



All Together Better

Issue 3 - July 2016

Monthly Update

This update is our way of sharing all the great work that's going on in Dudley through the All Together Better Partnership.

All Together Better describes a new Partnership between local NHS and care organisations, GPs and the voluntary sector who all believe there is a better way to plan and deliver care in Dudley.

Our shared vision is to put Dudley people at the heart of an integrated, GP practice led health and care service by developing Dudley Multi-Specialty Community Provider. For more information on our programme of work please contact the Partnership Office via Stephanie.Cartwright@dudleyccg.nhs.uk or visit our website at www.atbdudley.org.

Primary Care Steering Update

As you will be aware, a major programme of work is now under way which will deliver wide-ranging improvements to primary care across Dudley for the benefit of all participating practices and their patients as well as the wider health and care system.

This work is being overseen by a collaborative forum of GPs, practice managers and practice nurses. The collaborative has assigned a number of key tasks to a smaller

group of its members, known as the Primary Care Development Steering Group (PCDSG).

The PDSCG has been formally established and approved as a group reporting to the Primary Care Commissioning Committee, and will focus on the following areas of development;

1. Education (specifically on the Dudley Outcomes for Health Framework)
2. Collaborative working between practices
3. Premises support to aid planning development
4. Recruitment support to existing and new roles
5. Exploring how to share back office functions
6. Wider integration with community and other services organised around GP practices

If you would like to find out more about the work of the collaborative or the PCDSG, or if you would like to support any of the work streams, please contact Daniel King (daniel.king@dudleyccg.nhs.uk) or Stephanie Cartwright (stephanie.cartwright@dudleyccg.nhs.uk)

Frail Elderly Pathway Update

Work to improve our frail elderly pathway is showing promising signs in some areas. Falls in care are at a significantly lower level than national average (safety thermometer point prevalence data); similarly falls resulting in harm are significantly below national average.

The average Length of Stay for ambulatory care sensitive (ACS) conditions is now below national average and ACS Emergency Admissions arising from Influenza & Pneumonia down 9.45% on previous year; Asthma down by 7% and Angina by 9%.

Sharing our thoughts.. Patient Experience

Laura Broster, Director of Communications and Public Insight spoke at the Patient Safety Congress to give views on Patient Experience in New Care Models.

It was the first time that Patient Experience had formed such a prominent part of the Conference and it was great to see New Care models taking the stage to seek views and shape the direction of travel.

Laura's Presentation which focussed on the great partnership working with The Dudley Group Foundation Trust and the thinking for MCP Patient Reported Experience Measures can be found [here](#).

The Dudley Quality Outcomes Framework

As reported last month, we have developed and commissioned a new framework from general practice to replace the way in which services have been commissioned previously, in summary

- We have simplified contracts, consolidating the existing QOF, national direct enhanced services, local improvement schemes and public health-commissioned services under the new Dudley Quality Outcomes for Health Framework.
- We reduced targets in the existing QOF and replaced them with evidence-based targets for managing long-term conditions.
- We developed a dedicated EMIS (electronic patient record system) web template to support implementation of the new framework and achieve more holistic assessments, standard advice and better care plans.

This month we have commissioned an independent evaluation of the Dudley Quality Outcomes for Health Framework that is being provided by a partnership of ICF International, the University of Birmingham and the Strategy Unit at West Midlands and Lancashire Commissioning Support Unit.

Stepping Out.. Consultant Psychiatrists Leading the Way

There are now Consultant Psychiatrists supporting 9 practices with the Multi-Disciplinary Team Meetings (MDTs). This is the first step to extending the scope of our community

and primary care led MDTs with traditionally secondary care staff. The early reports are that this is benefiting all parties and bringing a new perspective to the MDT for those patients with complex mental health concerns. We will be evaluating the impact of this new way of working so watch this space for updates.

Activate recognised at Healthwatch Awards!

The Healthwatch Dudley team has been recognised with two honours at the national Healthwatch Network Awards 2016 for their work.

The Healthwatch Network Awards received more than 120 entries over seven different categories and 28 local Healthwatch organisations were shortlisted. Healthwatch Dudley was announced as winner in the Diversity and Inclusion category, being recognised for its work with Dudley Youth Service in inspiring young people to become Youth Health Researchers.

In addition to receiving recognition for their work to inspire young people, they were presented with a highly commended award for the work we have done as a partnership to empower local people and get them involved with All Together Better Activate.

Healthwatch are now looking forward to working with Dudley CVS, the partnership and local people through CoLab to initiate some of the exciting projects that were imagined and designed at our All Together Better Activate sessions.

A report from the Activate sessions can be found [here](#)

Increase in Advanced Care Planning

Local analysis has shown that unfortunately we do not consistently provide patients and their families with a good experience at the end of life. Moreover, we make sub-optimal use of resources – suggesting scope to improve care, outcomes and efficiency. We have identified a particular need to address skills and confidence in care homes and nursing homes and work is underway to implement a structured training and monitoring programme across homes in the borough; implement an Electronic Palliative Care Co-ordination System; align healthcare assistants to each locality to increase / improve the

use of Advanced Care Plans.

The partnership is focussed on improving the End of life Experience for Dudley people and it is this collective focus which we believe has increased the number of care plans in place from just 100 in November 2015 to 1600 in June 2016. This is a great indicator of the work underway to ensure that people end their lives in the place and way in which they would want.

Seeking the Views of Dudley People

Dudley Clinical Commissioning Group (CCG) has launched a public consultation to help shape the development of a Multi-specialty Community Provider (MCP) for Dudley. The CCG have been working with other health and care organisations, who all agree that there is a better way for services to operate in the borough. They are now seeking the views of local people who use health and care services to help shape the future of health care.

Over the last year services from many organisations have been working closer together, but the CCG thinks that there is much more that could be achieved if they were one team. Formally creating the MCP will bring all the relevant community services fully together as a single organisation to enable them to work more effectively for the local Dudley population. The MCP will bring together GP practices, nurses, community health and mental health services, community-based services such as physiotherapy, relevant hospital specialists and others to provide care in the community that is joined up and puts patients at the centre.

The CCG and wider partnership have been busy having lots of conversations with local communities for some time now and have used this feedback to help design a new model of care. A summary of the involvement to date can be found [here](#).

People can share their views with the CCG anytime between Friday 15th July and Friday 9th September. There are public meetings, online surveys and booklets available plus there will be a camper van touring the borough with video equipment installed to seek the views of people on the street. Consultation plans have been agreed by the Health Overview and Scrutiny Committee and the Health and Wellbeing Board. The CCG has created opportunities for people (including clinical staff) to give their views on the following,

- Details of services included in the MCP contract (scope)
- The targets we expect them to achieve for Dudley people (outcomes)

- A description of the way that we expect the MCP to operate (characteristics)
- An expectation on how they will use technology to improve access (integrated telephone/online access system)

The doodle ad which introduces the consultation can be found here.
[\[https://www.youtube.com/watch?v=c9-E3tM4Aas&feature=youtu.be\]](https://www.youtube.com/watch?v=c9-E3tM4Aas&feature=youtu.be)

You can read the public consultation document along with the CCG Draft MCP Scope, Outcomes and Characteristics, at www.dudleyccg.nhs.uk/mcpconsult.

Media Coverage

[Vanguard to start Procurement for Multibillion MCP Contract](#)

[What's new in care models: Procuring an MCP](#)

[MCP plan poses 'significant risks to trust's future', says chief executive](#)

