

Blackpool Council

NHS

Blackpool

Clinical Commissioning Group

New Models of Care Health and Social Care Integration

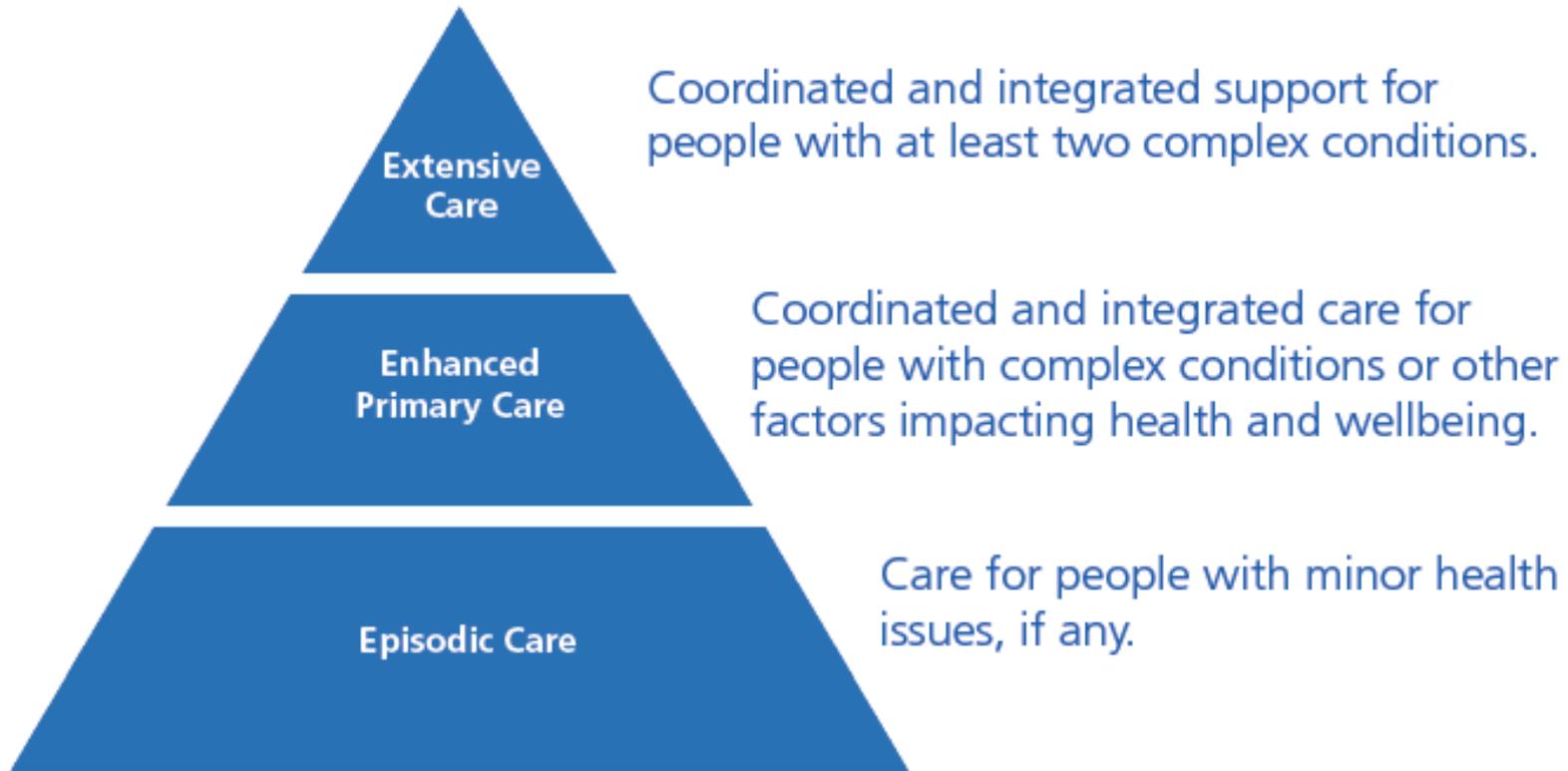
David Bonson, Chief Operating Officer



1. Introduction and context



Our new models of care



Our neighbourhoods

Far North

Cleveleys Group Practice
The Crescent Surgery
Population = 19,450

North

Glenroyd Medical Centre
North Shore Surgery
Population = 25,500

Central West

Adelaide Street Surgery
Elizabeth Street Surgery
Gorton Street Practice
South King Street Medical Centre
St Paul's Medical Centre
Population = 39,150



Central East

Grange Park Health Centre
Layton Medical Centre
Marton Medical Centre
Newton Drive Health Centre
Population = 25,900

South Central

Bloomfield Medical Centre
Waterloo Medical Centre
Population = 23,100

South

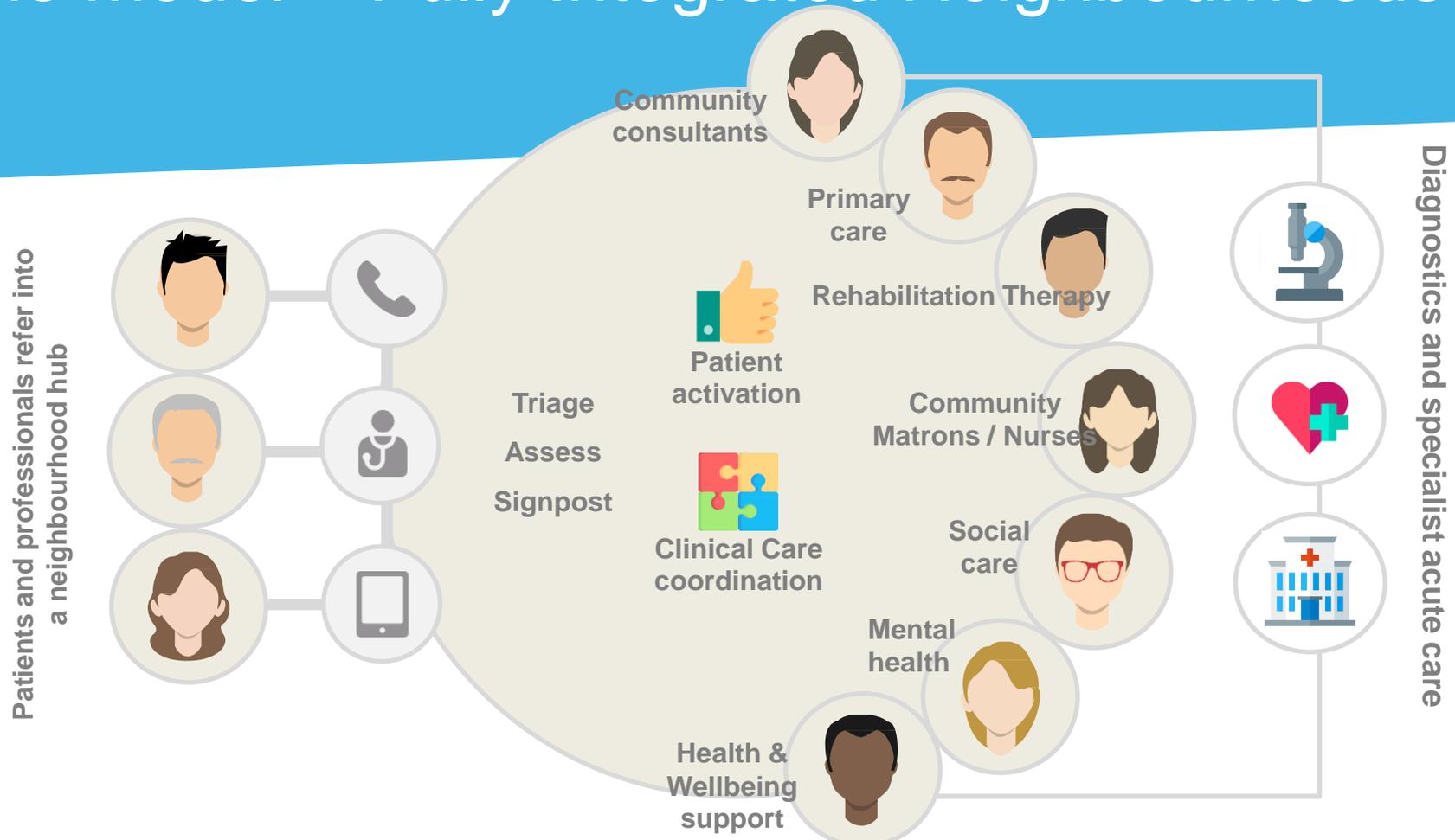
Abbey Dale Medical Centre
Arnold Medical Centre
Harrowside Medical Centre
Highfield Surgery
Stonyhill Medical Practice
Vicarage Lane Surgery
Population = 37,400



3. Enhanced Primary Care



The model – Fully Integrated Neighbourhoods



1

Improved outcomes and experiences of care for patients

2

Better utilisation of the local health and care workforce

3

Improved utilisation and sustainability of local services



What do they provide?

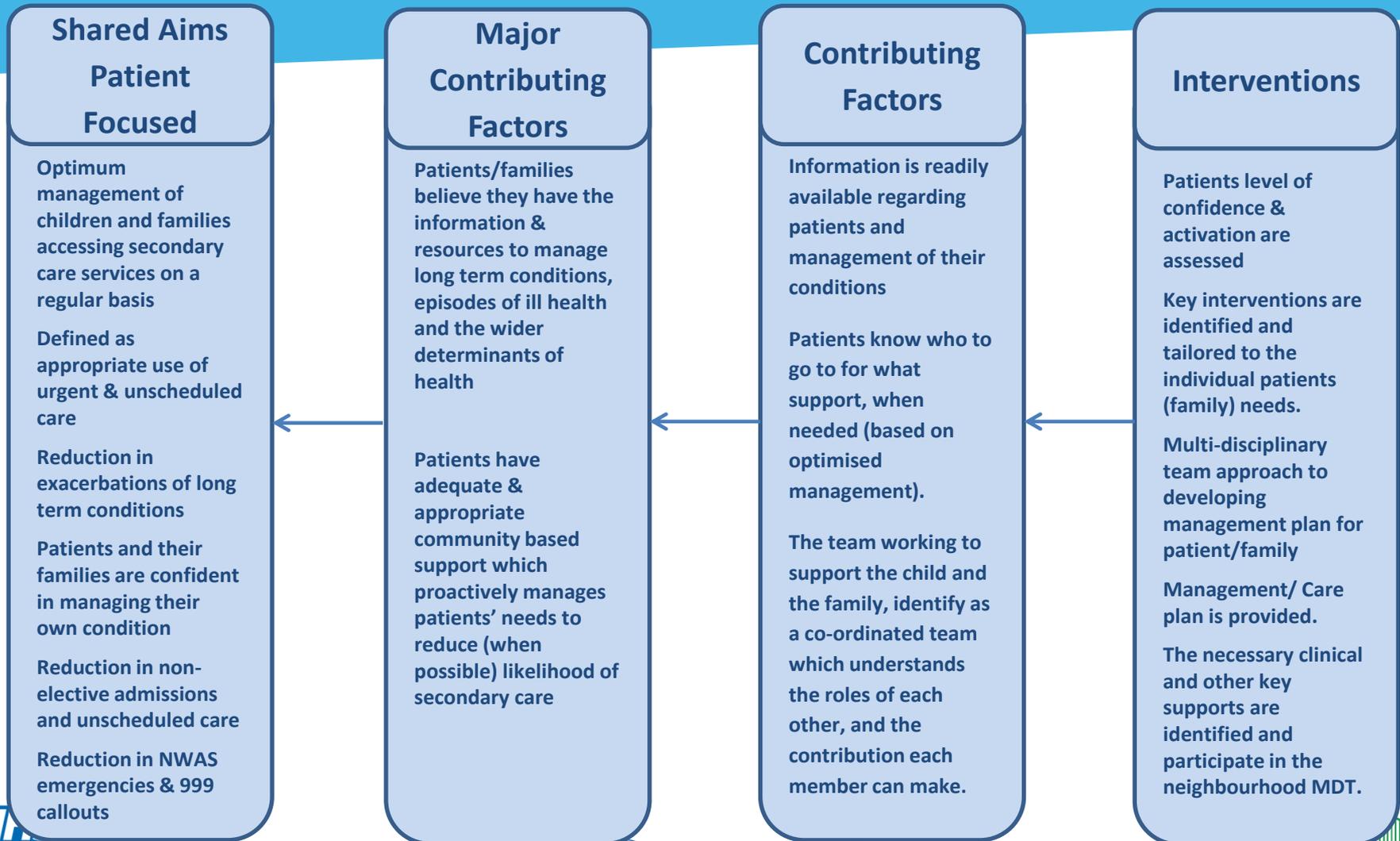
Large teams of staff comprising of:-

- Team Leader
- Community nursing
- Community matrons
- Rehabilitation therapists (Occupational therapist and physiotherapists)
- Clinical care coordinators
- Health and Wellbeing Workers
- Neighbourhood assistants
- Social workers and Home First carers
- Drug and alcohol services
- Refer to other services
- Education and training
- Step up /step down provision to Extensive care
- Further integration planned with the Fire service, Police

- ✓ Covering areas such as:-
 - Chronic Disease Management reviews
 - heart failure
 - Diabetes
 - COPD
 - Falls
 - end of life care (Electronic Palliative Care Plan)
 - flu injections
- ✓ Monthly neighbourhood and Multi Disciplinary Team meetings
- ✓ Re-referral / follow ups
- ✓ General advice i.e. nutrition and hydration
- ✓ Future development - Hospital discharge processes; self referral



Empowering Families



5. Care Homes



Blackpool Care Home model

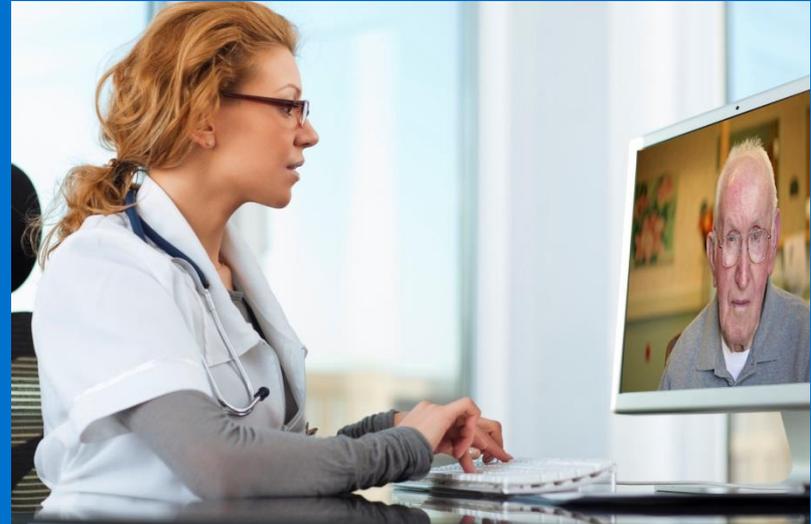


- A care home model is being integrated into the neighbourhood teams with roll out planned across Blackpool from December
- The model will provide planned regular reviews for patients with long term conditions or who are end of life
- Care homes will be asked to ring the neighbourhood teams who will be responsible for signposting or triage.
- The model will provide a responsive same day service for care home patients either by phone, visits or via care home connect
- All phones calls from care homes will be via the hubs, not to primary care, who are responsible for signposting or triage.



Blackpool Care Home model

- As part of the Vanguard Proposition 2, funding has been made available to provide telecare in care homes.
- The Information Technology project teams have worked alongside the Care Home team to roll this out and provide support.
- Identified care homes have been provided with wifi and ipads which link to the care home team and eventually primary care and out of hours services.
- Primary care already have the technology and will be able to link into this.



Other information

Outcomes

The Fylde Coast Vanguard team is evaluating the model

Key performance indicators have been agreed for Enhanced primary care which are due to be reported this month.

The key performance indicators for the care homes model are being developed.

Funding



6. Empowering People and Communities



Health and Wellbeing Inquiries

- Resident led inquiries to understand the wider determinants of health and wellbeing within a neighbourhood and wards.
- First piloted in Central Blackpool, Talbot and Brunswick ward.
- Residents undertake inquiry process over 12 weeks, including questioning of 'local experts' such as Dr Arif Rajpura, Dr Amanda Doyle and Wendy Swift.
- At the end of the process, residents present their findings and recommendations to tackle the issues they have discovered. Working with local stakeholders they then agree an action plan to address. This includes shared actions between the residents and organisations.
- Similar inquiries now being planned for the other Blackpool neighbourhoods.



Health and Wellbeing Inquiries

Why did I take part?

'I became involved partially because I'm nosy but mostly because I wanted to have an input in to how Blackpool could be a better place for my children to grow up. Too often things get changed and then the community are consulted. However, this felt like an opportunity to be part of the process before any change was a done deal. It's been a really interesting journey and I've enjoyed meeting and hearing from everyone in the group. I think it's been beneficial that the backgrounds, ages, gender etc of the group members are so varied; the differing perspectives and experiences of the group's members helped me to see Blackpool in a different light but at the same time it was amazing to see how we still had the same issues / concerns despite being from differing walks of life. I'm extremely proud of what the group has done'.

I'm a working Mum of a seven year old and nearly one year old. I've lived in Blackpool since 2003 and both my children are sandgrouns.

Why did I take part?

'I am a student living in central Blackpool. I took part in this programme because I felt as a young person that a lot of things needed to be done for Blackpool and to improve the state and life of the young people like myself living in Blackpool'.

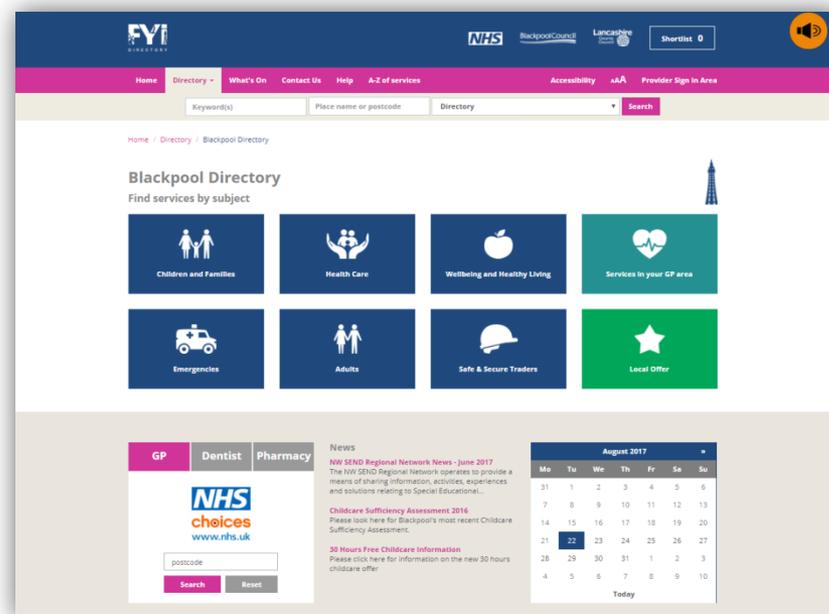
'After the CCG commentator came and saw us they sent someone to come speak to the group at a later session to discuss the wording we wanted including (in the GP contract) around getting an appointment. I feel this was a quick win for the group. Personally this went a long way to proving to me that this group were being listened to and that we could (and already were) making a difference'.



FYI – New Directory of Services

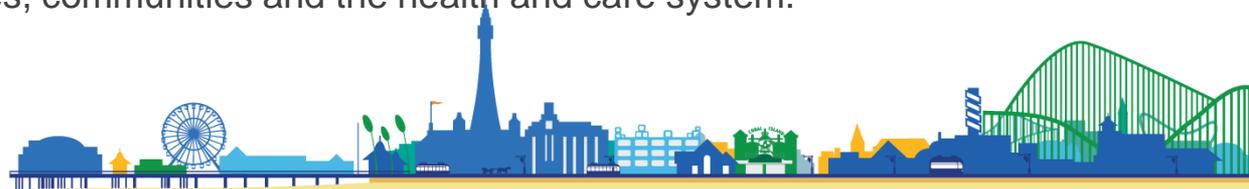
- A new unique tool to aid self care, self-referral and signposting.
- Brings together existing directories such as Blackpool4Me, third / voluntary sector equivalents and NHS 111 directory to form one comprehensive resource for the public and professionals.
- Tested thoroughly with patient and professional groups during summer period before launch at start of September.

www.fyidirectory.co.uk



Self-Care Strategy

- Fylde coast wide strategy being developed across partners. Wide range of engagement has taken place to inform it to date, including large public opinion gathering exercise via surveys, events and focus groups.
- Draft strategy now developed and subject to consultation with consultation. Main aims covered by the strategy are:
 - Focus on healthy lifestyle choices, getting people to quit smoking, drink less alcohol, eat a healthy diet and take more exercise;
 - Increase levels of social prescribing as an alternative to medication, and connect people more so that peer support is widely available to those who want it and group activities to support health and wellbeing are inclusive to all and well publicised;
 - Value the role of people and communities in their health and wellbeing (focusing on their strengths and what they can do, not what they can't), including through co-production, volunteering and social movements for health;
 - Support and integrate the voluntary, community, faith and social enterprise sector, working alongside people, families, communities and the health and care system.



Third / voluntary sector engagement

- Fairness Commission event being planned on October 18th to further develop engagement between the third / voluntary sector and statutory services.
- This has engagement is a critical factor for the implementation of the self-care strategy and driving forward the Empowering People and Communities agenda locally.

