

Winter 2019 newsletter

Message from Aaron and Jerry

Welcome to the latest edition of the Bay Health and Care Partners newsletter - our last of 2019. It has been a busy time for our partnership, with the announcement of some much-needed capital funding to come to our area and the completion of some future planning work which we've undertaken together.

Meanwhile, we've stepped up some of the work across the partnership and seen some real successes in the work we undertake together.



Aaron Cummins



Jerry Hawker



Respiratory MDT session

These have included the work we are doing as a respiratory network where 10 GP practices in Barrow and Millom are providing more support in the community for patients with long-term conditions such as asthma, chronic obstructive pulmonary disease (COPD), interstitial lung disease (ILD) and bronchiectasis with the aim of reducing outpatient appointments and hospital admissions.

We held the second series of meetings for the public assembly which is really starting to take shape. We're excited that we will be announcing in the new year a series of meetings and programme of work for the Assembly which we hope will give a real voice to the public across Morecambe Bay. November was a busy time for us as the Integrated Care System (our partnership of health and care organisations across Lancashire and South Cumbria) submitted its plan to our national leaders which will take our system through to 2024.

And more locally, we have worked on updating our Better Care Together strategy. This strategy is our guiding principle. You will remember that Better Care Together began as a review of hospital services back in 2013 and developed to look at the whole health and care system. This year we have looked at it again with fresh eyes from colleagues across the system, within different organisations, including third sector colleagues and the public to renew and make it our strategy for the coming five years. Once completed we will be going out to our communities and explaining what it really means for people across the Morecambe Bay area. We look forward to seeing you at one of our events in 2020. Finally we are proud to share that the new £12m Alfred Barrow Health Centre opened its doors last month bringing together a variety of community services which will benefit the people in Barrow for years to come (see pages 10 & 11 for the full story).

Aaron Cummins
Chief Executive,
UHMBT

Jerry Hawker
Chief Executive Officer,
Morecambe Bay CCG



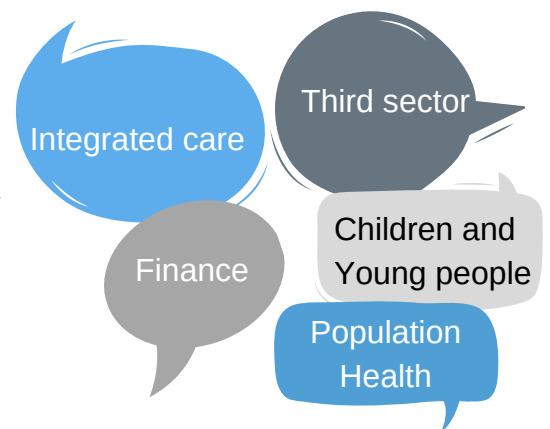
Engaging the local population

Building the Public Assembly

The Bay Health and Care Partners public assembly continues to go from strength to strength giving a voice to local people across South Cumbria and North Lancashire. The second series of assemblies were held in Lancaster, Kendal and Barrow in mid-November. There we engaged with local people on the BHCP plan on a page, priorities and terms of reference for working together. People were invited to discuss and feedback on a proposal around Step Up, Step Down beds and the type of support they would like to see at home when they are discharged from hospital. The next set of assembly events will take place in the New Year. Dates will be released soon!

Findings of BCT strategy engagement

The Bay Health and Care Partners asked the public for their views on the future strategy which was done via a mail-out and by asking questions via the BHCP website. The results have now been published and can be accessed by the following link https://www.healthierlsc.co.uk/application/files/7915/7201/0178/Engagement_Sept_2019.pdf



Tips for coping with loneliness and isolation

"1.9 million older people often feel ignored or invisible,"
Age UK



The festive period is usually a time of celebration but for people who are feeling lonely and isolated, it can be particularly tough. It's important to remember that while older people can feel lonelier and more isolated at Christmas and over the New Year, loneliness and isolation happen all year round and can affect people of all ages.

Over the winter months, Bay Health and Care Partners (BHCP) are promoting various ways of coping with and tackling loneliness and isolation. Making time to talk to people who may be lonely or isolated is one way in which BHCP is encouraging people to help. BHCP is urging everyone to take the time to speak to friends and family members who might be alone at Christmas as well as talking to neighbours and inviting isolated people round for a drink, Christmas dinner or New Year celebrations.

Winter animations

Three animations have been created by BHCP to support the **winter campaign**. The videos reiterate key messages to help people to stay well during winter and help them to know how to look after themselves and where to go if they do need medical help. The videos can be downloaded at https://drive.google.com/drive/folders/1dT-62DEZXEpKL3-0tMMY7gJR_xVczMiA.

All NHS organisations and partners are welcome to use these animations to promote these winter health messages. If you do use these videos, please email engagement.morecambebayccg@nhs.net to confirm that you have used them so that the reach of the videos can be mapped out during evaluation.



Updates from Partners



Open Hearts: TED Talk

Andy Knox gave an inspirational talk at October's TEDxNHS 2019 event. Andy's 15-minute talk "Are we really well?" formed part of the "Open Hearts: A celebration of our workforce, exploring wellbeing and culture" section. The link to Andy's talk will be included in the next edition of the newsletter.



eTriage to be introduced in Emergency Department

From January 2020, an eTriage system will be introduced in the Emergency Department at RLI. When patients arrive, they will be asked to fill in information about themselves and their symptoms on one of five tablets. The system will then automatically triage the patients based on their need. If patients are unable to use the tablet or have any problems, they will be able to get help from staff on the reception desk. The eTriage system has a number of advantages. It will reduce the length of time patients have to wait for treatment; urgent conditions will be flagged quickly, alerting clinicians; and consultations will be more efficient as the patient's medical history will be available straight away. It also means that the administrative staff in ED will have more time to concentrate on tasks other than patient check-in. RLI will be the first hospital in the country to use this type of system and if it is a success it will be rolled out across the Trust's other sites.

Population Health



Population Health Festival

An event to encourage families to celebrate having a healthy body and mind was held at Kendal Leisure Centre on Sunday 3 November. The Sunday Fun Day at Kendal Leisure Centre supported Kendal ICC's vision of having a healthier and happier Kendal community by educating families about a variety of health and wellbeing topics.

The majority of the 264 attendees were from Kendal and the parishes. They took part in a variety of activities including a smoothie bike, gymnastics, yoga demonstrations and arts and crafts. The event was a great example of partnership working between 20 organisations including Cumbria County Council, Kendal Police, Cumbria Fire and rescue, Headway South Cumbria and I Matter Project.



"Enjoyed interacting with families."

"Connecting with people."

"I enjoyed meeting other groups."

Barrow #BeWellFest is a big hit

More than 1,000 people took part in the Barrow #BeWellFest on Sunday 6 October, in and around The Forum in Barrow. Around 645 runners took part in events including a 10k 'Mental Health Mile' in association with Mind in Furness. Other events included a 'Silver Sunday' event for older people, arts and crafts for wellbeing and the dementia tea service.





Focus on Primary Care Networks



Primary Care Networks (PCNs) are collections of individual GP practices which remain independently responsible for delivery of their contracts; they're not new organisations. PCNs are created by a practice (or practices) signing up to this new aspect of the GP contract, which is discretionary and offered to all practices in England. The BMA negotiated this nationally. It is an 'add on' to the national GP contract and is intended to allow practices to work closely together and provide integrated services to local populations. Much of the work happens across communities and so practices will continue to work together to deliver it. More about our PCNs in the next edition of the newsletter.

In England there are 1,259 PCNs. Each has a population size of between 30,000-50,000 registered patients.

In Morecambe Bay there are eight PCNs of various sizes.

Formed in mid-2019, all but one practice have taken on the PCN work within BHCP.

Meet your Integrated Care Communities (ICCs)



Grange and Lakes ICC

Grange and Lakes ICC covers a large rural area from Cartmel in the south to Grasmere in the north. The ICC is led by Mike Eddy, Practice Manager and Partner at St. Mary's Surgery, Windermere. The ICC works closely with colleagues from a variety of organisations including UHMBT's district nursing team; Age UK; Royal Voluntary Service; Cumbria County Council Community Development, Public Health, Social Care and Reablement teams; U3A; Rotary Clubs; Better Leisure; local community groups and many others.

Part of our ethos is to develop community assets and encourage self-care in order to help address the priorities of Bay Health & Care Partners. For example, at a recent community wellbeing event in Windermere members of the community were able to swap their 'sloppy slippers' to prevent trips and falls; have health MoTs; develop skills in resuscitation; try relaxation and mindfulness taster sessions and make healthy smoothies using a smoothie bike!



Grange & Lakes ICC team is led by:

Mike Eddy, ICC Lead
Lynne Cassidy, Case Manager
Lauren Slade, Community Staff Nurse
Nina Harrison, Occupational Therapist
Liz Jackson, Care Navigator
Nicola Clynes, Care Navigator
Ursula Stout, Administrator
Georgina Livingstone, Development Lead



Falls prevention clinic reaches finals of prestigious awards

The Bounce Back Clinic was one of eight public health and prevention pieces of work nominated at this year's GP Awards. The Clinical Improvement Award: Public Health and Prevention was won by The Scale-Up BP Team. Bounce Back clinics are a multi-disciplinary team approach to falls prevention which are held each week, alternating between Ambleside, Windermere and Grange. Patients at risk of falls who are referred to the clinics have a consultation with a physiotherapist, a nurse and a pharmacist in one session which provides joined up working and saves time for both patients and clinicians.

Updates from the ICCs

Bay ICC

Podcasts released in Morecambe Bay Integrated Care Communities series

Dr Andy Knox is working on a series of podcasts that focus on the Integrated Care Communities (ICCs) in Morecambe Bay. Through the podcasts, Andy tells the stories of these neighbourhood networks alongside people who are working within them, aiming to spread awareness and the possibilities of the ICCs and to also share the learning and best practice from their activity. The first podcast focuses on Bay ICC in Morecambe and is available on the following links

<https://open.spotify.com/episode/6ynttDhmky3CkR401IWkE> or

[https://podcasts.apple.com/gb/podcast/integrated-care-communities-morecambe/id1454670907?](https://podcasts.apple.com/gb/podcast/integrated-care-communities-morecambe/id1454670907?i=1000458540609)

[i=1000458540609](https://podcasts.apple.com/gb/podcast/integrated-care-communities-morecambe/id1454670907?i=1000458540609). These podcasts will be added regularly, so keep your eyes peeled for the next one.

Carnforth ICC

Care of the Elderly Community In Reach Programme

Dr James Barker (Consultant Geriatrician) attends the surgery in Carnforth once per week and sees patients either referred by colleagues in the ICC or identified in monthly frailty multi-disciplinary team meetings, alternating weekly between home visits and a community clinic. For each patient the consultation focuses on a complex geriatric assessment, a medication review, advanced care planning and medical management. There are frequently joint patient reviews with other ICC team members. In September, Dr Barker travelled to the International Congress of the European Geriatric Medicine Society in Krakow to present his poster on Carnforth ICC project, Care of the elderly community in-reach programme.

Care Coordinator wins Community Star of the Month



Jayne Crowther, Carnforth ICC Care Coordinator won UHMBT Community Star of the Month in August 2019. Her nomination was sent through stating: 'Jayne constantly seeks to improve the wellbeing of her patients. She is kind, caring and compassionate with a fantastic sense of humour that keeps all of her colleagues smiling and motivated. She strives for the best possible outcomes for her patients, identifying gaps in care and thinking of innovative ways of working to ensure the needs of patients (both physically, emotionally and socially) are met.'

New Advanced Care plan started for 12 patients

100% have had comprehensive geriatric assessment completed

52 patients had drugs stopped, 33 had drugs started and 75 fewer prescriptions

Seven hospital admissions avoided saving £19,600.

End of Life Care initiated at home for two patients

49 stroke and care of the elderly OPD appointments have saved £12,100.



Updates from the ICCs

Intergenerational project

The summer edition of the BHCP newsletter included an article on Carnforth ICC and how it has supported an Intergenerational Project hosted by Keer Sands Residential Home and Carnforth Christ Church Primary School. Results have all been collated and indicate that both the children and adults benefited from this project. Results included that 100% of adults enjoyed working with the children and that 100% of children enjoyed visiting the adults. The ICC will be running these groups again in 2020.

100% of children
felt they were
able to learn
from and talk to
the adults

100% of adults
felt able to
contribute during
the session

Carnforth Clinic

A project has been piloted at Carnforth Clinic for those who are referred to the memory assessment service. This service is now running twice a month at Carnforth Clinic, meaning those who live in the area don't have to travel as far and are seen in a familiar setting. Carnforth ICC also hosted a Carers support event in September 2019. Five people attended who took away information regarding Dignity in Dementia groups & Carer's support from NCompass. The ICC is hoping to run this again in the near future and invite guest speakers /agencies/groups to come along.



Kendal ICC

Suicide Prevention evening

A Suicide Prevention evening hosted by Dr Amy Lee was held on 16 October at the Captain French Surgery in Kendal for 25 multiagency attendees. The aim of the event was to focus on suicide and there was a performance by actor Maggie Wignall. The event was very well represented with lots of great feedback and excellent conversations and an action plan for future work building a suicide safe network and community in Kendal.

"Very thought
provoking.
Well written."

"Very useful. Let's
continue the
conversations."

"As a person who has been
suicidal, it was very emotive.
An effective way to deliver
an important message."

Helping local farmers

Kendal ICC met with Marion Mashiter from Cumbria Agricultural Chaplaincy where she described difficulties within the farming community. The team will be having 1-1 private consultation with the farmers each month.

Monthly Friday Lunch Hub

Kendal ICC ran its second monthly Friday lunch hub called Lunch Bunch in collaboration with the peoples café. The session was attended by 15 people and had a Halloween theme. The feedback was amazing and there were lots of happy faces. There will also be an opportunity for intergenerational engagement there. The Mayor made an appearance which was great to see. The team feel that the project will grow and grow once established.



Updates from the ICCs

New support group

Kendal ICC has been working with Health and Wellbeing Coaches team, Lighthouse Hub and the council to explore the possibility of setting up a support group for individuals with Chronic fatigue syndrome/ myalgic encephalomyelitis to offer individuals a space where they can meet to socialise, learn about and share strategies for managing their condition and also make new friends.

How BCT is improving care for the local population



Focus on our Third Sector



Ulverston Mind was set up more than 30 years ago and has offered mental health services to a large number of local people over the age of 18.

The charity offers a counselling service which consists of a one hour pre counselling interview to assess the need of the client followed by an allocation to an appropriate experienced and qualified counsellor to meet their needs. The counselling sessions will then usually run over a 10 week period. This service gives people the opportunity to talk about and work through any emotional and psychological problems they are experiencing.

Ulverston Mind works closely with Ulverston, Coniston, Dalton and Askam Integrated Care Community and has attended its workshops in the community to provide information and advice about its services.

Ulverston Mind offers a variety of services in the community, including perinatal service 'connecting mums' where new mums and expectant mums can make friends, support each other, build self-esteem and grow in confidence.



"There is something about the quiet calm of nature that is contagious, leaving a quiet calm in my mind," user of Ulverston Mind.



They also offer accessible support and discussion groups for both men and women plus outreach information sessions. Ulverston Mind has an allotment where people with or without gardening skills can come along and take part, learn and make new friends. All of what has been achieved by Ulverston Mind is due to the commitment of local people who volunteer their time and money to support the work.



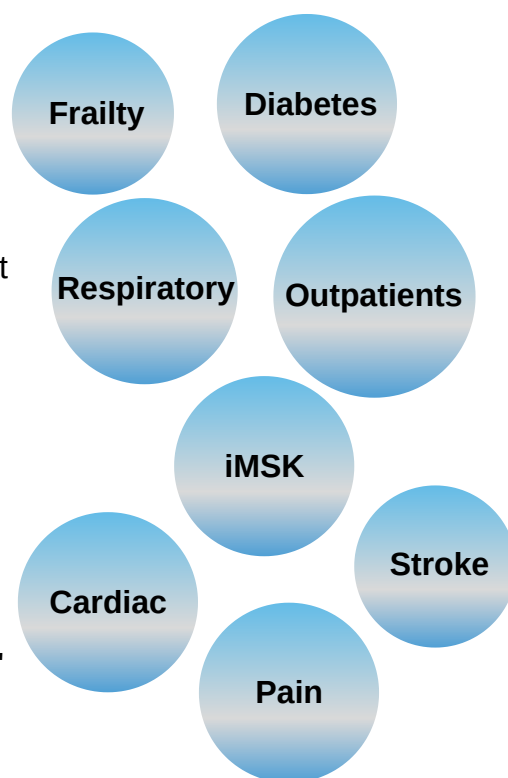
How BCT is improving care for the local population

Transforming care for people across Morecambe Bay

The Bay Health and Care Partners are working together on five projects which focus on health conditions or areas of the health and care system that may affect large groups of people that could benefit from changes made to how we deliver care in Morecambe Bay.

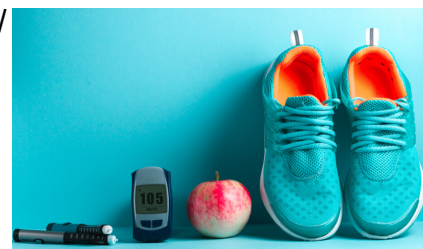
The pathway redesign is focusing on diabetes, respiratory, outpatients, frailty and integrated musculoskeletal (iMSK). The partners are also looking at the patient pathways - the best ways to treat patients and manage patients who have had a stroke, cardiac issues and are suffering pain.

In each edition, we will focus on a pathway as part of "The Spotlight" and what benefits they are bringing for patients, staff and the wider health and care system.



The spotlight on Diabetes

Morecambe Bay CCG is reviewing the structured education programmes/courses currently being used to support patients at risk of or with diabetes (both type 1 and 2). This review will provide an evidence base to be used in the commissioning of future education programmes. As part of the review, the project team has been running focus groups with patients and the public.



A survey was carried out with the public to gather views of the population about their experience of diabetes-specific structured education and how they wish to receive information, support and education about diabetes. The survey ended last week and responses are being collated. We will include feedback on the survey in the next edition of the newsletter.

Vision for Morecambe Bay Respiratory Network

The vision for the Morecambe Bay Respiratory Network (MBRN) is simple – to dramatically improve care for patients with respiratory disease in Morecambe Bay with a seamless, integrated care pathway. In 2019 the NHS published its Long Term Plan and respiratory care was identified as one of the NHS priorities. Respiratory disease causes a significant burden on patients and healthcare systems across the world and particularly in the UK. Within Morecambe Bay NHS Rightcare data highlighted our high levels of non-elective and medication spending in the area of respiratory disease.



The MBRN is a model of care which seeks to drive up the quality of care which our patients experience but also provide a better and more enjoyable way of working for all the staff out there at the coalface.

You can find out more about the vision and structure of MBRN here

https://www.uhmb.nhs.uk/files/5615/7434/3039/MBRN_Vision_October_19.pdf



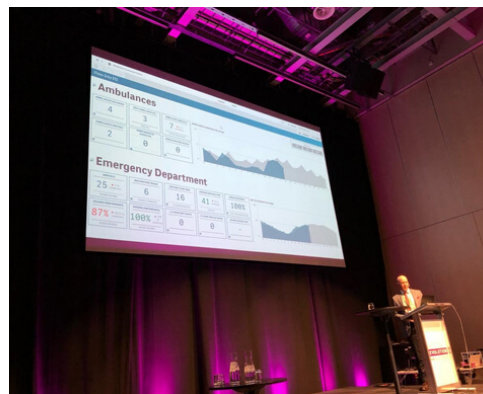
Digital update

#Fabchange19

Dr William Lumb, Chief Clinical Information Officer BHCP, Rob O'Neill, Head of Information at UHMBT, and John Glover, Chief Information Officer for BHCP attended the Academy of Fabulous NHS Stuff #FabChange19 event at Chelsea Football Club on 16 October where they presented on patient flow and digital innovation. Broadcaster Roy Lilley presented them with an award for their efforts.



Trust showcases analytic command centre at prestigious events



Rob O'Neill, Head of Information at UHMBT, showcased the benefits of the Trust's analytic command centre to hundreds of industry thought-leaders, data and analytical experts and leaders from a wider range of industry sectors at the Qlik Data Revolution Tour in Stockholm on Wednesday 6 November. He also discussed the benefits of the command centre to over 3,000 people at Big Data London on Wednesday 13 November. The Command Centre was created at the Trust's Royal Lancaster Infirmary site and has helped staff to improve patient management, care and experience.

Mums-to-be can now access their maternity notes through the touch of a button

A new maternity app is empowering pregnant women in North Lancashire and South Cumbria to make informed decisions about their maternity care. Around 550 women have access to the app, which can be downloaded onto any smartphone device. Benefits of the app include access to information on classes and events, access to screening information and access to pregnancy care plan and tips. You can find more information at <https://www.freshthinking.uhmb.nhs.uk/mums-to-be-can-now-access-their-maternity-notes-through-the-touch-of-a-button/>



"Plenty of information and I love the events calendar,"
Mum-to-be using the app.

Careers



Transformation Champions

BH&CP is currently working with the NHS Transformation Unit to look at how our services can be streamlined to cater to the needs of our patients in a more efficient and streamlined way. Working with Grange & Lakes and Bay ICC initially, the Transformation Unit is supporting these two ICC's to think ahead to what their services could and should look like.



Careers



Transformation Champions cont...

Integral to this piece of work are 14 System Integration Champions, volunteers from across the system who have undertaken three days training to allow them to support this piece of work. Fully trained in a seven-step methodology of workforce planning, they will be able to guide and facilitate discussions supporting this approach. Exploring task-oriented planning will enable the service to be fully designed to support the requirements of those using the system and those colleagues providing the care. Two of the champions have already started to utilise the methodology in another area and following a test-run could already see the benefits of this approach. Thinking about the tasks required for a particular pathway facilitates creativity and a transformational approach to providing care; focusing on how the service might look and building our offer around that will mean optimum patient and colleague satisfaction. The champions are already commencing their work and more updates will be provided over the coming months.

Physios undergo training

Ruth Marrison is one of 11 physiotherapists across the Bay who has undergone a day-long training course to deliver an Enabling Self-Management and Coping with Arthritic Pain using Exercise course to people who are over 45 years old and suffering from osteoarthritis of the knee and hip. You can read the full story at <https://www.freshthinking.uhmb.nhs.uk/physiotherapists-are-helping-local-people-to-manage-their-musculoskeletal-conditions/>



Estates



Alfred Barrow Health Centre officially opened

We're delighted that the Alfred Barrow Health Centre is now open and we look forward to seeing a more integrated way of working in Barrow. The health centre which is situated on the site of the former Alfred Barrow School is bringing together a number of primary and community services which will greatly benefit the Furness population and officially opened to the public on Monday 11 November.

The official opening of the Alfred Barrow Health Centre was deemed a success after more than 200 people attended the event on Wednesday 6 November.

Speeches were given, a plaque was unveiled and tours of the building were held, with members of the public invited to have a look around in the afternoon. Organisations moving into the health centre were also given the opportunity to showcase their services.

The health centre will house:

- Abbey Road Surgery
- Risedale Surgery
- Atkinson Health Centre

Services provided by:

- North Cumbria Integrated Care NHS Foundation Trust
- Lancashire and South Cumbria NHS Foundation Trust
- UHMBT

There will also be facilities for Morecambe Bay CCG, North West Ambulance Service, BAE Systems and Boots Pharmacy.



Estates

Alfred Barrow cont...

A long-serving member of local NHS staff, Pamela Reid, officially opened the health centre at the event and spoke about the changes she's seen over the years within the NHS. Construction on the health centre began in December 2017 with the oldest part of the Victorian building being preserved and an additional building, which will house the patient-facing services, being built.



"I take great pleasure in opening this health centre as it's not just going to benefit the teams moving in but all the people who are going to use it now and in the future," Pamela Reid.

News from the Integrated Care System (ICS)

Memorials celebrate loved ones lost to suicide

More than 75 friends and family members came together in Preston and Barrow in November to remember their loved-ones lost to suicide. The memorial events, held at Deepdale Stadium and Barrow Rugby Club were hosted by Lancashire and South Cumbria Integrated Care System and AMPARO Listening Ear. Speakers included former rugby and football heroes who had either attempted suicide, lost loved ones by suicide or suffered with their own mental health.



Reporting on suicide more sensitively

Communicators in Lancashire and South Cumbria came together in November to look at how we can report on suicide more sensitively. The Preston workshop was well attended and saw presentations from the Samaritans, who discussed their work with media, and Tony Harrison, a father bereaved by suicide, who spoke about his experience of the media. If you are interested in taking part in future Reporting Suicide Sensitively training, please email julia.taylor22@nhs.net.

Supporting Head and neck services

The ICS has identified several hospital services that will need support in order to continue to be provided in a safe and sustainable way. One of these areas is head and neck services where adults require an overnight stay (both planned and emergency stays) in both head and neck cancer services and oral and maxillofacial services. Surgeons, clinical nurse specialists, patients, hospital managers and commissioners are progressing improvement work with the aim of providing timely and equitable access to head and neck services across Lancashire and South Cumbria, retaining and attracting a high calibre workforce, providing world class surgical outcomes, delivering diagnostic, day case, outpatient and allied health professions close to home and ensuring service users and carers and the wider workforce are involved in service development and review. If you have any questions or comments about this work or would like to find out more, please contact healthier.lsc@nhs.net



Photos from across the bay



The Bay Health and Care Partners newsletter is published every quarter. If you would like us to include a story in the spring 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 February 2020.

