



All Together Better

Issue 1 - May 2016

Monthly Update

This update is our way of sharing all the great stuff 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 (live 1 July 2016).

Events & Visits

Organisations that have visited us recently to find out more about our

New			Care		Model:
26	April	-	NHS	Confederation	arranged
17	August	-	Bedfordshire and Hertfordshire	LMC	Ltd
26	May	-	Walsall CCG,	specifically	primary care
10	May	-	Health	Foundation	

We have had conversations with the following organisations to discuss

our			New		Care		Model:
21	April	-	NHS	Southend	Clinical	Commissioning	Group
15			April		- One		Herefordshire
18	May	-	Social	Care	Institute	for	Excellence
27	April	-	Royal College of Psychiatrists,		specifically	Mental	health
22			April	- Mid	Essex		CCG

Dudley CCG are presenting at the following events:

14 June - Commissioning LIVE Birmingham
 30 June - Local Systems Transformation Zone at Health+Care 2016 at Excel
 20 October - NAPC Annual Conference

Don Berwick Conference

Don Berwick the renowned international authority on health care quality and improvement management is coming to Dudley to share his thoughts on 'The Challenge of Change'.

Professor Berwick is coming to present in Dudley on 8 June 2016.

Primary Care Development

A steering group has been established that will oversee the implementation a primary care development support package for General Practice in Dudley. The group has been formally established and approved as a group reporting to the Primary Care Commissioning Committee. The group will focus on the following areas of development

- a. Education (specifically on the Dudley Outcomes for Health Framework)
- b. Collaborative working between practices
- c. Premises support to aid planning development
- d. Recruitment support to existing and new roles
- e. Exploring how to share back office functions
- f. Wider integration with community and other services organised around GP practices

An appointment process for the GP champions, practice nurse and practice manager representatives has been agreed and members of the group will be in post by the 23rd June.

Enabling Practices to Improve and Change (EPIC) Programme

Following the successful launch of the Dudley EPIC programme at the Dudley CCG Membership meeting on Thursday 21 April 2016 we have invited practices to apply for a place on the 2016/2017 EPIC programme. Since 2014 the CCG has invested significantly in designing, developing, delivering and evaluating a programme for general practices that focuses on building the skills to carry out ambitious transformational service improvement for the practices and population of Dudley. The benefits that the investment to date have demonstrated have led to further funding for the development and delivery of the EPIC programme. This not only offers practices the opportunity to improve the effectiveness & efficiency within the practice but also supports the achievement of the MCP priority themes - improved access for patients with greater continuity and coordination of services.

Activate

All Together Better commissioned Healthwatch Dudley to produce a report for the listening events and Activate sessions. The report can be found [here](#).

Listening Exercise – Dudley’s biggest conversation ever about health and social care

Mid April marked the end of our Listening Exercise. Over 50 groups had taken part with around 700 people turning up. The Doodle Ad proved popular with people understanding the message easily and appreciating a local accent.

There was opportunity for people to share positive and negative experiences and on the spot problem solving. The approach around New Care Models and the idea of a Multi-Specialty Community Provider were well received but people did want further information on how this would affect them personally or what the changes really meant when they happened.

Activate

Sessions

The focus for the Activate workshops is around what keeps people feeling well, healthy and cared for. They are also a great way to explore what can help people to be healthy and what might be getting in the way.

You can watch a short video on an activate session here <https://vimeo.com/157580049>. We have licensed our pack through creative commons to encourage sharing, learning and creative activity. All we ask is that you credit All Together Better in Dudley and license and freely share your new creations under identical terms: <http://creativecommons.org/licenses/by-nc-sa/4.0> you can download a pack here <http://alltogetherbetter.colabdudley.net/>

Public Leaflet Text

Our public leaflet has now been signed off by all Partner organisations.

Please find attached. Please note this has not been designed yet.

NHS Confederation Publication

The challenges facing the health and care system in Dudley mirror those throughout England.

- 1 in 5 people in Dudley have a limiting long term illness
- A quarter of early deaths (aged 40-59) are due to smoking, obesity, cardiovascular disease and lack of physical activity
- In two decades time there will be 25,100 more people aged 65+ and 9,900 more aged 85+
- 20 per cent of single person households are in 60+ age group

Altogether Better Dudley is a partnership of the following organisations: Dudley CCG, Dudley and Walsall NHS Mental Health Trust, Dudley Group NHS Foundation Trust, Black Country Partnership NHS Foundation Trust, Dudley Council for Voluntary Services, Dudley Metropolitan Council Services and our local GPs. Its aim is to effectively address the challenges listed above and establish a sustainable care model for its current and future community.

The Vanguard encompasses more than just health and care, and is designed to support and sustain communities, in partnership with the voluntary sector, and enable people to play a fulfilling role within their local areas. Staff engagement has played a key role in establishing the model.

As part of its model, the vanguard - a Multispecialty Community Provider - brings together GPs, specialist and community nurses, social workers, mental health services and voluntary sector link workers. It has developed a network of integrated multidisciplinary teams (MDTs) working together as “teams without walls”, taking shared responsibility for delivering shared outcomes centred around the person registered with their GP practice.

The partners in the Vanguard have placed a strong emphasis on empowering staff to lead service changes so that people and communities are at the centre of making informed decisions about their health. A Primary Care Development Programme has been put in place which focuses on quality improvement and aims to improve practice efficiency; knowledge and skills for clinical and non-clinical staff; leadership and change management skills; communication, relationships and staff morale; and create and embed the skills within primary care to lead and manage change.

The development of primary care infrastructure and workforce have also been carried out in partnership with primary care staff. As a result, a model of healthy living pharmacies and opticians are available in the borough and we are looking to extend these to general practice.

In order to develop and evaluate the new care model, Altogether Better Dudley partners have sought to develop a collective understanding of its context, scope and boundaries. This has been achieved in part through a range of engagement activities with staff, services users and stakeholders, and primarily by holding in excess of 50 listening exercises and activate sessions.

In order to evaluate the impact and success of the vanguard model, the partnership is working with an evaluation and research partner over a 2 year period to gauge the change for staff and service users. The evaluation involves a specific piece of work with an academic research organisation to provide independent authentication on particular elements on the model (system development and the frail elderly pathway).

Additionally, the partnership is conducting 360 degree surveys to understand, set a baseline and track opinions on care provision and ensure changes to the way care is planned and delivered do not have a negative impact on the confidence that people have in local services.

In the past, Dudley CCG has used a CQUIN to measure staff satisfaction based on the American Association for Healthcare Research and Quality (AHRQ). The CQUIN assisted in the understanding of the patient safety culture as a means of influencing staff satisfaction. We will continue to build on this approach using nationally reported staff surveys to focus efforts and engagement.

Key developments for Dudley CCG in 2016/17 include the promotion of staff engagement and a series of “design jam sessions and workshops” based on human centred design are intended to help unlock staff ambition, bring fears into the open and harness the energy of staff to create a future that supports health and wellbeing for staff and the new models of care. This process is underpinned by an empowerment methodology which enables staff to be involved from the outset of change and encourages the sustainable behavioural and cultural changes that are required.

The Vanguard has been selected by the Social Care Institute for Excellence (SCIE) to be a site in their Changing Together Work. This programme aims to examine how best to have constructive conversations on the ‘wicked issues’ of New Care Models.

Research & Benchmarking Project

Explain Market Research were commissioned to deliver a research and benchmarking programme which was required to gain an understanding of how the population currently viewed health and social care services in Dudley to feed into the proposed new models of care.

The research programme was developed with two key strands; the first to understand the trust and confidence that local people feel in the health and care services in the area, and the second to investigate perceptions around the proposed new models of care, more specifically the single patient portal.

The trust and confidence strand of the research is now complete, with 900 telephone interviews completed across a range of postcode areas in Dudley. Explain have shared the initial findings in a detailed report.

The Single Patient Portal & Data Sharing strand is now complete as of the 22nd April. Explain have carried out the following:

- Focus Groups – 6 profile groups to gain deeper insight into SPP and Data Sharing.
- Employee Online Survey – Over 380 completed online surveys.
- In Depth Stakeholder Interviews – 11 out of 15 in depth interviews with key stakeholders.

The key findings of this research can be found [here](#).

Media Coverage

GP new models of care receive #37m funding, Pulse - [Article](#)

Dudley given #4.4m NHS cash boost, Stourbridge News - [Article](#)

GP 'new models of care' receive injection of funding worth #37m, Practice

business

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Article

HSJ reveals areas taking on PMs new GP Contract - Article

