

Report to:	RESILIENT COMMUNITIES SCRUTINY COMMITTEE
Relevant Officer:	David Bonson, Chief Operating Officer, Blackpool Clinical Commissioning Group
Date of Meeting	17 March 2016

BLACKPOOL CCG: NEW MODELS OF CARE

1.0 Purpose of the report:

1.1 The Committee to receive an update on progress made with implementation of the New Models of Care Approach to allow effective scrutiny.

2.0 Recommendation:

2.1 To receive and scrutinise the progress in relation to the New Models of Care/Fylde Coast Vanguard value proposition identifying any topics for further consideration by the Committee.

3.0 Reasons for recommendation(s):

3.1 To ensure constructive and robust scrutiny of the New Models of Care approach.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? N/A

3.3 Other alternative options to be considered:

None.

4.0 Council Priority:

4.1 The relevant Council Priority is "Communities: Creating stronger communities and increasing resilience."

5.0 Background Information

5.1 At the Resilient Communities Committee in September 2015, Members agreed to receive an update on the progress made in the New Models of Care approach with a focus on performance and the impact on patients, including case studies.

5.2 The following update has been provided by the CCG.

5.3 Blackpool CCG Extensive Care and Enhanced Primary Care Update

Executive Summary

The Fylde Coast New Models of Care Vanguard has two major elements:

1. Extensive Care
2. Enhanced Primary Care

The purpose of this narrative is to update on progress.

Since the committee were last updated a Value Proposition (attached as Appendix A to the report) has been submitted to NHS England. This is essentially a business case to explain how we plan to invest the 2016/17 Vanguard funding. A decision will be made on this proposition in March.

Extensive care

The Extensive Care service started in June, working from the Moor Park Health centre. The service has been well received by patients. The service has recruited almost 200 patients and initial feedback is very positive. It is too early to demonstrate the benefits in terms of improved outcomes but the patient satisfaction results and 'softer' intelligence demonstrates that the service has been well received. Attached are some patient stories.

Enhanced Primary Care

As part of Blackpool CCG's ongoing development of the Fylde Coast New Models of Care under the Vanguard programme the CCG have developed a service description for Enhanced Primary Care.

The attached document describes the key components of the new system. It outlines the vision for Enhanced Primary Care and the detail regarding the introduction of Integrated Neighbourhood Teams across Blackpool Clinical Commissioning Group. What is included in the service description is consistent with the Value Proposition assumptions recently submitted to NHS England.

Enhanced Primary Care provides an enhanced level of clinical and social support provided in a community setting through the Integrated Neighbourhood Teams. These teams will comprise of a range of services and provision, some of which are already delivered (but not integrated) across Blackpool, such as:

- Primary Care
- Community and District Nursing
- Community Mental Health Services
- Community Therapies
- Care Navigation
- Social Care
- Third sector and Voluntary services

This provision will combine GP's, practice staff, community and specialist health staff working together to enable individuals to receive a high level of clinical and social support whilst remaining in a community setting.

5.4 Case Studies

5.4.1 As requested by the Committee a number of case studies have been provided.

Patient story: extensive care **John Kellow, 67**

John is 67 years-old and has diabetes and a heart condition. He was referred into the service by his GP.

Over the last 12 months John's health had been declining. In early 2015, John had a hip replacement after suffering a fall and was struggling to get about on his feet. All of this on top of family issues and financial worries was leaving John with overwhelming feelings of anxiety and depression and he was also struggling with feeling socially isolated.

John says: "I was in a poor state of health after my fall. I had a hip replacement and was feeling so lonely because I had no company. Everything was getting me down and impacting upon my health."

John was struggling to find interest or pleasure in everyday activities due to his feelings of depression and would often find himself sitting at home on his own for long periods of time without any interaction with others.

The Extensive Care team have worked with John to set a number of achievable goals for him to work towards. These have included learning to better manage his finances, as well as joining local groups and clubs to take part in regular activities. John

recognises the positive impact this has had on his overall health and wellbeing.

He said: “If it wasn’t for the Extensive Care service then I don’t know where I would be. I had nothing to live for. It’s been a real eye-opener for me. The team have given me the impetus to turn my life around by increasing my confidence to tackle issues that I wouldn’t have done.”

Previously John’s lack of confidence meant that he often felt he wasn’t able to do things on his own. Working with John, his Wellbeing Support Worker helped to unpick some of the barriers that he felt prevented him. This has given John much greater confidence and his health and wellbeing has improved significantly as a result.

He said: “They take the time to listen to me and my issues. I’ve come on an unbelievable amount. They really are a lifeline. They’ve given me the confidence to take control of my life. I feel a lot happier and healthier now. Through their care they’ve given me the confidence to regain my independence. I look forward to seeing them.”

Patient story: extensive care
Colin Davenport, 81

As an ex-sportsman, 81-year-old Colin Davenport has never been one to let his age or his health slow him down.

But after suffering a stroke almost a decade ago, the former Lytham Golf Club captain and Fleetwood Town footballer found himself unable to drive and having difficulty walking and talking. On top of the knock-on effects of his stroke, Colin also has a pacemaker and suffers from shortness of breath while out and about.

A strong personal drive borne out of his sporting background and an RAF-ingrained stiff upper lip attitude helped him to recover some of his lost freedoms following the stroke.

And now, thanks to a new service being rolled out across the Fylde coast, the retired corporal has the help of a dedicated team to manage his health conditions on a daily basis.

“The whole thing is great. It is there to try to keep you out of hospital and make sure everything is all right. It is the best thing that has happened to me,” says Colin of the new extensive care service.

The dedicated team supports Colin – who lives with his partner Rita Fletcher and other patients with all of their health and care needs so they no longer have various

appointments with different professionals.

Patients are allocated their own wellbeing support worker, who they meet with on a regular basis, to develop a long-term plan for their health. This includes setting a number of achievable goals which are all geared towards improving their health and wellbeing.

Since joining the extensive care service, Colin has been able to work with wellbeing support worker Rachel Haworth to get more active as a result of the goals he set himself.

Colin said: “Firstly I wanted to get some weight off and I have done that. I also wanted to understand why I was getting short of breath and that is now improving.

“Working with Rachel and the team has helped me to understand my conditions, which has helped me to manage them, overcome them and control them a lot more.

“Extensive care helps me to keep moving forward. I can just make a phone call and there is always someone there to help me and that is the main thing.

“It has helped me 120 per cent. The people who are responsible for this are fantastic.”

Rachel is part of a growing team of wellbeing support workers with a caseload now exceeding 20 patients each. Having previously worked as a healthcare assistant at Blackpool Victoria Hospital, she now enjoys being able to spend time with patients and getting to know them.

She said: “I really enjoy the work as it is very positive and person-centred. I get the luxury of having the time to spend with the patient and it is nice to build those relationships.

“Now when the patients are ringing us we know it is for a good reason as they have been empowered to deal with many things themselves.”

Patient story: extensive care **Stuart Bradley, 64**

Retired firefighter Stuart Bradley once played professional rugby with Halifax, Dewsbury and Batley, but now 64 he struggles with multiple health complaints and finds it difficult just to get about his own flat.

Stuart, who lives with his partner of three years Beryl Kay, suffers from heart problems, diabetes, kidney failure and mobility issues due to severe arthritis and

gout, and was having to pay regular visits to his GP.

But thanks to the new extensive care service, Stuart is now turning his life around with the help of a dedicated team of health professionals and social and wellbeing officers.

“When things went wrong I was taken to hospital,” said Stuart, who was forced to relocate from his caravan to sheltered accommodation following a fall last Christmas. “I was going to see the doctor on a regular basis.”

Stuart was referred to the new extensive care service by his GP. He said: “I went to see my GP when I came out of hospital after suffering kidney failure. She described it and explained how it was working.

“She said one of the main objectives was to keep people out of hospital as much as they could and that was exactly what I wanted as I hate being in hospital. She asked if I would like to go on it and I accepted it there and then.”

Extensive care provides patients with multiple long-term conditions with a single point of contact for all their health needs. The extensive care service consists of doctors, nurses, advanced practitioners and care co-ordinators all under one roof. Patients also have their own wellbeing support worker, who they meet on a regular basis, developing a long-term plan for their health.

Having been referred and undergone an initial assessment of his conditions, Stuart was assigned to wellbeing support worker Lee Jones, who meets regularly with the couple to discuss Stuart’s needs and concerns.

Lee, who looks after 17 patients, has provided Stuart with information sheets explaining what he should do in any of the health emergencies that could occur and also helped him devise a set of goals to work towards.

Stuart, who used to spend every day at the gym keeping fit, said: “The goals are just simple things, but things that have become incredibly different in recent years. They are things like doing more DIY, cooking and doing more exercise.

“I had wanted to paint the hallway but was unable to as my legs start to hurt and I have to sit down every few minutes, so Lee got me a perching stool which has meant I have been able to make a start on the job. The stool has also helped me do some cooking. I also wanted to start swimming so I could do a bit of exercise, but I can’t manage the ladders to get into and out of the pool, but Lee found me a swimming pool with a walk-in area so I was able to get into that.

“These are little things to many people but it makes a massive difference to me and

makes me feel a lot happier while also helping get me up on my feet.”

Stuart said he would recommend the extensive care service to anyone who met the referral criteria as it was helping to change his life for the better. He said: “I see Lee every week which is really good as we have built up a rapport and we get to talk about things that could help me to feel better.

“And the speed of the service is incredible. I know if anything goes wrong I can ring a number, 24/7, and someone will help me. I went in for an appointment and while I was there I asked about a rash that had developed on my arm and someone came and saw me there and then. There was no waiting around or needing to book a new appointment.

“I am not waiting a month to see a doctor any more. It is instant and for me, and Beryl, that provides huge security as I know in that place there is someone there if I need them.”

Lee, who has a background in sports coaching and patient care, said he was seeing a huge change in the wellbeing of the patients he supported. He said: “This service is fantastic as, with myself and the other wellbeing support workers, we are able to get right to the very root of the problem and get it sorted.

“In a 10-minute appointment with a doctor, all they can do is diagnose a health complaint and arrange treatment, but through developing a relationship with Stuart I have been able to look at more preventative measures so, in the main, he is able to look after his conditions and avoid the need for emergency treatment.”

Does the information submitted include any exempt information?

No

List of Appendices:

Appendix 8(a) Blackpool Enhanced Primary Care Model Service
Description

6.0 Legal considerations:

6.1 None.

7.0 Human Resources considerations:

7.1 None.

8.0 Equalities considerations:

8.1 None.

9.0 Financial considerations:

9.1 None.

10.0 Risk management considerations:

10.1 None.

11.0 Ethical considerations:

11.1 None.

12.0 Internal/ External Consultation undertaken:

12.1 None.

13.0 Background papers:

13.1 None.