



## 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

**Choose Pharmacy**

**If you think you have...**

indigestion, constipation, diarrhoea, piles, athlete's foot, conjunctivitis, mouth ulcers, hay fever, head lice, teething, nappy rash, cold sores, acne, dermatitis, verruca, colic, chicken pox, threadworms, sore throat, back pain, ingrowing toenails, oral thrush, vaginal thrush, scabies.

Your Pharmacist can provide free confidential advice and treatment without you having to make an appointment to see your GP.

Did you know that you can see your local pharmacist for some common ailments, rather than seeing your GP?

There are 26 common (minor) illnesses that you can receive medical advice and/or **free** treatment without making an appointment with your GP.

Contact your local pharmacy for details.

## Across Blaenau Gwent Care Navigation



**Care Navigation** has been launched in all GP practices in Blaenau Gwent. Practices are working to embed Care Navigation Pathways into their routines, with the aim that active signposting by reception staff will make it easier for patients and carers to access the most appropriate services and/or support across various sectors.

**How Care Navigation works** – when you ring through for an appointment or arrive at the Practice, the Reception Team will ask for a brief outline regarding why an appointment is required. Having received accredited Care Navigation training, the practice Reception Teams are now able to offer more guidance to patients /carers to the access the most appropriate health, social care or third Sector service to support them.

This new way of working offers patients the choice to see other specialists who may have the expertise to deal with their problem. Individuals do not necessarily need to see a GP and Care Navigation often provides appointments sooner than waiting to see a GP, therefore they can be seen quicker. You may be, for example, offered an appointment with the Practice Nurse, Pharmacist, Physiotherapist, Occupational Therapist or a Community Connector.

Within practice, GPs time is valuable and this system assists in releasing time/appointments for those patients with more complex health conditions to be seen by a GP. However patient choice is important and the practice team will accept if you do not want to be navigated - a GP appointment will not be refused.

The Blaenau Gwent NCNs are supporting and promoting this approach, and encourage those with any concerns about Care Navigation to discuss any concerns they may have with the practice to fully gain confirmation and understanding of the value of seeing another professional across health and social care services.

## Compassionate Communities Launched in Blaenau Gwent



Professor Julian Abel from Compassionate Communities UK is working closely with GP Practice staff across Blaenau Gwent East and West NCN areas to establish networks of services for all residents to access. The aim is to make the best of all our available services, no matter who provides them, to enable residents to better develop self-care management within our communities.

## Integrated Well-Being Networks



Kath Cross has been appointed as the Integrated Well-Being Network Manager for Blaenau Gwent. Based with the Local Authority, but working for Public Health Wales, Kath will be adding to existing mapping exercises to establish where all of our services are located and how to extend their coverage to those areas known not to have access to them.

### **Across the East... East District Nursing Team Pilot E-Referrals**



The Blaenau Gwent East District Nursing Team is leading on the implementation of e-referrals and very early indication is that some time is saved by not needing to visit every practice every day. Referrals will be electronically delivered between Practices and the Team. However, it is vitally important to ensure that key face to face links with practices are maintained.

### **Across the West... Tredegar Health and Well-Being Resource Centre**



Aneurin Bevan University Health Board are planning to build a new Integrated Health And Well-Being Centre in Tredegar, on the site of the former General Hospital on Park Row. The development will retain part of the existing Hospital as the 'heart' of the new build. In addition to medical services, the community hub will bring people together to support well-being, reduce loneliness and promote independent living, all in a welcoming environment.

### **Across Caerphilly... Period Dignity Initiative**



to benefit from the initiative.

The initiative was designed and developed through a working party via schools which included pupils, teachers, pastorals and head teachers. This was in response to the emerging evidence that accessing sanitary products can be costly and difficult and is impacting on attendance at school. The aim is to roll the project out across Caerphilly providing 'Red Boxes' of free sanitary products, not only in schools but also in other public venues for other women and young girls

### **Primary Care Paediatric Toileting and Constipation Pathway**



What is Primary Care Paediatric Toileting and Constipation Pathway? It is a pathway for children aged between 0-5 years who have delayed continence or are constipated. Flying Start Managers linked in with the NCN's to develop a pathway, raise awareness, identify suitable clinic venues and request funding to deliver ERIC training for local staff. NCN Funding was agreed to support ERIC training for Caerphilly staff and the programme has been rolled out across Caerphilly and other areas.

### **Across the North...**

#### **Drop In Advice Service at Rhymney Integrated Health & Social Care Centre**



Working with partner agencies to provide help, support and advice to the residents of Caerphilly North. The drop in service operates every Wednesday 1pm – 4pm in the foyer of the RIHSCC. Services providing advice currently include Housing, Debt, Benefits, Employment and Police.

It is an informal setting with no appointment required to encourage users to feel comfortable to go along to chat with the relevant services to improve communities and services working together.

## Across the East... County Lines



Gwent Police Intelligence Analyst, Mark Yuille gave an informative and eye opening presentation on 'County Lines'. County Lines is where gangs and organised crime networks exploit children and vulnerable people to sell drugs. Individuals are made to travel across counties, using dedicated mobile phone 'lines' to supply drugs.

Gangs, often outside of the area, are deliberately targeting vulnerable adults and children who are homeless, living in care homes or trapped in poverty. These individuals are unsafe, uncared for or unable to cope and gangs will take advantage of this.

They primarily recruit young people often between the ages of 15 and 17 who become trapped in county lines and feel there is no choice but to continue doing what the gangs dictate.

It was agreed that a multi-agency response working closely with the NCN, wider services and organisations to be vigilant, aware and to share information on the issue will positively assist the police in tackling this issue.

Mark Yuille will be attending both the North and South NCN's to encourage a consistent approach across all of Caerphilly.

## Across the South... Caerphilly Library Services



Karen Pugh, Manager of the Reading Services for Caerphilly Count Borough Council has shared information in regards to the Caerphilly Library Services, who deliver a lot more services and information to the public than most people would think.

Many courses and services are hosted in dovetail with the Health & Wellbeing Future Generations Act. These allow people to help themselves, create stronger more resilient communities and lead healthier and happier lives. This links in to the aims within the NCN plans, raises awareness and encourages working together to utilise Library services.

## Across Monmouthshire

### Baby Feeding Support in Monmouthshire

Dr Emma Baker (GP Partner at Dixon Road) has shared the services that are available to support with breastfeeding, there is lots of assistance available for new mums.



- There are breastfeeding support groups in Usk, Abergavenny, Monmouth, Chepstow and Caldicot which are run by volunteers who have completed a breastfeeding course.
- A lactation consultant runs two clinics per week and is available to provide support and advice for GP's.
- The online GP infant feeding network contains a range of guidelines and is really simple to use.
- Phone support is available for mums and lines are open until late at night.

**f UskBBB** Usk Breast, Bottle & Beyond - Thursdays 10-11:30 The Willows Garden Centre Soft Play

**f Abergavenny Breastfeeding Group** - Tuesdays 10-12 at Kingdom Come Soft Play

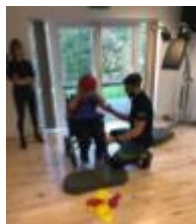
**f LLLMonmouth** La Leche League Breastfeed Support - Fridays (2<sup>nd</sup> & 4<sup>th</sup> every month) Estero Lounge

**f Honeysuckle Café Breastfeeding Support** - Wednesdays 9:30-11am at Caldicot Methodist Church

#### PHONE SUPPORT: BREASTFEEDING HELP

NCT National Breastfeeding Line	0300 330 0771 / 0300 330 0700 (8am-midnight)
Association for Breastfeeding Mothers	0844 412 2949 (9.30am – 10:30pm everyday)
La Leche League	0345 120 2918
National Breastfeeding Helpline	0300 100 0212 (9:30am – 9:30pm everyday)
Breastfeeding Network	0844 412 4664 (9:30am-9:30pm everyday)
Drugs In Breastmilk Helpline	0844 412 4665

### Dementia Exercise and Enrichment Programme



There has been an extremely positive response to the learning sessions held. The social impact has been clear to see, with the rapport between members of the group developing through the duration of the programme. There is a real sense of cohesion in the groups, despite participants not knowing each other prior to the programme.

Participants have a marked increase in confidence; where initially side conversations would begin between dementia patient and carer, or family members, participants were addressing the group as a whole after only a few sessions.



The participants and carers really engaged with all parts of the sessions and were looking forward to the week's theme. Bringing in memorabilia, vintage items, photographs, printed items as well as coming armed with questions. The groups expressed sadness that the programme had come to an end during the final session and plans were made to gather for an informal afternoon tea to catch up with one another.



## Nurses Day

Celebrations took place throughout Monmouthshire supporting Nurses Day on the 12<sup>th</sup> of May 2019



## Across the South... Official Opening Chepstow Community Cabin - Tuesday 25<sup>th</sup> of June



25<sup>th</sup> June saw the launch of Chepstow Community Cabin, which was officially opened by County Councillor Penny Jones, Cabinet Member for Social Services, Health & Safeguarding who said ***“Without projects like these, Social Services would struggle to offer this diversity of services to the community- we can be seen to work together to fulfil the needs of everyone.”***



It was great to see so many showcasing the brilliant work available in the community. The event enabled services to connect with members of the public and network with other organisations.



The Community Cabin at Chepstow Community Hospital is an advice and support hub which offers opportunities for the community to access a range of person centred support services. The launch was hosted at a market style event showcasing the work of the organisations who operate from the Cabin, including:-

- Communities for Work Plus - support for residents who are looking to get into employment or volunteering.
- Volunteering for Wellbeing – supporting people to access a range of volunteering opportunities
- Community Connections Befriending and Car Scheme - Helps people to live independently and happily.
- Building Bridges (A service for young disabled people)
- Mind – Mental health mentoring and opportunities
- PACE – Volunteering and child care for parents
- MHA Social Inclusion
- Gwalia housing and wellbeing
- Gwent Police – Drop in
- ELITE supported employment - JobSense (Project for people with sight loss)





## Pathway to Pregnancy

Free Yoga for pregnant women has commenced with a class running in the evening from 6pm on a Monday at Chepstow Hospital (with an aim for a wider roll-out in Caldicot soon). It was felt improved attendance would result from evening sessions and also from offering post-natal women the option to attend 2 sessions where an exit plan could be considered with the NERS team. Two free 16 week programmes are being tested in 2019/ 20 with support from the NCN budget. The scheme will rely upon NCN and partner promotion to encourage self-referral with support from a central telephone point of access provided by the NCN management team – 01291 636635.

## Across Newport Care Navigation



**Care Navigation** was launched in Newport from the 1<sup>st</sup> of May 2019 in all GP Practices. Although still in its early stages, it is anticipated that these changes will make it easier for patients and carers to identify and access the most appropriate services and support available to them within health and social care and beyond.

Over the coming months you will notice your receptionist asking you for a brief outline of your problem when you call to make an appointment. Through this specialist Care Navigation training, the practice teams will be able to offer you more choice on who the best health care clinician may be to help you.

Receptionists will never offer clinical advice or triage; this new way of working is about offering the choice to see other specialists who may have the expertise to deal with your problem; it will often be quicker and you may not need to see the GP each time. For example, medication reviews or queries could be managed by a community pharmacist and you may not be aware of this if you haven't visited your practice in a while.

By working this way, it helps to free up time for GPs to care for patients with complex or serious health conditions that can only be managed by the GP. More importantly though, it means people are seen by the clinician that is best placed to manage their clinical problem. The choice is always yours however and you will never be refused a GP appointment but we hope that next time you contact your GP and speak with the receptionist you will see the value of seeing another health clinician if they are able to help.

## Across the East... Newport East Community Campus



Aneurin Bevan University Health Board are planning to build a new integrated Health and Wellbeing Centre (H&WBC) which will open in early 2022. Our aim is to offer better access to services; improving health and wellbeing and building a positive future for families in Newport East.

The new development will be at the heart of the community in Newport East. The combined health and wellbeing team will be based close to the existing Ringland Health Centre and will include:

- **Your GP**
- **Your Midwife**
- **Health Visiting**
- **School Nursing**
- **Flying Start**
- **Primary Care Mental Health**
- **District Nursing**
- **Podiatrist (feet)**
- **Direct Access Physiotherapy**
- **Pharmacist**
- **Dieticians**
- **Sexual Health**
- **Dentist**
- **Speech and Language**
- **Audiology (hearing)**

Together with Newport City Council and Newport City Homes, the Health and Wellbeing Centre will form part of a healthy and vibrant Neighbourhood Hub which will be available to all residents in Newport East. The hub will also include:

- **Community Connectors**
- **Library**
- **Adult Community Learning**
- **Families First**
- **Citizens Advice**
- **Housing Support**
- **Wellbeing support**

The community campus will include a mix of high quality affordable homes, a modern shopping centre and attractive public spaces where anti-social behaviour is designed out of the environment. Access to support will be made easier for people by bringing health and well-being services together. There will be access to a wide range of services and support so people can find help for both their most immediate problems and longer term goals.

#### ***How to keep in touch***

##### **Contact us by Post:**

Newport Locality Office, 136-140 Corporation Road, Newport NP19 0BH

##### **Contact us by Email:**

NEHWBCFeedback.abb@wales.nhs.uk



## **Across the West... Virtual Ward and Multiple Disciplinary Teams (MDT)**

Following a presentation from Dr Owen Thomas (GP, Aberdare) in January 2019, several practices within Newport West were inspired to adopt the Virtual Ward/MDT approach and have independently self-started weekly MDT meetings. The Virtual Ward/MDT meetings are scheduled for one hour per week and address the needs of people who individual practitioners or agencies believe would benefit from the collective expertise and contributions of the broader place-based health and care team's expertise, in a focused discussion. This means that the people brought to the meetings often have complex, inter-related, psychological and social needs that a single professional or agency is unable to meet.

4 practices within Newport West have started to trial the concept, including:

- Bryngwyn Surgery
- St Brides Medical Centre
- Belle Vue Medical Centre
- St David's Medical Centre

St Paul's Surgery are making plans to develop a Virtual Ward/MDT group, and have been connected to the Aberdare practice to visit and adapt to their own circumstances.

Each practice is being supported by the Newport West NCN to cover backfill to allow GP's time away from clinical activities to develop the meetings.

Although within the 4 practices there are slightly different approaches to the Virtual Ward/MDT, essentially it is the same concept throughout, using the Aberdare model as its starting point.

## **Across Torfaen – Care Navigation**



**Care Navigation** was launched in all GP practices in Torfaen from the 1<sup>st</sup> of May 2019. Practices are working to embed this into their routines, with an aim that the changes and signposting will make it easier for patients and carers to access the most appropriate services and/or support across various sectors.

How this works - the receptionist will ask for a brief outline regarding why an appointment is required. Following Care Navigation training, the practice teams are now able to offer more guidance to the patient /carer to the most appropriate health or social care service to support them.

This new way of working is about offering the choice to see other specialists who may have the expertise to deal with the individuals problem. Individuals do not necessarily need to see a GP and this navigation often provides appointments earlier therefore they can be seen quicker.

Within practice GPs time is valuable, this system assists in releasing time/appointments for those patients with more complex health conditions. However patient choice is important and the practice team will accept if you do not want to be navigated, a GP appointment will not be refused.

As NCNs we are supporting and promoting this approach, we encourage those with doubt to discuss this with the practice to fully gain confirmation and understanding of

the value of seeing another professional across health and social care services.

### ***Across the North...*** Blaenavon Resource Centre



Torfaen North NCN is working on an integrated approach alongside the Local Authority and Third Sector partners to support the full utilization of the resource centre in Blaenavon.

The new resource centre will have a stark difference to the current set up. Discussions and plans have been agreed to add additional furnishings, including privacy pods.

The privacy pods will assist citizens to use/meet/gain support from the new services being introduced, those services including Citizens advice, Veterans Service, Gwalia etc.

Work is also continuing with all services/contractors in-house to ensure of an integrated fluid approach to these changes.



## What's on?

The Gwent-wide NCN meeting schedule for September and October 2019 is shown below. We would be grateful if all members could ensure that representation is provided.

Date	Time	Meeting	Location
03 September 2019	13:00-15:30	North Monmouthshire NCN	The Ballroom, Bridges Centre, Drybridge Park, Monmouth, NP25 5AS
05 September 2019	13:00-15:30	West Blaenau Gwent NCN	Innovation Centre, Festival drive, Ebbw Vale
05 September 2019	13:15-15:30	South Caerphilly NCN	Caerphilly Miners Centre
05 September 2019	13:00-15:30	Newport NCN West M2	Lysaght Suite, Lysaght Institute, Newport
10 September 2019	13:15-15:30	South Monmouthshire NCN	Day Hospital, Chepstow Community Hospital, Tempest Way, Chepstow, NP16 5YX
11 September 2019	13:00-15:30	East Blaenau Gwent NCN	Blaina ICC, High Street, Blaina
12 September 2019	13:00 - 15:30	East Caerphilly NCN	Oasis Centre, Bryn Road, Blackwood NP12 3LY
17 September 2019	09:30-11:00	South Monmouthshire Development Group	TBC
17 September 2019	14:00-15:30	Caldicot Health Centre Management Team	TBC
19 September 2019	13:00-15:30	Newport NCN East M2	TATA Suite, Lysaght Institute
24 September 2019	14:00-16:30	Monmouthshire Integrated Services Partnership Board	Conference Room, County Hall, Usk, NP15 1GA
26 September 2019	13:00 - 17:00	NCN Clinical Leads	Boardrooms 1 & 2, Llanarth House, Newbridge
01 October 2019	14:00-16:00	Monmouth & Usk Development Group	Seminar Room, Usk Hub, 18 Maryport Street, Usk, NP15 1AE
03 October 2019	13:00 - 15:30	North Caerphilly NCN	Rhymney Intergrated Health and Social Centre, Rhymney, NP22 5PW
03 October 2019	13:00 - 15:30	North Torfaen NCN (M2)	Pontypool Medical Centre, Pontypool
07 October 2019	14:00-16:00	Abergavenny Development Group	Skirrid Room 2, Mardy Park, Hereford Road, Abergavenny, NP7 6HU
10 October 2019	9.30-11.30	Newport Integrated Partnership Board	Seminar Room 4, ABUHB HQ, St Cadocs Hospital
10 October 2019	13:00 - 15:30	South Torfaen NCN (M2)	Bron Afon Housing Association, Cwmbran
16 October 2019	13:00 - 15:30	Blaenau Gwent Integrated Partnership Board	Meeting Room A, Floor 9, Anvil Court Abertillery
17 October 2019	13:00 - 15:30	Newport NCN North M2	Room 1, Christchurch Centre, Newport
22 October 2019	14:00-16:30	Monmouthshire Integrated Services Partnership Board	Conference Room, County Hall, Usk, NP15 1GA
24 October 2019	9:30-11:30	Newport NCN Management Team	Large Boardroom, Victoria House
24 October 2019	13:00 - 17:00	NCN Clinical Leads	Boardrooms 1 & 2, Llanarth House, Newbridge
29 October 2019	09:30-11:00	South Monmouthshire Development Group	Day Hospital, Chepstow Community Hospital, Tempest Way, Chepstow, NP16 5YX
29 October 2019	14:00-15:30	Caldicot Health Centre Management Team	TBC
31 October 2019	13:00 - 15:30	Newport NCN West M3	Lysaght Suite, Lysaght Institute

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 363380	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>	Vacant	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	Katie Molumby <a href="mailto:katie.molumby@wales.nhs.uk">katie.molumby@wales.nhs.uk</a> Tel: 01600 636601
<b>MONMOUTHSHIRE SOUTH</b>		Dr Annabelle Holtam	Dermatology & Pathology		
<b>NEWPORT NORTH</b>	Vacant	Dr. Graeme Yule	Urgent Primary Care	Nicola Cunningham <a href="mailto:nicola.cunningham@wales.nhs.uk">nicola.cunningham@wales.nhs.uk</a> Tel: 01633 261434	Daniel Kendall <a href="mailto:daniel.kendall@wales.nhs.uk">daniel.kendall@wales.nhs.uk</a> Tel: 01633 261434
<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>
	Ross Porretta		Community Pharmacy	<a href="mailto:ross.porretta2@wales.nhs.uk">ross.porretta2@wales.nhs.uk</a>