

LOCALITY SUMMARIES: March 2016

LOCALITY: BURNLEY

KEY AREAS OF DISCUSSION:

- Primary Care Development
- Integrated Neighbourhood Teams
- Over 75s
- Dementia
- Innovation Schemes
- Engagement
- Patient Participation Board

KEY ACTIONS:

- **Primary Care Development**
New models of care - Burnley locality have approved the draft model of 1 hub (St Peters) for 4pm to 8pm and Saturday morning with a view to deflection from urgent care.
- **Integrated Neighbourhood Teams**
The Burnley INT Management Group continues to develop the three integrated neighbourhood teams across Burnley. The terms of reference have recently been amended and agreed with the locality.

All 3 INTs have scheduled regular monthly MDT meetings with community division. Continued development work around format, how many or which cases should be discussed, and whether practice representatives attend for part/whole of meeting. Recognition that model will evolve over time and needs to be flexible.

2 Clinical Coordinators are currently being recruited too to support the INT's across Burnley.

A common referral process, referral template have been agreed across the INTs in collaboration with community services teams. Burnley having input into the SOP across East Lancashire.
- **Over 75s**
Six advanced nurse practitioners in post and a locality agreed workplan (recently amended) has been developed in relation to target cohort of patients, initially those residing within nursing and residential homes. Each neighbourhood will have an allocation of 2 nurses to conduct dedicated ward rounds and now that they are at full capacity the role will extend to include case management/advance care planning for those patients with complex / long term conditions.

All practices continue to undertake the annual holistic health and wellbeing assessments for all over 75s patients using a common framework.

A working group is being set up to review the work plan for 2015/16 and to agree the workplan for 2016/17.
- **Dementia**
Development of Dementia Action Alliance (DAA) in Burnley via the council which is now

registered with the DAA. All Practices have been asked to ensure that at least one member of staff has completed the Dementia Friends training session. The Patient Participation network is also looking at their role to progress this.

- **Innovation Funded Schemes 14/15:-**

- ENT – The recommendation to extend the pilot until Jun 16 has been approved to allow time for phase 2 to be developed and extended out to all localities.
- INT administrators – recurrent funding agreed, to be picked up as part of the INT Board.
- Rapid response domiciliary phlebotomy scheme – An evaluation of the scheme is underway.

- **Engagement**

Continued strong engagement with member practices and via the Burnley patient participation network which has gained membership over the last three months and continues to have a strong voice.

- **Patient Partnership Board**

Two patient representatives attend these meetings.

- **Resettlement of Refugees/Asylum Seekers**

Burnley Council are currently considering a small number of properties (maximum 10) as potential accommodation for asylum seekers.

Approved by:

Dr David White
Kirsty Hamer

Clinical Lead Burnley Locality
Interim Locality Commissioning Manager

LOCALITY: HYNDBURN

KEY AREAS OF DISCUSSION:

- **Primary Care**

The Hyndburn locality has agreed a new model of primary care. With pre-engagement on-going with the borough council.

CQC have started their visits to practices in Hyndburn, with 3 reports currently published, 2 of which have been rated as requires improvement.

- **CCG Wide picture**

Awareness of CCG wide issues ie Finance, QiPP targets, Cost Pressures, Activity over performance, Link with Public Health, NHS England and CSU. There is an appetite at Locality level to look to innovation through research.

- **Mental Health**

A further 12 months funding has been agreed for the social support outreach worker and its role in Hyndburn, with a view to ensuring the model is strategically stitched into new ways of working.

KEY ACTIONS:

- **Dementia Action Alliance**

The locality manager is currently chairing this meeting with a view to handing over to a community led steering group in the near future.

- **Engagement**

Continued strong engagement with member practices and via the Hyndburn patient participation network which has now met four times starting to develop a strong patient voice.

- **Partnership Working**

The health and wellbeing working group of the Borough Council dedicated its last meeting to housing and health, concentrating on the wider determinants and how the council can contribute.

- **Refugee/Asylum Seeker Relocation**

The borough is all set to host both refugees and asylum seekers with GP registrations high on the agenda for the Asylum Partnership.

- **Initial Over 75s Funding Evaluation**

The quarterly evaluation of the use of the Over 75s funding in Hyndburn is showing an impact on quality of care, A&E attendances and hospital admissions, although this is not consistent across the patch, and need to be more aligned across the locality.

Approved by:

Dr Richard Robinson
Rachel Watkin

Clinical Lead Hyndburn Locality
Locality Commissioning Manager

LOCALITY: PENDLE

KEY AREAS OF DISCUSSION :

Locality Specific

- **Primary Care Developments**
- **Steering Group Membership**
- **Integrated Neighbourhood Teams**
- **Over 75s**
- **Engagement**
- **Vanguard – Implementation of Telemedicine**
- **Resettlement of Refugees**
- **Dementia Action Alliance**

KEY ACTIONS:

Locality Specific

- **Primary Care Developments**

The GP practices in the locality are taking an active interest in the development and delivery of primary care services. Practices are working together within various federations including ELMS, Pendle Care Direct and the EU Federation to inform the service delivery opportunities arising from the Primary Care Development work stream.

The locality is working closely with Martin Walls to design a model that meets the needs of Pendle practices and patients.
- **Pendle Election/Steering Group Membership**
 - **Pendle Clinical Lead**

Dr Stuart Berry has been elected as Clinical Lead for the Pendle Steering Group
 - **Practice Nurse**

Further to the election process, Anna Knight has been elected as Practice Nurse Steering Group Member.
- **Integrated Neighbourhood Teams**

The Pendle INT Management Group continue to develop the two integrated neighbourhood teams across Pendle, working with a GPs, Practice Nurse and Practice Managers across both neighbourhoods (Pendle East and Pendle West).

The Clinical Co-ordinator will continue to liaise with all practices to seek to understand and address any concerns with regard to the implementation of the MDT process and INT moving forwards.
- **Over 75s**

The locality continue to utilise the Practice Manager Forum and Clinician Forum to monitor progress against the scheme.
- **Engagement**

Practices within the locality continue to actively engage in numerous forums, schemes and initiatives in line with the CCG Constitution.

- **Telemedicine (Airedale NHS Foundation Trust)/ Vanguard and Partners Enhanced Health in Care Homes**

The locality continue to work in partnership with Airedale NHS Foundation Hospital Trust to support the implementation of Telemedicine through through the Vanguard and Partners initiative.

The locality manager and support officer are working closely with the Vanguard Programme Team to implement telemedicine across 53 additional nursing and residential homes across East Lancashire (this is in addition to the 50 homes that have Telemedicine installed across the localities). To date, 33/53 homes are live and a further 11 homes have signed up to installing Telemedicine into their homes across East Lancashire. Of the 53 homes identified, 4 of the homes have now closed.

- **Resettlement of Refugees**

A meeting was held at County Hall in Preston on 12 March to lay the operational foundations of the Syrian Resettlement Programme in Lancashire with regard to:

- Funding and delivery model(s)
- Timeline for potential arrivals (to inform the Home Office/RSMP)
- Commissioning process
- Programme coordination and governance
- Partnerships with VCFS, etc.

Over a 5 year period, 150 families will be resettled as part of the programme working in clusters across the authorities.

Year1:

Pendle, Blackpool, Preston and South Ribble will form the first cluster – 30 families will be resettled in the first year. It is anticipated that the first families will arrive in Mid-July/early August 2016.

- **Pendle Dementia Action Alliance**

The locality have signed up to the Pendle Dementia Action Alliance and is committed to working with partner organisations to transform the lives of people with dementia and their carers and ensure the efficient and effective programme management of Dementia Friendly Pendle.

Approved By:

**Dr Stuart Berry
Cath Coughlan**

**Clinical Lead - Pendle
Locality Commissioning Manager**

LOCALITY: RIBBLESDALE

KEY AREAS OF DISCUSSION :

- **Primary Care Developments**
- **Ribblesdale Integrated Neighbourhood Team**
- **Ribblesdale Over 75's Service**
- **Ribble Valley Dementia Alliance**

KEY ACTIONS (PLANS FOR THE NEXT QUARTER):

- **Primary Care Developments**

A new model of primary care has been agreed in principle for the locality. Locality representatives are continuing to attend meetings and events with the CCG to take this forward. Engagement is also taking place on the implementation of an East Lancashire Quality Framework. The Care Quality Commission has recently carried out inspections at The Castle Medical Group and Pendleside Medical Practice and found the quality of care to be outstanding. This is excellent news for both the locality and the CCG.
- **Integrated Neighbourhood Team**

The Ribblesdale INT is fully operational and the INT Co-ordinator is continuing to develop relationships with GPs and other stakeholders including Age UK, Lancashire Wellbeing Service, East Lancashire Hospice and British Red Cross. MDT meetings are held fortnightly at Clitheroe Community Hospital. A permanent base for INT staff is being explored and it is hoped that this will be confirmed by April 2016. Discussions are ongoing to secure the INT Mental Health Practitioner on a permanent full time basis, working 2 days per week for Ribblesdale and 3 days per week for another locality.
- **Development of Over 75's Service**

The Over 75's Service in Ribblesdale continues to work well and the number of referrals is increasing. Extended appointments for GPs (from 10 minutes to 15 minutes) and for Practice Nurses/Health Care Assistants (from 20 minutes to 30 minutes) have been offered to Over 75's in Ribblesdale since January 2016 and will continue to be offered until 31st March 2016. Feedback will be collated and included in an overall evaluation of the service.
- **Ribble Valley Dementia Alliance**

Work is ongoing to develop the Ribble Valley Dementia Alliance.
Key objectives are to:

 1. Obtain evidence from people with dementia and carers about what would make it possible for them to enjoy a better quality of life in their community and create a dementia friendly Ribble Valley.
 2. Educate businesses and the public so that more people understand dementia and start to think about how they can make things better.
 3. Co-ordinate dementia awareness activities in Ribble Valley

Approved By: **Dr Ian Whyte**
Hayley Sims

Clinical Lead – Ribblesdale
Interim Ribblesdale Locality Manager

LOCALITY: ROSSENDALE

KEY AREAS OF DISCUSSION:

- **Primary Care Development**
- **Rossendale Integrated Neighbourhood Team**
- **Ambulance Response Times**
- **New Housing Plans – 5,000 new houses in 15 year period**
- **Locality ENT Pilot Service**
- **Rossendale REAL Directory of Services**
- **Resettlement of Refugees**
- **Over 75s initiatives**
- **Dementia Friendly Rossendale**
- **Rossendale Health and Wellbeing Partnership**
- **Support to Whitworth Practice**

KEY ACTIONS (Highlights):

- **Primary Care Development**

The locality remains keen to work collaboratively together and have now had three developmental discussions in order to discuss the a local model of Primary Care. The locality are very confident that this model will soon be fully scopped out and ready for discussions to take plcae with regard to sourcing an appropriate service provider and making it operational.
- **Rossendale Integrated Neighbourhood Team**

A single Rossendale Locality INT is now fully staffed and rapidly making an impression in the locality. Strong links are being established with the nine Rossendale GP Practices together with the over 75s support nurses and Age UK. The INT team are co-located and hosted with Rossendale Hospice. A whole suite of documents which include terms of reference, information sharing agreements, descriptor documents etc are all in the process of being finalised.

More and more GP Practices are now part of the multi-disciplinary team (MDT) meetings process, which are supported by the locality INT Team operating within their hosted organisation. The INT Clinical Lead is Dr Hilary Wait who has led many of the initial MDT meetings and is now involved in advising on the development of a common referral process and referral template.
- **Ambulance Response Times**

Whilst the North West Ambulance Service strive to meet the current response standard across East Lancashire as a whole, there are areas such as Rossendale where the standard is not always being met. This is an area of concern not just to the CCG, but also Rossendale Borough Council (RBC). The council through its overview and scrutiny committee has led a fact finding exercise looking at all aspects of the patient pathway together with a variety of other influencing factors. With these targets in mind the CCG has again invested in the Community First Responder team so as to support them in their very important role, whilst recognising the impact that their activities have in the health economy.
- **New Hosing Plans – 5,000 new houses over 15 year period**

Rossendale Borough Council have recently announced that there could be up to 5,000 new houses being built with the locality over the next 15 years. This would equate to approximately 17,500 new patients and therefore have a major impact upon the current infrastucture and service provision from within the primary care sector. In collaboration with Rossendale Borough Council, the locality are currently involved in a review of the current /

future capacity of primary care services and the infrastructure supporting it.

- **Locality ENT Pilot Service**

The locality identified ENT as an area that they would like to see if a local service model would work. The Waterfoot Group of Doctors have run a GP with a Special Interest (GPwS) service for over sixteen months and reached the point of evaluation. A similar service model has operated in the Burnley locality also.

In Rossendale the ENT pilot has demonstrated that it can reduce referrals to secondary care and indicated that a local model could potentially save money. It has also proved to be very popular with patients who enjoy the convenience of visiting a local GP Practice rather than the main general hospital site at either Blackburn or Burnley.

It has been agreed by the CCG Local Delivery Group that the service, along with the Burnley Service to be used as a model of care for evaluation purposes.

- **Rossendale REAL Directory of Services**

As part of its legacy to the Rossendale Locality, REAL of Rossendale have developed a local Directory of Services, which also incorporates a calendar of events and section for local organisations newsletters. This Directory went live in March, with the opportunity through the purchase of iPads for patient participation members to help patients within their respective GP Practices with specific queries.

- **Resettlement of Refugees**

To date Rossendale haven't taken in any refugees, but the Borough Council are in discussions with central government agencies about the use of some of their properties.

APPROVED BY:

Dr Tom Mackenzie
Locality GP Lead - Rossendale

Andy Laverty
Locality Commissioning Manager - Rossendale