



# All Together Better

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Issue 7- November 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](mailto:Stephanie.Cartwright@dudleyccg.nhs.uk) or visit our website at [www.atbdudley.org](http://www.atbdudley.org).

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## **#Mefestival**

Dudley held their 3<sup>rd</sup> #Mefestival on the 24<sup>th</sup> November. The event organised by the Clinical Commissioning Group was attended by 146 students and 42 teachers from 29 primary schools across the Borough. Aimed at 9-11 year olds from all schools across the borough the event proved a great opportunity for young people to learn some new skills and take part in building better health and wellbeing in Dudley Borough.

The festival included a number of planned activities such as accredited first aid training from Fastaid, theatre production on bullying from Loudmouth, facilitated workshops from Vamos Theatre, Barnados and Creative Health.

In addition, there was a VIP tent where children gave their feedback and thoughts on different health and wellbeing issues and the 'Let's Get Active' tent where they took part in different activities including the videoke booth, wearing sumo suits, testing their fitness levels.

We were also joined on the day by all of the emergency services who gave advice on health and safety during the day. Local radio station KIC FM provided the soundtrack and some innovative was of capturing feedback with their graffiti wall and selfie mirror.

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## Procurement Update

The Procurement has passed through the early engagement stage of the Integrated Support and Assurance Process. NHS England and NHS Improvement have checked through the key documentation for Dudley and they are assured.

The next stage will be to release the Public Information Notice to the European Procurement Journal to advertise the pending procurement of Dudley MCP.

**What does the app offer?**

- **Symptom checker:** through interaction with your virtual nurse Olivia.
- **Appointment scheduling:** schedule your GP appointment directly from the patient services mobile app.
- **Healthcare information:** through NHS Choices.
- **Service locator:** immediate access to find the nearest pharmacy, GP, or dentist.

**SENSELY**  
how are you feeling today?

## Virtual Nurse

The **Sense.ly / telehealth** patient app and kiosk test and pilot is progressing well. The number of patients registering to use the sense.ly virtual nurse app at Lion Health & St Margaret's Wells practices has increased to 744.

There have been over 1,560 uses of the app, of which 56% have been for appointment bookings and 28% using the symptom checker across a very wide range of symptoms. The app is being used across the age ranges, although registrations are lower at the older end of the age range and highest amongst those aged 36 - 45. A full evaluation of the pilot is planned for December.

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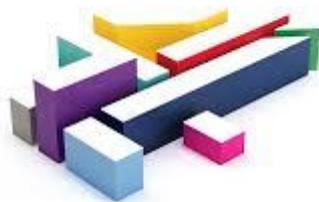
## Airedale Telemedicine Service

The CCG's Clinical Development Committee has approved investment in the Airedale Telemedicine Service on a pilot basis and this will see the service introduced in selected homes where non elective admissions performance is most challenging.

Progress continues to be made towards the introduction of the **Airedale Telemedicine Service**, with engagement with the initial tranche of Care Homes to pilot the service getting underway in November. Privacy Impact Assessments are being undertaken and Data Sharing requirements are being explored. As the Airedale system operates on a different IT platform to EMIS, an interim solution for data entry is required pending full system integration.

This is an excellent example of Dudley Vanguard taking best practice from another vanguard to compliment our work.

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## In the news...

Our Sense.ly App was featured on Channel 4 news in their technology section.

<https://www.channel4.com/news/nhs-slow-to-embrace-new-technology>

The graphic features a hand holding a white paper bag with a green cross and the word 'Prescription' on a blue band. A smartphone is shown with a white coat on its screen. The background is a gradient of blue and pink.

**NHS**  
**Dudley**  
**Clinical Commissioning Group**

**NHS**  
**Prescription**  
**Ordering Direct (POD)**

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## Pharmacy Update

Performance data in respect of the *Practice-based Pharmacist* service is being collected across a range of measures. Summary reporting will track the % improvement in interventions, time saved for GPs and resolution of issues raised through the Repeat Prescribing POD.

The Repeat Prescribing POD (call centre) service is the new and easy way for people in Dudley to order repeat prescriptions! All it takes is a simple phone call there's no need for people to go into their GP practice.

They will speak to a trained prescription co-ordinator who can discuss their needs, meaning that people will only order medication when they need it reducing potential waste and thus saving the NHS money which may be used for other important services.

The team are now servicing 2 practices and currently handling up to 130 calls per day. A third practice is scheduled to be added in January, with planning for wider rollout being planned for February. Implementation issues are being captured so that they can be considered prior to extended rollout.

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## Expansion of our MDTs

We are continuing develop the capacity of our Multi Disciplinary Teams through the ***Expansion of the Generic Workforce.***

Funding has been allocated to Dudley Group & Dudley CVS to recruit new roles. The Care Coordinators are due to start work with practices in November. All 10 Care Coordinators have now been recruited and will be in place in December.

