Three key messages - April Programme Board

1. Work continues on the community spoke prototypes, now called community hubs. Development of the services to be provided by the proposed five community hubs is continuing under the umbrella of the Caring Together programme. This will include preparation of the two community hub prototypes (Knutsford; and Bollington, Disley and Poynton) which is due to start in about two months.

2. Further analytical work continues. Following a positive review meeting of the Caring Together programme with health system regulators NHS England and NHS Improvement, further analytical work is happening in preparation for another meeting with regulators in June. In the meantime, other than proceeding with the community hub development, no decisions or recommendations have been made about other components of the care model.

3. Care Professionals Advisory Group (CPAG) has discussed the longer-term sustainability of clinical services in the context of workforce recruitment and retention, and maintaining quality and safety standards. It was noted that there are several challenges that will need to be addressed if a good range of services is to be maintained.

Three key messages: May Programme Board

1. The Programme Board received a positive update on the prototype community hubs under development in Knutsford and Bollington, Disley and Poynton.

2. The sustainability review commissioned by NHS England and NHS Improvement is now well underway. The Board will receive a further status report at the June 2017 meeting.

3. Plans on the sustainability and transformation plan (STP) footprint continue to be developed with a view to identifying what can best be done at an STP level, what is best done at a local delivery system (such as Cheshire and Wirral) level and what is best done locally within the existing transformation programme (Caring Together) footprint. This is to ensure that we make best use of resources and that services remain safe and sustainable.

Partners commit to engagement on service change

A well-attended summit of Caring Together workstreams took on Friday 28 April. Participants provided examples of what had worked well and what could have been improved. They also identified further possible opportunities for partners to improve the way they work in order to make best use of the resources available.

The three key messages from this event were:
1. Recognising the importance of exploring further opportunities for working in partnership with the independent and voluntary sectors
2. To ensure we don’t repeat modelling work and we progress to the next stage of the programme
3. The importance of engaging widely with staff and service users once the plans are at a more advanced stage of development so that key stakeholders have an opportunity to shape the plans and support their subsequent implementation.
Caring Together, in partnership with GP surgeries is developing a series of Community Hubs. These hubs will work to reduce illness by empowering people to take good care of themselves, supporting those with long-term conditions to live independently at home when it is safe to do so and reduce hospital admissions.

Two community hub prototypes which include teams of health and social care workers, operating out of GP practices have been established to start to test this approach with specific cohorts of patients - one in Knutsford and the other in Bollington, Disley and Poynton.

Bollington, Disley and Poynton will take the form of a “primary care home” offering all the services that people might need outside of hospital. GPs, nurses and therapists; pharmacists, mental health teams, care co-ordinators, social workers and voluntary sector staff will work together to ensure a seamless programme of care for all service users following the initial prototype testing period.

Caring Together transformation manager Sarah Sewell said: “The primary care home will be designed by people working in health and social care. The primary care home is an integral part of Caring Together because it will empower people, join up health and social care, and reduce avoidable demand on urgent and emergency care.”

The Knutsford team will see Cheshire East Council, Cheshire and Wirral Partnership NHS Foundation Trust, East Cheshire NHS Trust and NHS Eastern Cheshire CCG working with local voluntary agencies to improve the health and wellbeing of the people of Knutsford.

Following a series of engagement events with a wide range of health and social care professionals to shape the hubs, workstreams will now start to implement these models.

Further news on the community hubs will be brought to you in next month’s newsletter.
Eastern Cheshire health chiefs have been given a £227,000 cash injection to help people with diabetes take better care of themselves and reduce their risk of foot amputation.

The new approach will help achieve the Caring Together badges of empowering people to take the best possible care of themselves while reducing avoidable activity in secondary care.

The money was awarded to NHS Eastern Cheshire CCG, East Cheshire NHS Trust and Vernova Healthcare from NHS England’s national diabetes treatment and care transformation fund.

The funding will be used to start a structured education programme and speed up referrals from GP practices to a specialist team caring for people with diabetic foot disease.

The education programme will be provided by a diabetes nursing service being set up by Vernova, a not-for-profit community interest company established by Eastern Cheshire’s 22 GP practices to provide a range of NHS healthcare, investigations and surgical services to which patients are referred by their GP.

Dr Tom Steele, Eastern Cheshire GP and clinical lead for the bid, said: “NHS England was impressed by our partnership bid as it proposed a comprehensive approach to the education and treatment of people with diabetic foot disease, together with detailed plans to accelerate referrals.”

The service specification is now being finalised to enable the programme to start in 2017-18.

In the Cheshire East local authority area, there were 19 foot amputations in the three years to 2012-13 – the latest period for which figures are available - while 202 patients were admitted to hospital with foot disease over the same period.

One in 20 people in Eastern Cheshire has diabetes, and the number is rising all the time.

Caring Together’s eight ambitions include carers being valued and supported, and staff working together to manage long-term conditions. East Cheshire NHS Trust and Cheshire East Council recently joined forces with other organisations to stage a health and wellbeing event with Macclesfield Hospital’s Macmillan Centre.

The event was attended by around 120 patients with cancer, their relatives and carers who were given advice, information and support to help them self-manage and understand any ongoing health issues. It also provided key information on making healthy lifestyle choices.

Nursing teams from areas of cancer care including: bowel, breast, skin, lung and upper gastro intestinal tract cancer were represented alongside the following organisations:

- Macmillan Support and Information
- Cheshire East Council’s “One You” and “Everybody Healthy” teams
- The Sunflower Centre
- Breathe Easy
- Life Links Cheshire East

Patients agreed that overall the days event were helpful and informative. One patient said: “I have been extremely impressed and overwhelmed by the kindness, support and efficiency throughout this whole experience.”

A further event will be held in October. For further information, contact Catherine Fensom on 01625 663807 or cfensom@nhs.net.
Pensioner sings praises of Macclesfield Health Hub

Macclesfield resident Jack Spencer, aged 93, has championed Caring Together since the programme started three years ago. A resident of Macclesfield, he has attended numerous meetings to offer health and social care leaders a patient’s perspective on how services should be joined up.

His advice – and that of other volunteers – has helped shape the integrated care that is now being introduced. Now, in a twist of fate, Jack has benefited from the type of care he has been advocating from day one.

Here, in his own words, he describes the excellent treatment he received at Macclesfield Health Hub, in Sunderland Street. The hub has brought together a range of NHS and private service providers to offer health and wellbeing services from a conveniently-located, purpose-built facility in the town centre. And it is there that Jack was cared for in a dermatology clinic run by Vernova Healthcare – a community interest company representing Eastern Cheshire’s 22 GP practices.

What does the word, hub, mean to you? To me, until six months ago, it was the centre of a wheel. But I learned much more when I entered Macclesfield Health Hub, adjoining Waters Green Medical Centre in Sunderland Street. It’s a modern, bright building with a welcoming reception but, at the age of 93, I still felt a little apprehensive about what was to follow. What I found was that there were many more medical spokes to the hub than I’d imagined. For some months, a serious squamous cell carcinoma had developed to large proportions on my forehead. As a result, I was directed to a spoke called Vernova Healthcare. Previously unknown to me, it turned out to be a small team of doctors plus a surgeon, nurse and Macmillan specialist cancer nurse. One of their specialisms is dermatology.

In all, five visits were required to ascertain the action needed. This was a difficult procedure necessitating many stitches but sparing me several trips to The Christie, in Manchester, for skin graft treatment.

I was amazed at the skill and lack of pain. Everything was carried out in a simple operating theatre comprising a couch bed, two tables and a sink. I signed one form to agree the procedure which was then implemented with fantastic success – a big thank you!

I was so impressed that I decided to investigate how Vernova operates. I learned that this small group of medical staff comes together to provide a skilful, no-fuss service supported by two and a half practice managers. They meet just once a month to plan and monitor patients’ needs. They take a load off Macclesfield District General Hospital but receive only limited funding.

By chance, I also discovered a service called the Iris Vision Resource Centre. It’s based in Crewe but also operates from Vision House in Gunco Lane, Macclesfield. It provides free advice and information as well as a free low-vision service supplying magnifiers on loan to those with limited eyesight, and also sells aids and equipment such as talking clocks, watches and task lamps. As with Vernova, its funding is limited but it has a scheme allowing patients to make donations.

It’s a pity these services don’t hit the good news headlines but I believe these little-known schemes are the way ahead for the NHS.

A very grateful patient
Jack Spencer
An Eastern Cheshire GP practice is pleased to see an increase in the number of patients consenting to allow all healthcare professionals involved in their care to view their Cheshire Care Record making communication easier for patients and professionals alike.

Meadowside Medical Centre, Congleton has reaped rewards by making the promotion of the Cheshire Care Record an everyday part of surgery life. Every patient registering with the practice, making an appointment or attending a care plan review is asked to give permission for their medical information to be viewed by relevant professionals treating them.

Dr Ian Hulme, practice partner, IT lead at NHS Eastern Cheshire CCG and Chair—Caring Together ICT Workstream, said, “Improved levels consent levels are speeding up patient care. Because we now have consent from so many patients, we’re spending much less time calling them for permission when other providers request access to data such as summary medical history, information on allergies or details of social care packages in place. Providers such as A&E departments and district nurses can then access relevant information straightaway, rather than having to contact the GP practice or ask patients to keep repeating their story.”

He adds: “We appreciate that the development of a joined-up, patient-centred system requires all providers to have the ability to share accurate, up-to-date information at a moment’s notice, hence the promotion of the Cheshire Care Record as a priority.

The Cheshire Care Record is a superb tool that’s enabling me and many other health professionals to treat patients more effectively and quickly, improving their health and reducing avoidable demand for hard-pressed urgent and emergency care services.”

He said that very few of Meadowside’s 7,800 patients had opted out of the record and that most of them, when introduced to the system, expressed surprise that care providers had not been sharing patient data routinely for years.

He added that factors for high consent levels included patients feeling reassured that they could always opt out at a later date if they chose.

Caring Together programme director Fleur Blakeman said: “The record is playing a crucial role in helping us achieve our aim of joined-up care that gives people fast, effective support and treatment when they need it. Our data tells us that the record is reducing avoidable activity at Macclesfield District General Hospital and in hospitals across the region.

“If you’ve seen the benefits of the Cheshire Care Record as a patient or healthcare professional, why not say so on Twitter? The record is @Cheshire_Care. Use #CheshireCareRecord.”

Care Record data is held securely within the NHS and can only be accessed by qualified professionals such as doctors, nurses and social workers. You can find more details at www.cheshirecarerecord.co.uk.
Caring Together has named seven enablers of joined-up care, one of which is a sustainable workforce. The ideal skill mix is a workforce which sees the right mix of highly-skilled, well-trained staff of different ages and one which plans for those nearing retirement.

It is therefore important to interest young people in careers in health and social care – which is why Caring Together partners have joined counterparts from elsewhere to establish a Cheshire Career and Engagement Hub. The hub presented at the Greater Manchester Skills, Careers and Apprenticeship CHOICES Show in March winning best large stand. The aim of the stand was to inspire young people to consider the wealth of career opportunities offered by the NHS. Cheshire colleagues were joined by counterparts from the Greater Manchester, Lancashire and Merseyside hubs plus representatives of North West Ambulance Service and the North West Skills Development Network.

The event gave around 10,000 young people a chance to gain hands-on experience, get career guidance and explore more than 350 exciting and diverse roles. Activities on the stand included simulations of adult and infant resuscitation, taking blood from an artificial arm, practising dexterity skills on a giant operation game, blood pressure monitoring and exploring the inside of a working ambulance. Students were invited to wear visual impairment goggles to understand the difficulties experienced by some patients, and were told about hand and dental hygiene.

Health careers leaflets highlighted the wide range of roles available, both clinical and non-clinical, while a wall of photos and case studies helped bring apprenticeship opportunities to life. There was lots of interest in careers in nursing, midwifery, medicine, psychology and dentistry.

As well as having a stall, hub representatives gave spotlight talks on building careers in health and care. Sean Bradbury, head of workforce development for Health Education England (North West) said: “The Cheshire Hub managed to portray the breadth of careers and opportunities in health while remaining accessible to the show’s audience.”

We have a winner!

The 2017 Patient Safety Awards are held annually to recognise outstanding practice in healthcare.

Medications with anticholinergic properties are frequently prescribed to older, frailer patients but their use in certain combinations can cause falls because of side effects including blurred vision, drowsiness and dizziness. Dr King’s Anticholinergic Burden Calculator measures the risk of prescribing various combinations and then suggests safer alternatives.

Practice partner Dr Andrew Maurice said: “Adverse drug reactions account for 6.5 per cent of hospital admissions, and it is thought that up to 70 per cent of these could be avoidable. That’s why I welcome Dr King’s burden calculator – which will not only improve the quality of patients’ lives but also ease pressure on the NHS as it struggles to cope with ever-increasing demand.”

The calculator has already been applauded locally, having won the Macclesfield District General Hospital Annual Presentation Prize late last year.

Meanwhile, the shortlisting is the latest honour for The Schoolhouse Surgery, which was a finalist in the GP of the Year Awards 2016 for management of long-term conditions. In addition, the surgery is among just four per cent of GP practices nationally to have been rated outstanding by the Care Quality Commission.
Eastern Cheshire tops flu jab chart

Caring Together believes that prevention is better than cure – not only for the area’s 204,000 people but also for stretched NHS services.

Partners are celebrating the fact that Eastern Cheshire was top of 12 NHS areas in Cheshire and Merseyside for uptake of the flu vaccine last winter.

Figures published by NHS England and Public Health England for the three months to 31 December put the area in first place for vaccination of people aged 65 and over, and for children aged two, three and four.

Eastern Cheshire was equal top for uptake by pregnant women and second for the vaccination of people likely to fall seriously ill from catching flu.

Uptake figures are as follows:
- 65s and over – 76.3 per cent
- Two year olds – 58.5 per cent
- Three year olds – 58.2 per cent
- Four year olds – 51.5 per cent
- At-risk groups – 53 per cent
- Pregnant women – 51.8 per cent.

Compared with 2015-16, performance improved in every category but pregnant women – for whom uptake fell by 0.8 per cent.

Caring Together programme board member Dr Paul Bowen said: “Flu can be very dangerous to vulnerable people, and is a major cause of winter pressures on the NHS. That’s why flu vaccination is critically important – not only for the health of our population but also to reducing GP consultations, emergency hospital admissions and pressure on A&E.

“For these reasons, I’m delighted that Eastern Cheshire has again performed extremely well in ensuring that people get the jab when they need it. I know that my fellow health and care professionals would wish to say a big thank you to residents for having their vaccination and protecting themselves and their families while helping the NHS.”

Factors behind Eastern Cheshire’s successful immunisation programme include GP practices sending invitations to patients eligible for the jab, and displaying posters and leaflets in waiting areas.

Meanwhile, NHS Eastern Cheshire CCG promoted the vaccine as part of its multi-media Choose Well campaign that helps people choose the right service to get better quickly when they fall ill.

In 2015-16, Eastern Cheshire had the second best uptake figures in the whole of England. National statistics have yet to be reported this year.

Don’t fall foul of Purdah!

Council and NHS colleagues are reminded that they are expected to observe the purdah restrictions on communications and consultation activity until polling ends on General Election day on 8 June.

The purpose of the guidance is to ensure that activity funded by the taxpayer isn’t used to affect support for a political party or candidate.

For further information, email Fiona Doorey (Fiona.doorey@nhs.net), head of communications, engagement and marketing at East Cheshire NHS Trust; or Charles Malkin (c.malkin@nhs.net), communications manager at NHS Eastern Cheshire CCG.

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