



All Together Better

Issue 10 - February 2017

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.

Airedale Tele-consultation Service

The Care Home Telemedicine Service, aimed at reducing hospital admissions and preventing acute exacerbations, has now launched in 47 Care Homes across the borough and is working well.

Initial performance and activity data is due for review in February and will be presented at the next Partnership Board.

Empowering People & Communities Programme

Dudley vanguard has been selected as one of 15 health and care partnerships across the country who will receive intensive support to accelerate the involvement of people and communities in their health and wellbeing.

Through the national empowering people and communities initiative, which was recently announced at the [National Voices Annual Conference](#), Dudley will receive extra assistance to help progress the work with local communities

This will include putting in place systems that will help local health and care organisations to identify people who are most in need of self-care support, and also helping people, for example, those with long term conditions, to take more control of their own health.

The programme aims to deliver on nine key areas that will support self-care and patient activation, as well as building public health through community engagement. Delivered together, these actions are proven to make a real difference on the activation of communities in their health and improved outcomes.

A working group has been set up to plan and prioritise the actions expected of EPC participants.

Dudley Quality for Health Outcomes Framework

The indicators and associated thresholds for the Dudley Quality Outcomes for Health Framework (a local Outcomes based contractual framework for primary care) have been refreshed and approved in preparation to offer Dudley practices the local contractual offer

for 2017/18.

An Evaluation of the Framework in pilot year 2016/17 has been undertaken which shows positive preliminary results and will be used to inform next steps in terms of its development. This will be reported to Partnership Board in March

Extra support at home for patients over the age of 65 who leave hospital



All Dudley patients over the age of 65 will now receive a telephone call after they are discharged from hospital to see if they need extra help and support at home.

A team of ten MDT care coordinators, employed by The Dudley Group NHS Foundation Trust, can help patients with anything from benefits to carers support, home repairs to community fire prevention, and any other health or social care needs.

“We are really excited about the role of the care coordinators because they can ensure vulnerable patients feel settled and sorted once they are out of hospital and back at home,” said Paul Bytheway, Chief Operating Officer for the Trust.

“They provide patients with a vital link between the hospital, their GPs and other community-based services, and we hope this will help them to live independently and remain in their own homes,” he added.

One patient who has already received help from a care coordinator is Ronnie Myatt, 81, from Brierley Hill. “I was delighted when Karen called to check how I was managing at home. It gave me real peace of mind to know that someone was thinking about me and was interested in my recovery,” said Ronnie.

The MDT care co-ordinators are funded through the national new care models money awarded to Dudley to develop a Multi-speciality Community Provider (MCP).

The coordinators are based at Brierley Hill Health and Social Care Centre and work with the multi-disciplinary teams at each GP practice to determine which patients are most frail or vulnerable and in need of a follow up phone call.

They will also discuss people who visit hospital frequently, and use the meetings to consider prevention plans and community services to support them so they can remain in their own home.

Once fully established the care co-ordinators will be the pinnacle of the MDT, being the glue that binds the MDT together.

Dr Steve Mann, Clinical Lead for MCP Development, Dudley CCG: “We see care coordinators as a vital part of the development of our model of care, bringing essential organisational skills and ensuring that our teams of health and care professionals work effectively in a coordinated fashion. We have listened to what Dudley people said about their care provision not joining up properly and these roles will enable the smooth transition of people coming home from hospital into their communities. These are exciting times for healthcare in Dudley especially with the development of our new MCP, healthcare organisation.”

Integrated Urgent Care Service

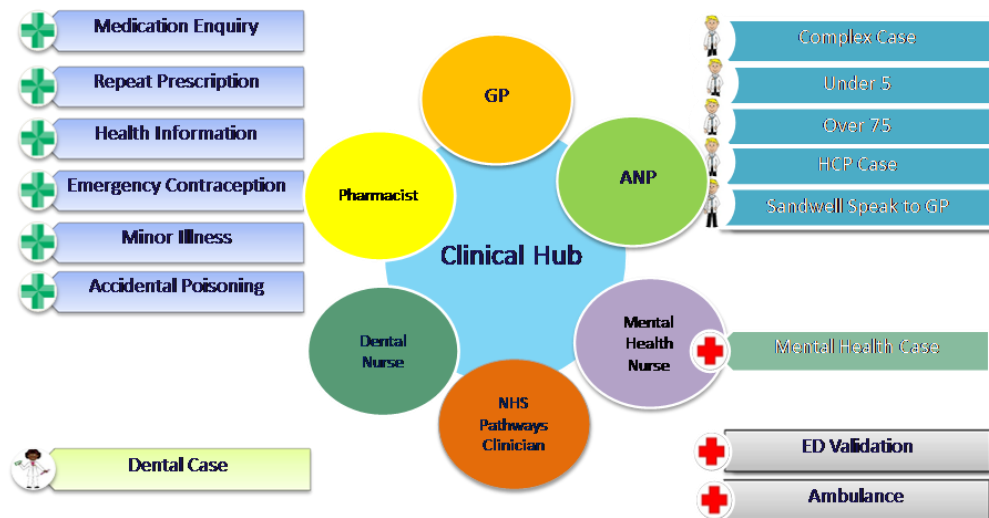
Following the successful launch of the new NHS 111 integrated urgent care service in November 2016 the service is going from strength to strength.

Based in Dudley and provided by Care UK the service is a collaboration of 16 CCG's

coming together to provide a service at scale to a population of 4,670,000 people. The new West Midlands service is the first of its kind in England, delivering a seamless patient journey for callers between 111, GP out of hours and when required onward referral to many different services.

Within the new model of delivery sits a 24/7 clinical hub staffed by senior GP's, Nurses and other clinical professionals, providing robust call assessment and onward referral to any number of other NHS and social care services.

GP from the Clinical Hub said: *"The clinical hub is a novel and exciting idea and very much the way forward for modern and future urgent care/ooh/healthcare. This idea of having under one roof a nucleus of specialties working together for the patient, the ability to tap into this expertise and offer patients much more patient centred specialist responses to their medical, psychological, dental, pharmaceutical or social needs."*



Sam Jones Visit

We are really looking forward to welcoming Samantha Jones, NHS England Director for the New Care Models to Dudley on 29th March 2017.

Sam will be spending time listening to achievements from all partners through our Partnership Board and also seeing some achievements in action such as the Lye

Community Project and meeting one of our MDTs.

Recent News Coverage

Commissioning Review - Watered-down MCP contract will not force GPs to provide seven-day access

[Article](#)

