

Cheltenham Locality Executive

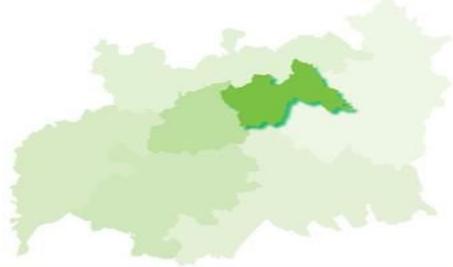
Update on Cheltenham Work Programmes 2014/15 – 2015/16

Background

The county of Gloucestershire covers a diverse range of populations, with varying levels of affluence spread across rural and urban areas. This leads to a countywide population with very different health needs. In recognition of the need to respond to these differences, Gloucestershire Clinical Commissioning Group has formed seven Localities comprised of local GP leaders; one of these is for the Cheltenham Locality.

The Cheltenham Locality is led by the Cheltenham Locality Executive (CLE). The CLE has produced a Locality Development Plan (LDP) which sets out the initiatives planned to meet the health needs of the people of Cheltenham. It draws on public health information, information about use of existing services and feedback from professionals and the patients they work with.

Cheltenham



Pop. approx: **151,016**

17 practices
122 GPs

Covering Bishops Cleeve, Charlton Kings, Cheltenham, Hesters Way, Leckhampton, Prestbury, Springbank, Up Hatherley, Winchcombe

The plan is guided by the aims of our health and social care system that works hard to:

- Prevent health problems occurring;
- Support patients to self-care, especially those with a Long Term Condition(s)
- Support patients and their carers to help them access the right services in the right way, including through the use of care coordinators;
- Give patients, and the people caring for them, easy access to information about available services;
- Provide community services in a timely manner through the use of locality-based Integrated Community Teams, working closely alongside social care service providers;
- Ensure community service providers have easy access to specialist advice where required.

We want to deliver high quality care which improves people's health, ensuring we are doing all we can support and treat people as close to home as possible and avoid admission to hospital unless absolutely necessary. This

will need to be underpinned by easy access to information, advice and guidance for professionals and patients and supported by IT systems that are as integrated as possible. It will also need to be underpinned by resources in the community that are easily accessible and appropriately used.

Current and Planned Developments

1. Reducing Alcohol Related attendances at A&E

The CLE has been working to understand this issue in more depth; the causes of alcohol abuse, its effects and extent to which services are being effective to treat people with this problem.

The CLE has undertaken an audit of alcohol related attendances into A&E and a small working group has been established to improve communication between organisations. It is proposed that all new patients registering with a Cheltenham practice will be asked to complete a questionnaire about alcohol consumption. Closer working with “Turning Point” in surgeries is being considered for surgeries whose patients have higher levels of need in this regard.

2. Integrated Community Teams Development

Integrated Community Teams have been established across the county to improve co-ordination of care for patients in the community. These teams bring together GPs, community nurses, physiotherapists, social workers, occupational therapists, reablement workers and other key support staff to work in a more integrated way, joining up health and social care services for adults. This covers patients with practices in Cheltenham though Winchcombe and Sevenposts surgeries will be part of the Tewkesbury, Newent & Staunton roll-out as GCS work within the council boundaries

The establishment of this way of working in Cheltenham is being monitored and Gloucestershire Care Services (GCS) who provide the majority of the staff regularly attend meetings with the CLE to review progress and ensure the benefits of the scheme for patients are realised. .

3. Improving Use of Community Respiratory Services

This initiative aims to maximise the use of community/outpatients services for people with respiratory problems. It aims to reduce variation in emergency admissions due to Chronic Obstructive Pulmonary Disease (COPD) and asthma by sharing best practice in how to manage patients amongst practices.

The CLE is keen to raise awareness of pathways and community services available and has been in contact with relevant service leads to disseminate this knowledge across the locality.

4. Aligning GP practices with Care Homes

This scheme aims to improve the quality of medical care in Care Homes by aligning GP practices to care homes across Cheltenham. This “enhanced service” enables GPs to develop a closer relationship with residents/staff in their aligned care homes. This supports more

proactive care of residents and education of care home staff, improving both efficiency of service, quality of care for patients and reducing emergency admissions.

This continued effectiveness of this work programme is being monitored to pick up and address any concerns as they arise.

5. Suicide Awareness

This initiative aims to improve early support for patients at risk of suicide. This need was identified through review of health information by the Public Health Service.

The CLE have reviewed findings from previous countywide audit and worked with Public Health and other organisations to understand what can be done in order to ensure patients are supported at a much earlier stage as well as raising greater awareness of voluntary sector organisations to support patients at risk.

Practice Leads have attended Events to raise their awareness which included an overview of existing Childrens' & Young Peoples Services; and National Picture of Suicide and National Factors.

6. Prescribing for Social Needs (Social Prescribing)

It is acknowledged that patients attending the GP frequently need social support as well as medical intervention. Following consultation with all GP practices, patient's top 10 non-medical issues were identified. The CLE has worked with Cheltenham Borough Council and the Voluntary & Community Sector (VCS) to agree a pilot scheme to support GPs "prescribing" this type of non-medical support. This "social prescribing" model was piloted across two GP practices enabling patients to be referred to one of the 6 identified VCS organisations who can provide the appropriate non-medical support.

It has now been agreed with the VCS organisations and all Cheltenham practices that this scheme will be rolled-out to all practices in Cheltenham by the end of 2014.

As the Cheltenham model is different from those being used in other localities, a full evaluation of all models across the county is to be undertaken by Public Health during January 2015.

7. Electronic Prescribing System (EPS)

This scheme supports prescriptions to be sent electronically from the GP surgery to the dispensary of the patient's choice. The Locality is currently piloting EPS putting technical infrastructure in place, training staff and agreeing processes for use.

St Paul's Medical Centre practices have formed the first wave of implementation as these practices have a large practice population and shared clinical system. An event has been held for all Cheltenham pharmacies to explain the scheme and identify implementation issues. This scheme will be implemented across the locality during 2014/15.

8. Reducing Falls in the Elderly

This work centres on reviewing medication(s) in the context of patients' risk of falling. This is to ensure the risk is minimised. This work has been undertaken in the Leckhampton Surgery and is planned for roll-out across the Locality.

Locality practices have been asked to carry out an audit of medications prescribed to patients over 65 who have had recent accidental falls. Practices will identify whether an alteration in medication is necessary in the light of results. A re-audit of this work is planned to be undertaken after 3 months.

9. Ensuring Best Use of Locality Orthopaedic Practitioner Service

A review of referral rates and outcomes for patients using the Locality Orthopaedic Practitioner Service (OPS) will be undertaken. This aims to ensure that patients are appropriately directed to the service, increasing use of physiotherapy services as an alternative to the Orthopaedic Outpatient Service. The information will be reviewed by the CLE and feedback to practices to ensure best practice on use of this resource is shared.

Dated: 6th January 2015