

## Neighbourhood Care Networks' Newsletter

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

This regular newsletter aims to keep you updated 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.

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

### Across Gwent Choose Pharmacy



The *Common Ailments Service* is available in all NCN areas and provided by 129 pharmacies in Gwent. The scheme encourages patients to consult a participating Community Pharmacist, rather than their GP, for a defined list of common ailments. Following a consultation with the patient, pharmacists are able to supply medication from an agreed formulary free of charge, give advice or refer the patient to the GP if necessary.

Between April and August 2018 the service provided over 5000 consultations, in June the service surpassed 200 consultations per 100,000 population per month. The most common ailment treated is hay fever, with 2300 patients using the service to access treatment.

The scheme is working well, with good practice and partnership working reported in:

- Newport: Beechwood Practice have developed a referral form for use when signposting patients
- Blaenau Gwent: Collaborative working between Glanrhyd Surgery, Shackleton's Pharmacy and Beaufort
- Caerphilly: Sheppard's and White Rose pharmacies working with White Rose Medical Centre.

The formulary for the service can be found [here](#)

More information about the service can be found [here](#)

**For more information, please contact Richard Evans, Community Pharmacy Advisor**



**Email:**

richard.evans8@wales.nhs.uk

## NCN Cluster funding initiative: Care Navigation training for GP Practice Receptionists in partnership with Connexus Healthcare UK



Care Navigation workshop 1,  
Caerphilly NCNs

Care Navigation is being rolled out across NCN Clusters in the Aneurin Bevan University Health Board area. Patients often ask to see a GP for issues which do not necessarily need a medical response, and could be helped by other services e.g. within the Third Sector. Care Navigation helps GP receptionists to discuss alternative support options with patients, therefore creating greater capacity for GPs.

Multi-agency training workshops are being held with representatives from a wide range of Third Sector, Community and Primary Care services with the aim of identifying demand hot-spots, for example, optometry, dentistry, community pharmacy and minor injuries.

All borough workshops have been well attended with training workshops planned for December prior to Care Navigation going live in January 2019.

## DEWIS Cymru



DEWIS Cymru is the place for information about well-being in Wales! This comprehensive website includes details about all of the brilliant services that we hear about at NCN meetings, what matters to patients and their families in addition to links to local organisations that can help.

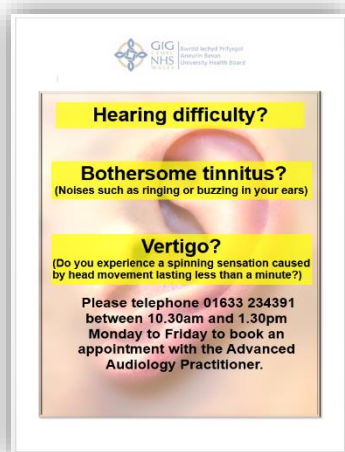
For more information, please visit



Website:

<https://www.dewis.wales/>

## Across Blaenau Gwent Audiology Pilot



The direct access Audiology Pilot started in Blaenau Gwent West NCN in July 2018, this pilot provides patients with access to an audiologist without having to see a GP. Patients presenting at practices with hearing problems, tinnitus or vertigo are asked some simple questions and are then directed to the audiology clinics in various practices across the cluster. This service currently excludes problems associated with ear wax.

This pilot has now been extended in the West until March 2019 and from the 17th November will also be available to patients in Blaenau Gwent East NCN, being provided from the Brynmawr Well-being Centre.

## Period Equity

Period Equity is a problem that is effecting young women across the world and in Blaenau Gwent we have set up a Period Poverty Implementation Group and is chaired by Dr Isolde Shore-Nye NCN Lead for Blaenau Gwent East. The purpose of this group is to map and support the various work that is being undertaken in the borough. Working closely with all partners including Education, Youth Services, Social Landlords, Public Health,

Third Sector and the Rotary Club the group is identifying the need of supplying sanitary products free of charge across Blaenau Gwent.

Education will be providing products in all their secondary, primary and special schools shortly free of charge, following Welsh Government funding for Period Poverty. There will also be consideration by other members to support the free provision of sanitary products to other vulnerable groups by working with the youth service and other partners.

A questionnaire is currently being developed to scope the local need and will be distributed widely across Blaenau Gwent. The results of this questionnaire will be used to map need and will allow us to best place provisions in locations that need them the most.

## QR Boards



Across Blaenau Gwent the now have 8 of the 11 practices with their own practice QR Boards and the other 3 working towards developing their own with NCN funding. The practice boards are proving to be popular and are providing patients with information direct to their mobile devices. These cover a wide range of topics and not only provide the individual with discreet access at their convenience but is also reducing the need to print and display leaflets in practice.

A review of the current Community Health and Well-being boards which were developed by the NCN has taken place to improve the content of each code. There is now a lot more information available via these portals including videos and self-help information. Since their introduction in April 2018 there has been over 34,000 hits across the range of topics included on these boards.

## Across Caerphilly

### Developmental baby massage groups throughout Caerphilly Borough

Nursery Nurses have been trained across Caerphilly Borough to provide certified training to deliver developmental baby massage. Groups are running across Caerphilly Borough and with excellent feedback within the NCN areas. The training also enables the Nursery Nurses to deliver 1-1 baby massage session at home for hard to reach families.

There are many benefits, which include the following for baby:

- bonding and attachment to parent
- helps baby to feel securely attached, more loved, valued and respected
- reduced crying and emotional distress
- increased levels of relaxation and longer sleep
- development of body awareness and coordination for baby
- relief from wind, colic, constipation and teething discomfort
- reduced impact of *Adverse Childhood Experiences* (ACEs)

And for parents:

- becoming more confident in handling their child and better at recognising their needs
- improved positive interaction with baby
- quality time for parents to get to know their baby through play, loving touch, talking and singing

- learning about baby's cues and communication
- foundation of secure attachment and reduction in common infant ailments.



## Across Newport

### Direct Access Physiotherapy Service



A Direct Access Physiotherapy service pilot commenced in June 2018 which will run as a pilot for 12 months. The aim of the service, which is based within the Physiotherapy department in St Woolos, is to offer patients a direct access service to seek help with musculoskeletal (MSK) issues.

The service offers 15 slots between 9am-11.30am on a first come serve basis and aims reduce the need for a GP to see a patient with an MSK issue. Monthly data has shown that the service is popular with the number of patients accessing the service increasing each month. Patients have either been signposted by reception staff (which links in with Care Navigation), GP referred or had sight of a poster to inform them of the service. Feedback is positive.

### National Exercise on Referral walking football event



Newport Exercise Referral (NERS) team are organising the first NERS Walking Football tournament in Newport on Wednesday 28<sup>th</sup> November 2018.

Participants will consist of clients referred into the service to maintain and/ or improve the following diagnosed condition(s):

- respiratory problems
- Chronic Heart Disease (CHD) risk factors
- previous cardiac events
- diabetes
- Mental Health problems
- musculoskeletal issues



By bringing the element of fun into keeping active, with modifications and adaptations where needed, all ages and abilities can still enjoy exercise.

The event is sponsored by Newport Live Trust, with trophies and certificates to be presented at the end of the tournament by the NERs Co-ordinators.

### Intergenerational Working



We've recently met with the Head teacher at St Woolos Primary school to share ideas about how we can work inter-generationally with the school and the community hospital. Our meeting was a great success and we're all very excited at the prospect of working together to offer the patients and school children the opportunity to meet and share their skills.

### Across the North...

#### Crisis Mental Health Worker



Dr. Graeme Yule is leading Newport North NCN in a 2 year pilot of a Crisis Mental Health Worker (CMHW) to be based within St Julians Medical Centre. The aim of the pilot is to provide the most appropriate care to patients that are in need of a CMHW.

### Across the East... Ringland Campus



The Ringland project is progressing to agreed timescales. The schedule of accommodation has been rationalised and developed to ensure it is fit for future purpose and includes the enhanced model for GMS, as well as ensuring service provision is based on the needs of the local area.

A test for fit feasibility study has been undertaken reviewing three possible options at the site. Meetings have taken place with Shared Services, Planning and the Estates department to ensure the room allocations have been defined as expected to policy guidelines and service reviews have been

undertaken with ABUHB service providers to ensure services have been strategically considered for future delivery and integration.

Engagement and communications events have also taken place, clearly defining the stakeholders and developing the plan for participatory engagement. It is anticipated that the Supply Chain Partners will be recruited in December. A strategic and legislative review, at ABUHB and local area level has been undertaken to identify the objectives these builds can achieve in relation to area and local PSB plans, NCN plans, local health and well-being needs assessments, National legislation and strategies.

## Across Monmouthshire

### Direct GP referral to Melin Homes



Claire Pearce-Crawford, Income and Inclusion Manager and her team at Melin Homes aim to provide a quality, respected service to all tenants striving to ensure that they do not suffer from financial or social exclusion. Claire's goal "is to ensure all services, no matter where they operate, work in collaboration. Its only by working together will be ever help the most vulnerable".

The team recently received a direct referral from a GP surgery within the NCN, which has enabled them to assist in the following ways:

- Prevented any rent recovery action
- Obtained grants to assist with white goods
- Obtained missing welfare benefits
- Obtained all the general "warm home" discounts/ Welsh Water discounts
- Put support in place
- Referred to counselling
- Gifted a digital tablet with 4 months Wi-Fi
- Offered funded employment support and training when the tenant feels ready

**For more information, or to refer:**



**Email:**

[moneyadvice@melinhomes.co.uk](mailto:moneyadvice@melinhomes.co.uk)

**Telephone**

01495 745910 and ask for *Money Advice*

## Across the North... Usk Hub officially opens



**Bronwen John (ABUHB), Louise George (GAVO), Eve Parkinson (Monmouthshire County Borough Council), John Burford (Monmouthshire County Borough Council) & Lorraine Hicks (ABUHB) join the Usk Hub celebrations**

The Usk Wellbeing Hub, located in the former Roger Edwards Grammar School in Maryport Street, Usk officially opened on 9<sup>th</sup> August 2018. The facility delivers services from the Monmouthshire County Council and Health Board Integrated Services Team, which consists of Social Workers, Community Nurses, Occupational Therapists, Physiotherapists, support staff and Community Wellbeing Officers.

The centre brings services closer to communities in the Usk and Raglan area. Cabinet member for social care, safeguarding and health, Cllr Penny Jones who was present at the event said; "There's considerable demand for social and health care in the centre of the county and

our new facility in Usk will make services more efficient and effective as well as being more convenient for the community."

Councillor Jones and staff were joined by Councillor Alec Leathwood, the Mayor of Usk, and representatives from organisations working alongside the local authority to support the community including Age Cymru, Volunteering for Wellbeing, Parkinson's UK, Monmouthshire Housing Association, the Care Cooperative and

the Prison Service. Together they cut a special cake and later enjoyed entertainment at the adjacent Usk Community Hub provided by the town's ukulele band. The future of the service was toasted with non-alcoholic fruit mocktails.

Plans are in place to develop the facility further and managers hope to nurture good working partnerships with the voluntary sector, housing associations, care agencies and local doctors' surgeries. The centre will operate seven days a week but will be open to the public between 9am and 5pm from Monday to Friday.

The two NCN Cluster Plans acknowledge the on-going development of the 3 Well-Being Hubs and 2 Sub-Hubs in Monmouthshire as priorities, and have held dedicated progress discussions at NCN meetings.

### **Across the South... Exercise and education programme for people with dementia**

In meeting the NCN Cluster well-being priority, people with dementia will soon be able to take part in a new scheme which will allow for gentle chair based exercise and participative activities, such as exploring life in Roman Britain through a range a handling objects, and making Roman Mortum. People will also be able to share memories and take part in print making.

The programme will be run from two South Monmouthshire Leisure Centres at Chepstow and Caldicot, and will also provide information about how to stay healthy with dementia, medication compliance and associated health issues e.g. BP and diabetes etc. There will also be a session promoting the benefits of exercise, healthy diet and flu vaccinations. The NCN will also be continuing to actively promote Dewis Cymru and the Dementia Roadmap Wales.

### **Across Torfaen**

#### **Torfaen Direct Access Physiotherapy (DAP) service relocation at County Hospital**



To improve the NCN funded Direct Access Physiotherapy service and to set up a reception service, the service moved to the Physiotherapy Assessment Rehabilitation Service building at the bottom entrance to the County Hospital site on 24 September 2018.

Alan Sweeney, Physiotherapy Manager, ABUHB explained that the team "are excited about this change and confident this will enhance the patient experience and make life much easier for the clinicians".

#### **How our libraries contribute to the health and well-being of our community**



Libraries are no longer just a means of borrowing books; they provide confidential help support and people centred advice on a wide range of health and wellbeing related issues and have excellent signposting links with local services.

Norah Williams, Health and Wellbeing Information and Support Officer recently presented to the North NCN advising of services available:

#### **Health & Wellbeing Zone**

Providing access to general and specialised health and well-being books e.g. support for enquiries about cancer, cardiovascular disease, diabetes and dementia; mild mental health issues and healthier lifestyle choices including smoking cessation, exercise and diet advice.

There is also a carer's collection intended to support carers in their role and also to help them take care of themselves.

### Library at Home Service

A free, 3 weekly delivery service for people unable to visit a library including those in care homes in Torfaen.

### Carer's Card

Encouraging carers to borrow books for themselves and the person they care for.

### IT skills and support

Shared reading in community groups is a new style of therapeutic reading.

### Read to Me service

A volunteer-led service which we are also introducing on our County hospital wards.

Other free activities include: Baby Rhyme-time; Knit n Natter; Arts n Crafts; Lego club; Saving Money on Line; support for job seeking and applying for universal credit.

**For more information, please contact:**



**Email:**

[norah.williams@torfaen.gov.uk](mailto:norah.williams@torfaen.gov.uk)

## What's on?

The Gwent-wide NCN meeting schedule for **December 2018 and January – March 2019** is shown below. We would be grateful if all members could ensure that representation is provided, if you require further information regarding the venues, please contact your Network & Community Services Support Officer.

Date	Time	Meeting name	Location
<b>DECEMBER</b>			
Tuesday 04	13:00-15:30	North Monmouthshire NCN	Bridges Community Centre, Drybridge House, Momouth, NP25 5AS
Wednesday 05	13:00-15:30	Blaenau Gwent Healthy Group Meeting	Training Room, Blaina ICC
Thursday 06	13:00-15:30	Blaenau Gwent West NCN	MDM Room, YAB
Thursday 06	13:00-15:30	Torfaen South NCN	TBC
Tuesday 11	13:15-15:30	South Monmouthshire NCN	Day Hospital, Chepstow Community Hospital, NP16 5YX
Thursday 13	13:00-15:30	Blaenau Gwent Integrated Partnership Board	TBC
Thursday 13	15:00-17:00	Monmouth & Usk Development Group	Seminar Room (next to Reception), Ground Floor, Monnow Vale Health and Social Care Facility, Drybridge Park, Monmouth, NP25 5BL
Tuesday 18	14:00-16:30	Monmouthshire Integrated Services Partnership Board	P3, County Hall, Usk, NP15 1GA



Thursday 20	14:00-17:00	NCN Leads	Conference Room 1-2, HQ Building, SCH
Thursday 20	09:00-12:00	Newport Practice Managers Forum	Conference Room 1-2, HQ Building, SCH
<b>2019: JANUARY</b>			
Tuesday 08	09:30-11:00	South Monmouthshire Development Group	Day Hospital, Chepstow Community Hospital, NP16 5YX
Thursday 10	09:00-12:00	Torfaen Practice Manager Forum	TBC
Thursday 10	13.15-15.30	Caerphilly South NCN	Caerphilly Miners Centre, 1 Beech Tree View, Beeches Village, Caerphilly, CF83 1DX
Thursday 10	13:30-15:30	Torfaen NCN Management Team	Ty Siriol, County Hospital Site
Tuesday 15	14:00-16:30	Monmouthshire Integrated Services Partnership Board	Conference Room, County Hall, Usk, NP15 1GA
Wednesday 16	13:00-15:30	Blaenau Gwent East NCN	Training room, Blaina ICC
Thursday 17	13.00-15.30	Caerphilly East NCN	North Celynen, Crown Street, Crumlin
Thursday 24	13:00-15:30	Blaenau Gwent West NCN	Seminar Room, YAB
Thursday 24	13:00-15:30	Caerphilly North NCN	Bryntirion Surgery
Thursday 24	13:00-15:30	Torfaen North NCN	Pontypool Medical Centre
Thursday 24	13:00-15:30	Newport NCN	Christchurch Centre, Newport
Tuesday 29	13:00-15:30	North Monmouthshire NCN	Bridges Community Centre, Drybridge House, Monmouth, NP25 5AS
Thursday 31	14:00-17:00	NCN Leads	Conference Room 1-2, HQ Building, SCH
Thursday 31	09:00-11:00	Newport Management Team	Conference Room 3, HQ Building, SCH
<b>FEBRUARY</b>			
Tuesday 05	13:15-15:30	South Monmouthshire NCN	Day Hospital, Chepstow Community Hospital, NP16 5YX
Wednesday 06	13:00-15:30	Blaenau Gwent Healthy Group Meeting	Training room, Blaina ICC
Thursday 07	14:00 - 16:00	Caerphilly Integrated Partnership Board	Boardrooms 1&2, Llanarth House, Newbridge, Gwent
Thursday 07	15:00-17:00	Monmouth & Usk Development Group	Seminar Room (next to Reception), Ground Floor, Monnow Vale Health and Social Care Facility, Drybridge Park, Monmouth, NP25 5BL
Thursday 07	13:00-15:30	Torfaen South NCN	TBC

Tuesday 12	14:00-16:30	Monmouthshire Integrated Services Partnership Board	P4, County Hall, Usk, NP15 1GA
Thursday 14	13:00-15:30	Blaenau Gwent Integrated Partnership Board	TBC
Friday 15	10:00 - 12:00	Caerphilly Integrated Partnership Board	Boardrooms 1&2, Llanarth House, Newbridge, Gwent
Tuesday 26	09:30-11:00	South Monmouthshire Development Group	Day Hospital, Chepstow Community Hospital, NP16 5YX
Thursday 28	14:00-17:00	NCN Leads	Conference Room 1-2, HQ Building, SCH
Thursday 28	09:00-11:00	Newport Management Team	Conference Room 3, HQ Building, SCH
<b>MARCH</b>			
Tuesday 05	13:00-15:30	North Monmouthshire NCN	Bridges Community Centre, Drybridge House, Monmouth, NP25 5AS
Wednesday 06	13:00-15:30	Blaenau Gwent East NCN	Training room, Blaina ICC
Thursday 07	13:15-15:30	Caerphilly South NCN	Caerphilly Miners Centre, 1 Beech Tree View, Beeches Village, Caerphilly, CF83 1DX
Thursday 07	13:30-15:30	Torfaen NCN Management Team	Ty Siriol, County Hospital Site
Tuesday 12	13:15-15:30	South Monmouthshire NCN	Day Hospital, Chepstow Community Hospital, NP16 5YX
Thursday 14	13:00-15:30	Blaenau Gwent West NCN	Seminar Room, YAB
Thursday 14	13:00 - 15:30	Caerphilly East NCN	North Celyn, Crown Street, Crumlin
Thursday 14	15:00-17:00	Monmouth & Usk Development Group	Seminar Room (next to Reception), Ground Floor, Monnow Vale Health and Social Care Facility, Drybridge Park, Monmouth, NP25 5BL
Thursday 14	13:00-15:30	Torfaen North NCN	Pontypool Medical Centre
Thursday 14	13:00-15:30	Newport NCN	Christchurch Centre, Newport
Tuesday 19	14:00-16:30	Monmouthshire Integrated Services Partnership Board	Conference Room, County Hall, Usk, NP15 1GA
Thursday 21	13:00-15:30	Caerphilly North NCN	Bryntirion Surgery
Thursday 21	13:00-15:30	Torfaen South NCN	TBC
Thursday 28	14:00-17:00	NCN Leads	Conference Room 1-2, HQ Building, SCH
Thursday 28	09:00-11:00	Newport Management Team	Conference Room 3, HQ Building, SCH

Area	Clinical Director	NCN Lead	Specialty	Network & Community Services Manager	Network & Community Services Support Officer
<b>BLAENAU GWENT EAST</b>	Dr. Karen Gully	Dr. Isolde Shore-Nye	Children (incl. CAMHS)	Ian Fido <a href="mailto:ian.fido@wales.nhs.uk">ian.fido@wales.nhs.uk</a> Tel: 01495 363369	Ian Haywood <a href="mailto:ian.haywood@wales.nhs.uk">ian.haywood@wales.nhs.uk</a> Tel: 01495 363380
<b>BLAENAU GWENT WEST</b>		Dr. David Minton	Surgical Specialties & Gastroenterology		
<b>CAERPHILLY NORTH</b>	Dr Katie Gearey	Dr. Heather Griffiths	Diabetes, Endocrinology & Neurology	Jon Lewis <a href="mailto:jonathan.lewis@wales.nhs.uk">jonathan.lewis@wales.nhs.uk</a> Tel: 01495 241276	Stella Montgomery <a href="mailto:stella.montgomery@wales.nhs.uk">stella.montgomery@wales.nhs.uk</a> Tel: 01495 241275
<b>CAERPHILLY EAST</b>		Dr. Stuart Thomas	Respiratory, Allergy & Haematology		
<b>CAERPHILLY SOUTH</b>		Dr. Alun Edwards	Cardiology, Stroke & Primary Care Intranet		
<b>MONMOUTHSHIRE NORTH</b>	Dr. Karen Gully	Dr. Brian Harries	Surgical Specialties	Steve McDonagh <a href="mailto:steve.mcdonagh2@wales.nhs.uk">steve.mcdonagh2@wales.nhs.uk</a> Tel: 01600 636601	Rachel Cook <a href="mailto:rachel.cook2@wales.nhs.uk">rachel.cook2@wales.nhs.uk</a> Tel: 01600 636601
<b>MONMOUTHSHIRE SOUTH</b>		Vacant	Dermatology & Pathology		
<b>NEWPORT NORTH</b>	Dr Katie Gearey	Dr. Graeme Yule	Urgent Primary Care	Nicola Cunningham <a href="mailto:nicola.cunningham@wales.nhs.uk">nicola.cunningham@wales.nhs.uk</a> Tel: 01633 261456	Vacant  Tel: 01633 261456
<b>NEWPORT EAST</b>		Will Beer	Convener of NCN Leads Mental Health		
<b>NEWPORT WEST</b>		Dr. Susan Thomas	Learning Disabilities, Older Adult Mental Health & Dementia		
<b>TORFAEN NORTH</b>	Dr. Karen Gully	Eryl Smeethe	Careers, Public involvement and widening professional participation in NCNs	Leanne Watkins <a href="mailto:leanne.watkins@wales.nhs.uk">leanne.watkins@wales.nhs.uk</a> Tel: 01495 765797	Clair Roper <a href="mailto:clair.roper@wales.nhs.uk">clair.roper@wales.nhs.uk</a> Tel: 01495 768751
<b>TORFAEN SOUTH</b>		Dr. Amanda Head	Obstetrics, Gynaecology and Sexual Health (incl. Transgender)		

Area	Independent Advisor		Specialty	Contact details
<b>ALL 12 NCNs</b>	Hannah Hutchison		Dental	<a href="mailto:hannah.hutchison@wales.nhs.uk">hannah.hutchison@wales.nhs.uk</a>
	Stephanie Campbell		Optometry	<a href="mailto:stephanie.campbell@wales.nhs.uk">stephanie.campbell@wales.nhs.uk</a>
	Vacant		Community Pharmacy	