programme of work to improve vascular services. The vision for the vascular services programme is to ensure that vascular services can continue to be provided in a safe and sustainable way and are consistent with national guidance and best practice; there is less variation in patients' experiences of accessing the services; there is an improvement in patients' diagnosis and treatment; the service fosters learning and growth for the workforce; a high calibre workforce is retained and attracted to work in the service and there are increased opportunities for research.

You can find out more at <https://www.healthierlsc.co.uk/acute-and-specialised/vascular-services>

Digital diabetes prevention rolled out

As part of NHS England's Diabetes Prevention Programme, people in Lancashire and south Cumbria who are at risk of Type 2 diabetes will receive digital support to prevent them developing the condition if they cannot attend face-to-face meetings. The online support plan will provide them with education on lifestyle choices, advice on how to reduce weight through healthier eating and bespoke physical activity programmes.

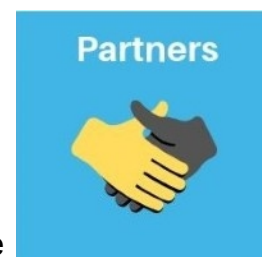
In pilots around the country, almost seven in 10 people or 68% who were referred to digital schemes took part, compared with around half of those offered face-to-face support. Up to a fifth of places on NHS England's flagship Diabetes Prevention Programme, around 40,000 a year, will be delivered digitally.

You can find out more about the Diabetes Prevention Programme at <https://www.england.nhs.uk/diabetes/diabetes-prevention/>

Updates from our Partners

Supporting Special Education Needs and Disabilities (SEND)

On Friday 23 August, the Cumbria Special Educational Needs and Disabilities Improvement Programme, created to respond to the recent Ofsted/CQC local area SEND inspection, published its first e-newsletter. NHS Morecambe Bay Clinical Commissioning Group is a lead partner in the improvement programme. The newsletter contains information about the programme, the progress that's been made so far and the plans for how parents/carers and children/young adults can get involved. It also includes the draft Written Statement of Action, the plan that sets out how Cumbria is responding to the inspection recommendations.



Updates from our Partners cont...

You can read the latest SEND newsletter here

<https://content.govdelivery.com/accounts/UKCCC/bulletins/25a7285>

Sign up for future e-newsletters at

https://public.govdelivery.com/accounts/UKCCC/subscriber/new?topic_id=UKCCC_100

Annual members meeting / BCT video

Do Not Attend Appointments

As part of the ongoing 'War on Waste' campaign, Bay Health and Care Partners are looking at how we can reduce "Did Not Attend" appointments across Morecambe Bay. As part of the process, the partners invited members of the public during September to complete a short anonymous survey to help them to understand why people miss appointments and what we could do to try and reduce the volume of missed appointments.

#StayWellThisWinter

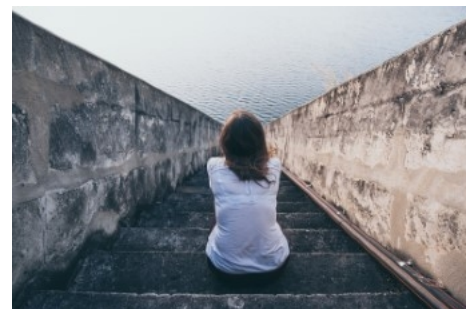


Updates from our Partners cont...

Mergers set to take place in Cumbria and Lancashire

Updates from NCUH and CPFT to merge

North Cumbria University Hospitals NHS Trust (NCUH) and Cumbria Partnership NHS Foundation Trust (CPFT) have been working closer together for some time now. This has already helped provide more seamless patient care, especially between hospital and community services. On 1 October 2019, CPFT and NCUH are set to merge to form North Cumbria Integrated Care NHS Foundation Trust (NCIC), subject to approval from NHS Improvement.



At the same time, CPFT is also preparing to transfer the provision of mental health and learning disability services to larger, more specialist mental health trusts. Services in north Cumbria will be delivered by Northumberland, Tyne and Wear NHS Foundation Trust and in south Cumbria by Lancashire Care NHS Foundation Trust.

For more information about the merger
visit: [https://
www.cumbriapartnership.nhs.uk/merger](https://www.cumbriapartnership.nhs.uk/merger)

Staff and the public vote on new name for LCFT

Over the past month, Lancashire Care NHS Foundation Trust (LCFT) has been on a roadshow around the Integrated Care Partnership footprints within Lancashire and south Cumbria. Lancashire Care NHS Foundation Trust is to provide mental health services to the people of South Cumbria from 1 October 2019 and has consequently decided that a change of name would be appropriate. This is to ensure that all service users and staff can identify and connect with the trust and that the name reflects our geographical footprint



The trust has engaged with 579 members of staff and the public at face-to-face workshops across north, east, south and west Lancashire and south Cumbria, about the name change, where they were also given the opportunity to vote. There were a few concerns raised about the name change but the LCFT team has reassured those individuals by discussing with them the reasons why LCFT needs to change its name. Online communications saw that 149 people made comments/voted on the name change.

People have been voting on the following three options: Lancashire & South Cumbria NHS Foundation Trust (407 people or 70.2% people voted for this option), Lancashire & South Cumbria Care NHS Foundation Trust (77 people or 13.2% voted for this option) and Lancashire & South Cumbria Partnership NHS Foundation Trust (17 people or 2.9% people voted for this option). The new name has not been decided and the current suggestions have gone back to the board for consideration. An update will be released shortly to confirm the name change.

News from your 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 Barrow and Millom, Dalton, Ulverston and Askam, Grange and Lakes, Kendal, East, Carnforth, Lancaster; Bay, and Queen's Square.



Meet the Bay ICC team:

Bay ICC covers Morecambe and surrounding areas and serves the same population as Bay Medical Group. The ICC is led by Dr Andrew Foster and Amanda Davey (Clinical Services Manager at BMG).

The ICC comprises colleagues from a variety of specialism and organisations including; UHMBT – district nursing, long-term conditions, Bay Medical Group, Stanley's Community Centre, More Music, Age UK, Active Lancashire and many more. The below image was created by Bay ICC and it's members to show our shared vision and purpose.



The ICC seeks to help address the priorities of Bay Health and Care Partners to help improve quality of care for patients and also by working closely with our community to develop community assets and encourage self-care. In addition, we recognise that the wider determinants of health play a significant role in the wellbeing of the population.

Bay ICC team is led by:

- *Dr Andrew Foster, ICC Clinical Lead**
- *Karen Wisbach – Care Coordinator (social)**
- *Amanda Davey, ICC Clinical Lead**
- *Anji Stokes, ICC Development Lead**
- *Amy Dawson, ICC Administrator**
- *Sam Carberry, Wellbeing Link Worker / Social Prescriber**
- *A Clinical Care Coordinator is due to start end of October 2019.**



Updates from our Partners cont...

"It is a pleasure to be part of such a committed and enthusiastic ICC team. The innovative, collaborative and enthusiastic work of the Bay ICC and it's members is allowing us to help make our community happier and healthier in ways that we never previously thought possible. We are breaking down barriers and forging professional relationships across the area to the betterment of our population and it is inspiring to see the positive effect it is having."

Dr Foster

Heysham Hub - the story so far...

Back in August 2018 Bay ICC in partnership with Bay Medical Group made the decision to transform the 'buggy store' at Heysham Health Centre into a usable community space. Working closely with our community and ICC partners we held consultations to see what the community wanted to see going on at the hub to help improve wellbeing. By December 2018 the hub was furnished and by January it was being used by the community.



The hub now hosts a variety of groups and sessions and over 250 people per month use the space. In September 2019, we will also see a sink, cupboards and a hot water geyser installed so that space can be completely independent. Each month a 'What's on at the Hub' guide is released via email, facebook and other channels.

Feedback from people who use the hub has been good. The hub sees people accessing the health centre to stay well and it is an example of how the community can and do support each other. We particularly liked this snippet from one of the group attendees: "the laughter when we get together is the best medicine I've ever had if you could only bottle it and dish it out".

If you would like to know more about Heysham Hub or Bay ICC please get in touch with anji.stokes@mbht.nhs.uk

Kendal ICC latest updates

A family fun day will be held at Kendal Leisure Centre on Sunday 3 November. If you would like your organisation to set up a stall at this event please email Christine or Vicky on kendal.icc@mbht.nhs.uk

The Lighthouse Hub, which offers mental health peer support in the south lakes area, had an official opening in July. Around 50 people attended the opening. A raffle raised almost £150 for the hub.

Kendal ICC produces a regular newsletter. You can read about the latest news, events and projects at https://www.uhmb.nhs.uk/files/6315/6474/5045/Kendal_ICC_Summer_Newsletter_2019.pdf



News from your Integrated Care Communities cont...

Barrow and Millom ICC support Suicide Safer Barrow

In a bid to reduce suicide rates and to change public attitudes about suicide, a community-led project is bringing together a team of people from a number of organisations.

Suicide Safer Barrow has been formed in response to the increasing suicide rates in Barrow and is being delivered by Every Life Matters, a Cumbria suicide prevention charity and Mind in Furness.

The initiative which is supported by Barrow and Millom Integrated Care Community (ICC), aims to raise awareness of suicide in the local community, help people understand when someone is at risk of suicide, how to support them and to raise awareness of the range of support and services locally and nationally that can support someone in crisis.

You can find out more here <https://www.morecambabayccg.nhs.uk/news-and-events-2/379-suicide-safer-barrow>

If you have any queries about Barrow and Millom ICC you can contact Maxine Baron, ICC Development Lead Barrow, on maxine.baron@mbht.nhs.uk



How BCT is improving care for the local population

The Well has supported thousands of people over the past seven years

The Well – a peer-led, not-for-profit community interest company has supported people and their families from across Cumbria, Lancashire and Merseyside who are in recovery from drug and alcohol addiction.

Founded in 2012 by ex-offender and former drug addict David Higham, The Well has hubs across South Cumbria and North and Central Lancashire where people who are recovering from drug and alcohol addiction have access to therapy, counselling, peer mentoring, employment training and social activities.



The service is 24-hours a day, 365-days a year and is free to members. Support is provided by staff and volunteers with lived experience of addiction. The team also specialises in providing support to people with mental health issues, offending behaviour, childhood trauma, learning difficulties, domestic abuse and homelessness.



Over the last four years of those who have used The Well's services, 67% have remained abstinent for twelve months or more.

The Well works closely with the NHS, police, prisons, the probation service, social services and local councils to help people in recovery. To find out more please contact The Well on info@thewell2.co.uk or call Morecambe on 01524 415919; Barrow on 01229 829832

How BCT is improving care for the local population cont...

People have more confidence to manage their MSK conditions

Twelve people from Barrow, Millom and Dalton, have been attending an exercise programme at the gym at Hoops Basketball Centre, Barrow, to help them cope with osteoarthritis (chronic joint pain) of the knee and hip, and initial feedback has been positive. The Enabling Self-Management and Coping with Arthritic Pain using Exercise (ESCAPE-pain) programme is aimed at people over 45 years old who have osteoarthritis of the knee and hip.

People attend 12 one-hour sessions, twice a week, over a six week period. The sessions involve a 15-minute talk which includes educational self-management and coping strategies, followed by a 45-minute exercise regimen individualised for each person.



Helen Carter, of Barrow, who has suffered from osteoarthritis of the knee for 25 years, was referred to the programme by the Trust's physiotherapy team based at Abbey Road, in Barrow.

She said: "I was diagnosed with osteoarthritis when I was 33 and I was told that I would need a new knee but I didn't want to go down that route. Before I started coming here I had to walk using a walking stick and I felt very unconfident about leaving the house but the sessions have really given me the confidence to leave the house and I now only use the stick when I really need to.

"The whole process has been really professional and a really good example of GPs, the hospital and the physiotherapy teams working together. I would recommend to others who are suffering from similar conditions."

The Spotlight on Morecambe Bay Respiratory Network

Ingrid



Events from across the Bay

Lancaster Health Festival is a success

Ivan Drozdov

Events



Big Conversation with Dr Andy Knox

Ivan Drozdov

Digital update

John Glover

Digital



Prestigious visitors see EMIS in action



Dr William Lumb, Suzy Foster CEO EMIS Health and Dr Shaun O'Hanlan, Chief medical officer for EMIS Group, visited partners across the bay to view the EMIS system in practice. The event included a visit to Sedbergh Medical Practice to meet staff and discuss the Bay Health and Care Partners digital strategy, a tour around Westmorland General Hospital to meet services using EMIS Web including Langdales, the Integrated Musculoskeletal Service, district nursing and therapy services. Our guests also enjoyed a presentation from the Integrated Communities (our Neighbourhoods).

Digital update cont...

Analytic Command Centre sees great results

A real-time analytics solution, which was created in December 2018 at the Royal Lancaster Infirmary site, is helping staff to improve patient management, care and experience.

The Analytic Command Centre was 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.

Improvements so far include the number of patients triaged with the Trust's Emergency Department within 15 minutes of arrival has risen from 70% in 2018 to 94% for April- June 2019



Estates update

Alfred Barrow update

An official opening event is being planned as work progresses on the new health centre being built in Barrow. The facility, which will be situated on the site of the former Alfred Barrow School is bringing together a number of primary and community health services which will benefit the Furness population. The centre is due to open on Monday 11 November with a celebratory event being



You can read more here <https://www.morecambabayccg.nhs.uk/news-and-events-2/371-celebratory-event-to-officially-open-alfred-barrow-health-centre>

Dedicated area for vulnerable patients now open

A new quiet area called 'The Annexe' is now open in the Royal Lancaster Infirmary (RLI) emergency department to help support the most vulnerable patients.

The new space will provide a safe and welcoming environment away from the main accident and emergency department and will be used for the assessment of patients such as people with learning disabilities and Autism, or those experiencing mental health issues.

As well as a new reception desk, two new consulting rooms and ancillary support, the £500,000 project has also included additional waiting space for the fracture and orthopaedic clinic.

The Bay Health and Care Partners newsletter is published every quarter. If you would like us to feature a story in the winter edition please let us know asap. Stories and any accompanying images should be submitted to communications.team@mbht.nhs.uk no later than Monday 11 November 2019.