

Neighbourhood Care Networks' Newsletter

Welcome to the **Neighbourhood Care Networks' (NCN) Newsletter** for ABuHB.

Aneurin Bevan, Health Secretary and Blaenau Gwent resident, launched the National Health Service (NHS) on 5th July 1948 which brought hospitals, doctors, nurses, pharmacists, opticians and dentists together to provide services for free at the point of access.

The Neighbourhood Care Networks (NCNs) continue this work today, striving to continue to transform the health and wellbeing of their local populations in a wider partnership, which extends to Local Authorities and the Third Sector. This year, we will continue to work towards bringing *Care Closer to Home* and creating the capacity to support and treat patients in their homes and communities by investing and strengthening Primary and Community Services.

Before we update you about how our NCNs are progressing their plans and working with partners to deliver community based services that meet the needs of the population served, let's celebrate! **#NHS70**

Blaenau Gwent NCNs

Ysbyty Aneurin Bevan's Royal Celebration



L – R: Ian Hayward and Ian Fido, await the arrival of His Royal Highness Prince Charles, Prince of Wales

Caerphilly NCNs

Ysbyty Ystrad Fawr Community Wards' Party



Mr. Hefin David, Caerphilly Assembly Member, enjoying a chat with one of the lovely patients

Monmouthshire NCNs

Chepstow Community Hospital Celebrations



Chepstow Hospital foyer display created by (L – R): Elaine Edmonds, Sian Phillips and Jane Bevan

Newport NCNs

Winter Preparedness & Emergency Planning Workshop, The Christchurch Centre



L-R: Dr Susan Thomas (Newport West NCN Lead), Dr Graeme Yule (Newport North NCN Lead) & Sara Garland (Newport Head of Service for Newport)

Torfaen NCNs

County Hospital Celebrations



L – R: Leanne Watkins, nursing staff, Clair Roper, Cath Gregory & Eryl Smeethe attend the Cedar Unit birthday celebrations

Putting NCN Plans into action – what we've achieved so far...

Across Gwent

A new way of digitally communicating with patients

Blaenau Gwent, Torfaen and Caerphilly NCNs have transformed how patients access information by introducing *QR Info Pods*.

Noticeboards are being upgraded to pods, which have QR codes linked to information on NHS Services, self-help guides, local services and other useful information. Users simply use any device's digital camera to scan the QR code, before being directed websites or documents linked with the code.

Feedback from Blaenau Gwent covering the period June/ July 2018 reveals that the boards are proving popular with residents with 5,963 scans made in the West NCN area, and 6,343 scans in the East NCN area.

Going from this



To this



Care Navigation

Care Navigation Workshop Training events will take place across Gwent between September and December 2018. The training is being delivered by West Wakefield Health and Wellbeing/ Conexus via a Gwentwide Service Level Agreement. Care Navigation is a tried and tested model of care that improves access to Primary Care services for patients and reduces GP pressures all in one. It enables patients to be offered choice as to other services available to them that might best meet their health and wellbeing needs.

Integrated Well-being Networks Update



Will Beer, Newport East NCN Lead, presenting at the workshop

A baseline review to establish Integrated Well-being Network (IWN) elements already in place has been completed. Findings and recommendations of which have been agreed by the Gwent Regional Partnership Board, and will be delivered through Integrated Partnership Boards, with support from the NCNs.

Work to progress IWNs has commenced including the recruitment of a Regional DEWIS Co-ordinator who is supporting the development, implementation and sustainability

of DEWIS Cymru across Gwent. A knowledge exchange event took place on July 12th at the Parkway Hotel, Cwmbran; providing opportunities to discuss how place-based IWNs can be developed; particularly around well-being approaches, the well-being workforce, and hubs. IWNs are also included as part of our development offer across Gwent for Welsh Government transformation funding.

For more information contact the Public Health Team



Telephone:

01633 261 448

Email:

AdminVH_ABGPHT@wales.nhs.uk

DEWIS Cymru – THE place for wellbeing



**Alex Jones,
Regional DEWIS Co-ordinator**

Alex Jones, Regional DEWIS Coordinator and part of the Regional Partnership Team commenced post in March 2018. She has attended NCN meetings across Gwent to deliver a progress update and distribute promotional material for practitioners to share with patients. Following engagement with partners to raise the profile of DEWIS, there has been an increase in the number of registered users and views, plus uploading of additional resources.

Alex is looking forward to continuing to work with partners, supporting them to populate and utilise DEWIS, and said that she wants “to spread the word that DEWIS Cymru is THE place for wellbeing information in Wales!”.

On-going work includes the merging of existing directories and information portals to DEWIS prior to its national launch during the Royal Welsh Show week (23-26 July 2018).

To become a journalist or editor, or to find out more about DEWIS:



Website:

www.dewis.wales

Email:

alexandra.jones@torfaen.gov.uk

Why I love the NHS...

I love the NHS because despite being fortunate to have good health, I have always experienced genuine, compassionate care when I've needed it.

MECC Training



Making Every Contact Count (MECC) is a national programme that puts the promotion of health and well-being at the heart of every contact. The aim is to use every opportunity with a patient to improve health and well-being by; motivating changes in behaviour, offering advice and support and if appropriate, referral to services.

As part of the Making Every Contact Count (MECC) Programme, Natalie Hazard, Health Promotion Practitioner and the team prioritise the prevention of ill health and promotion of good health and well-being. The team co-ordinate training for frontline ABUHB staff:

Level 1 - Brief advice

Level 2 - Brief intervention.

To increase your knowledge, skills and confidence to have conversations with patients about making positive lifestyle changes, or for more information, please contact the Aneurin Bevan Gwent Public Health Team:



Telephone Number:

01495 241295

Email:

ABUHB.MECC@wales.nhs.uk



Why I love the NHS...

I feel privileged and proud to work for the NHS in as part of the MECC Programme and, on a personal level, I feel grateful to benefit from access to its range of services.

Across Blaenau Gwent

Communications

All Practices have now taken delivery of their 'My local Health' and 'Choose Well Wales' campaign resources aimed at informing their decision choices as to which services they approach for help and support when needed. A similar delivery of resources explaining Clinical Futures progress and the impact the Programme will have on services across ABUHB will be made when the resources are available.

Across the East... Winter Pressure Planning

Blaenau Gwent East NCN colleagues met recently at the Brynmawr Resource Centre to discuss planning of its annual 'flu campaign. A task and finish group was established to develop an information sheet that can be attached to prescriptions reminding patients the importance of being immunised. The Group is also looking to advertise the 'flu campaign through Local Authority/ Voluntary Organisation/ Housing Association/ Church groups to maximise impact of the campaign for 2018/19.

Across the West... Tredegar Well-being Centre

Progress is being made via the Project Board and a number of Communications and Engagement events that have been held during June and July 2018, respectively. The Project Board meets on a monthly basis to ensure pace with developments is maintained.

Across Caerphilly

Baby Massage

The 3 Caerphilly NCNs have funded baby massage training for healthcare professionals and demonstration dolls for use at playgroups. The initiative has received positive feedback from Service users.

Winter Pressure Planning



All 3 NCNs have commenced *Winter Pressure Planning*. July's meetings will focus on:

- maintaining adequate capacity to meet demand
- raising awareness
- staff and public education
- Making Every Contact Count training

A key part of this year's winter planning is achieving optimum flu vaccination, with a particular focus will be on areas with a low uptake and hard to reach populations.

"Intake model" pilot

Caerphilly NCNs are engaging with the Community Reablement Team regarding the "intake model" pilot, which is being trialled on Oakdale Ward at Ysbyty Ystrad Fawr. The model aims to improve patient flow by supporting patients who require community based support following admission to be safely discharged home following input from the Re-ablement Service. The scheme is due to be formally evaluated at the end of August 2018.

Across the North... Bryntirion Surgery



Bryntirion Surgery

Caerphilly NCNs have worked with the Health Board's Primary Care Team develop Bryntirion Surgery as a pilot "hub", successfully recruiting to the following posts:

- Newly appointed GPs
- Advanced Care Practitioners – 1 WTE Paramedic to assist with home visits, 1WTE Occupational Therapist and a Practice-based Pharmacist.

As development of the hub continues, there is the potential to expand to base other community services on site.

Across the South... Aber Valley Community Engagement Meeting

The Caerphilly NCN team are working closely with the Aber Valley Community Forum and Local Authority colleagues to undertake a scoping exercise to review local facilities and services. The outcome will inform the health and social care provision requirements for the area, in line with the *Clinical Futures* and *Care Closer to Home* strategies.

Monmouthshire

Across the North... New look Community Dietician Service launched!



Molly Morgan,
NCN Funded Community
Dietician

North Monmouthshire NCN launched the remodelled Community Dietician Service in June, which now operates directly out of the 8 GP Practices. The service is available to:

- young people aged 11 years old (secondary school age) with a weight >91st centile (overweight)
- any service user with a BMI of >30kg/m², where the primary requirement is weight management
- Service users from Diabetes Prevention and Maternal Obesity services
- Service users who self-refer

Molly Morgan, NCN-funded Dietitian provides first hand advice, support and access to information relating to weight loss. The success of the revised model will be monitored against evidence of a reduced reliance on GP time, and patient benefits at 6 and 10 months.



Email

molly.morgan@wales.nhs.uk



Why I love the NHS...

It provides opportunities for all to health and happiness 😊



Dr Rowena Christmas,
GP Partner, Wye Valley Practice

Best practice is promoted through the discussion of interesting cases with the benefit of greater expertise and reflection on each case. The expert group creates an environment where GPs from different practices can share ideas and concerns, which is supported by the development of shared protocols.

Dr Christmas identified that current examples of excellent practice within the cluster include “reviewing the records of children not brought to same day booked appointments, as this is a marker for vulnerability. Practices are [also] reviewing non-attendance for immunisations, or chronic disease reviews such as asthma or epilepsy as part of their safeguarding work”.



Why I love the NHS...

The NHS at its best captures everything that is good about humanity – going the extra mile for patients, team work, helping people at their time of greatest need; nothing could give more job satisfaction.

Across the South... NCN-funded HCA brings Care Closer to Home for Cardiology Assessment Clinic patients



Jane Bevan,
NCN Funded HCA

During 2017-18, Jane Bevan, NCN-funded Health Care Support Worker (HCA) and 2017 nominee for an ABUHB Staff Recognition Award, had approximately 650 patient contacts. Jane commented “I always go that extra mile to accommodate patients”, which is reflected in the excellent patient feedback about the drop-in nature of the service that offers flexibility to patients attending the weekly clinic.

Links have recently been developed with the new Cardiology assessment clinic, therefore avoiding journeys to the Royal Gwent Hospital to have bloods taken.



Why I love the NHS...

Because I care for everyone.

Hubs of activity! What's new in South Monmouthshire?

The NCN has been instrumental in the development of local plans to support the growth of integrated Health, Social Care and Well-being hubs across Monmouthshire alongside Local Authority, Public Health and other partners.

Partners and teams are brought together and introduced to joined up well-being networks which aim to:

- Decrease unnecessary hospital admissions
- Reduce reliance on GPs
- Create seamless care pathways across Health, Social Care and the Third Sector
- Improve information sharing

Monmouthshire residents can contact their nearest hub to find out about local support e.g. community volunteering, transport, befriending, Health and Social Care (community, primary and outreach secondary care). The hubs also have direct links into Local Authority Community Hubs, which host a range of support groups and activities for carers and people with dementia.

Pathway to Pregnancy

The NCN funded collaborative project between the NERS team and Midwives to provide gym and pool based exercise classes for women in the ante natal phase of pregnancy continues to support the population level priority of tackling obesity.

Since the pilot started in August 2017, feedback from participants has been very positive with women enjoying the social benefits, and staff benefitting from improved communication across teams as a result of the partnership. James Cook, Health & Fitness Co-ordinator for Monmouthshire County Council advised that “an additional, surprising benefit of the classes is the extra contact time the midwifery team have had to share their expertise with the expecting mums whilst they exercise”.

To continue to evaluate the service a satisfaction questionnaire has been developed, which explores the impact on sleep, relationships and weight management that the service has contributed to.



Why I love the NHS...

Their care has allowed many people to have more time with their loved ones which wouldn't have otherwise been possible. (James Cook, Health & Fitness Co-ordinator)

It allows me as a midwife to care for women during a very special time in their lives and ensure they have a positive experience! (Zoe Needham, Midwife)

Across Newport

Lunch and Learn Session – Flu Immunisation Planning

Newport NCNs hosted a joint “lunch and learn” session for Practice Managers and Flu Champions on 7th June 2018 at the Christchurch Centre. Facilitated by Jane Francis, Nurse Immunisations Co-ordinator and Will Beer, Newport East NCN Lead, attendees welcomed a presentation from Simon Cottrell, Senior Epidemiologist, Health Protection VPDP and were encouraged to share best practice to assist with flu season preparations.

Emergency Planning and Winter Preparedness NCN Session

Newport NCNs hosted a joint workshop on Thursday 5th July 2018 to share good news stories following the adverse weather conditions experienced in 2017/18. The session was an opportunity to share learning and develop a co-productive approach to emergency planning across the locality.

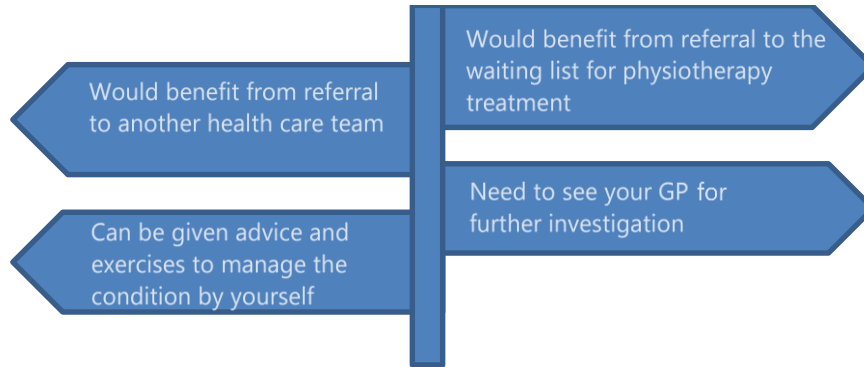
Wendy Warren, Head of Planning, Civil Contingencies and Andy Goodenough, Emergency Planning Manager gave an overview of Emergency Planning and Business Continuity, also offering to support the NCNs to develop Newport's preparedness for future events.

The NCNs reviewed transport, pharmacy, vulnerable people and the potential for hubs across the locality in the event of an emergency. The NCNs will take this forward on an individual basis and look for commonality to support each other across the patch.

Newport NCN Launches its Direct Access Physiotherapy Service

Newport NCNs have funded a "Direct Access Physiotherapy Service", which launched on 11th June 2018. The drop in service is for new or existing musculoskeletal conditions such as neck or back pain, shoulder or knee problems.

Based in the GP Physiotherapy Department at St Woolos Hospital, the service is available Monday – Friday, 09:00 – 11:30. 15 assessment slots are available per day, which are allocated on a first come, first served basis. In the initial 3 weeks following the launch, the service was accessed by 65 patients.



Across Torfaen

Ensuring robust performance monitoring of the services we buy

A Service Level Agreement has been developed for Torfaen's Direct Access Physiotherapy service to ensure a robust performance monitoring framework. SLAs will be developed for all of the services that the NCNs pay for over the coming months.

District Nursing mobile working solution

Torfaen NCNs have provided Community Nursing staff with notepad computers to:

- Securely access patient records, reference/ support documentation
- Enable email orders for urgent equipment
- undertake training

As a result, information sharing with clinicians involved in the care pathway is now less time-intensive and patient experience is improved as relevant clinical information can be seen by authorised clinicians. It is anticipated that the notepads will integrate into multiple systems in the future, meaning that the technology is scalable across the healthcare economy with GPs, local hospitals and other healthcare providers.

Working with our partners to prepare for flu season



As part of this year's flu season preparations, Torfaen NCNs and Local Authority colleagues are engaging with local schools to ensure that children and young people are vaccinated.



Do you want to share what's happening in your NCN area?

To submit an article, please contact your **Network & Community Services Support Officer**.



What's on?

The Gwent-wide NCN meeting schedule for August and September is shown below. We would be grateful if all members could ensure that representation is provided.

Date	Time	Meeting name	Location
SEPTEMBER			
05.09.2018	13:00-15:30	Blaenau Gwent East NCN (M2)	Training room, Blaina ICC.
06 .09.2018	13:15 – 15:30	Caerphilly South NCN	Nantgarw Road Med Cen
06.09.2018	09:30-11:30	Newport Management Team	Conference Room 3, HQ Building, SCH
06.09.2018	09:00 - 12:00	Torfaen Practice Manager Forum	Venue TBC
06.09.2018	13:00 - 15:30	Newport NCN (M2)	Christchurch Centre, Newport
11.09.2018	09:30-11:00	South Monmouthshire Development Group	Day Hospital, Chepstow Community Hospital, NP16 5YX
12.09.2018	13:00-15:30	Blaenau Gwent West NCN (M2)	TBC
13.09.2018	13:00 – 15:30	Caerphilly East NCN	North Celyn, Crown Street, Crumlin
13.09.2018	13:30 - 15:30	Torfaen NCN Management Team	Ty Siriol, County Hospital Site
18.09.2018	14:00-16:30	Monmouthshire Integrated Services Partnership Board	Conference Room, County Hall, Usk, NP15 1GA
20.09.2018	13:00 - 15.30	Caerphilly North NCN	Bryntirion Surgery
20.09.2018	13:00-15:30	Torfaen North NCN (M2)	Pontypool Medical Centre
27.09.2018	14:00 -17:00	NCN Leads	BR1+2, Llanarth House, Newbridge

Area	NCN Lead	Specialty	Network Team	
BLAENAU GWENT EAST	Dr. Isolde Shore-Nye	Adult Mental Health	Network & Community Services Manager Ian Fido ian.fido@wales.nhs.uk Tel: 01495 363369	Network & Community Services Support Officer Ian Haywood ian.haywood@wales.nhs.uk Tel: 01495 363380
BLAENAU GWENT WEST	Dr. David Minton	Surgical Specialties (joint working with Dr Brian Harries)		
CAERPHILLY NORTH	Dr. Heather Griffiths			
CAERPHILLY EAST	Dr. Stuart Thomas	Respiratory Dementia/Learning Disability	Network & Community Services Manager Jon Lewis jonathan.lewis@wales.nhs.uk Tel: 01495 241276	Network & Community Services Support Officer Stella Montgomery stella.montgomery@wales.nhs.uk Tel: 01495 241275
CAERPHILLY SOUTH	Dr. Alun Edwards	Cardiology Stroke Anticoagulation GP Webpages		
MONMOUTHSHIRE NORTH	Dr. Brian Harries	Cross Border issues Musculoskeletal& Radiology	Network & Community Services Manager Steve McDonagh steve.mcdonagh2@wales.nhs.uk Tel: 01291 636601	Network & Community Services Support Officer Rachel Cook rachel.cook2@wales.nhs.uk Tel: 01291 636601
MONMOUTHSHIRE SOUTH	Dr. Andy Gray	Children Child & Adult Safeguarding		
NEWPORT NORTH	Dr. Graeme Yule	Unscheduled Care inc In –hours GP access, A&E and GPOOH Veterans	Network & Community Services Manager Nicola Cunningham nicola.cunningham@wales.nhs.uk Tel: 01633 261430	Network & Community Services Support Officer Kate Hopkins kate.hopkins@wales.nhs.uk Tel: 01633 261430
NEWPORT EAST	Will Beer	Public Health Vulnerable Groups		
NEWPORT WEST	Dr. Susan Thomas	Carers, Patient Involvement		
TORFAEN NORTH	Eryl Smeethe	Respiratory	Network & Community Services Manager Leanne Watkins leanne.watkins@wales.nhs.uk Tel: 01495 765797	Network & Community Services Support Officer Clair Roper clair.roper@wales.nhs.uk Tel: 01495 768751
TORFAEN SOUTH	Dr. Amanda Head	Women's Health Recruitment to Healthcare Education		
ALL 12 NCNs	Hannah Hutchison		Independent Dental Advisor	hannah.hutchison@wales.nhs.uk
	Stephanie Campbell		Independent Optometry Advisor	stephanie.campbell@wales.nhs.uk
	Vacant		Independent Community Pharmacy Advisor	