



All Together Better

Issue 2 - June 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.

Integrated Plus Evaluation

Each of our 46 GP practices now holds a regular MDT meeting, with representatives across health and care coming together, taking shared responsibility for those people most at risk of a hospital admission. These teams are complimented by a new workforce, Integrated Plus. These 5 locality link workers are not doctors, nurses, or social workers but they do understand the range of services that our network of over 1000 community and voluntary services have to offer. They are now key people in each MDT, they are linked to the wider GP, nursing and social care teams and take referrals from these teams to address the underlying reasons for a persons' health and wellbeing problems

and help people to connect back to their communities. They particularly tackle our most vulnerable population who are at most risk of admission to hospital or reliance on services when their needs can be met in different ways.

Since the introduction of this new role our locality link workers have handled over 1,300 referrals from all parts of the local system. They have effected over 2,500 introductions to a wide range of community, voluntary, statutory and independent sector services, achieving positive outcomes by:

- Enabling people to become less reliant on medical services (thus reducing pressure on the system)
Encouraging involvement in community-led activities
- Developing and encouraging patient peer to peer support
- Improving health and wellbeing and encouraging people to take more ownership over their own health and wellbeing

This new way of working has resulted in a 30% reduction in primary care appointments, a 21% reduction in primary care home visits and a 30% reduction in phone consultations. To view a presentation on the success of Integrated Plus, please click [here](#).

We are increasing the integrated plus workforce by recruiting support workers to the locality link workers and are currently out to recruit on care co-ordinators to support our MDTs. We are also developing a qualification with our local university to recognise this most valuable skill set.

Don Berwick Visit

Professor Don Berwick the former health administrator appointed by US President Obama visited Birmingham and the Black Country this month to find out about how new models of care are transforming care for patients in the local area.

Prof Berwick, was appointed by The King's Fund and NHS England last year to help support vanguard sites and was keen to see first-hand how joining up health and care services in Dudley, Sandwell and West Birmingham are working successfully on the ground.

As part of his tour of the area, Prof Berwick visited the new vanguard sites at Modality Sandwell and West Birmingham and Dudley CCG, who are all involved in a national NHS programme aimed at radically changing the way health and care is delivered across England.

In Dudley Prof Berwick was welcomed by Paul Maubach, Chief Executive, Dudley CCG. He met with, Local GP's, frontline staff and managers from Dudley health and social care organisations who are working together under the All

Together Better banner to develop and implement a new way of working to improve services for the future.

Paul Maubach, Chief Executive, Dudley CCG said: "Today was a fantastic opportunity for over 200 frontline health and care staff to gain truly valuable insight from such a renowned, international leader in healthcare. Time out to reflect on our progress so far and be reenergised for future improvements to healthcare for Dudley people is essential."

At Modality Sandwell and West Birmingham, Prof Berwick met frontline staff, GPs and managers and had the opportunity to see how changes to practise are already underway.

Naresh Rati, Chief Executive for Modality Sandwell and West Birmingham and local GP said: "We are delighted to welcome Prof Don Berwick and to be able to share our plans for the Multi-specialty Community Provider (MCP) with him. We are working to put technology and community involvement at the heart of our model and this is a great opportunity to share learning with our regional partners. We are motivated by the fact that we know our new model of care can make a real difference to our patient's journey and create a better patient experience and we think our work is something worthy of sharing with the rest of the country. Prof Berwick's passion about creating a learning culture to ensure patient safety is something we very much share."

Following this Mr Berwick met with local health and social care staff and patient representatives involved in the All Together Better partnership. He spent the afternoon giving a speech on 'The Challenge of Change'. He then hosted a question & answer session on why health and social care needs to change, what the future will look like and what this will achieve for local people.

Professor Berwick said, "I am delighted to be spending time with all those building and implementing a new model of care for the Dudley community. I have been impressed by the inclusive approach taken to working as "teams without walls" that place the person at the centre of the work. If they continue as they have started, I am very optimistic that Dudley will benefit from a leading health and care service the community can be proud of."

A paediatrician by background, Don was for 19 years the founding CEO of the Institute for Healthcare Improvement. In 2010, he was appointed by President Barack Obama as the Administrator of the Centers for Medicare and Medicaid Services (the federal agency overseeing Medicare and Medicaid), a position that he held until December 2011. He has served on the faculties of the Harvard Medical School and Harvard School of Public Health.

In 2013 he carried out a review of patient safety in the NHS on behalf of Prime Minister David Cameron. Recognised as a leading authority on health care quality and improvement, Don has authored or co-authored more than 160 scientific articles and six books.

Health+Care 2016

Dudley MCP presented at the Health+Care conference on Thursday 30th June.

Paul Maubach contributed to a discussion on Primary Care and was joined by Matt Gamage to present on the finance and outcome measures that underpin the MCP model.

The full presentation can be found [here](#). In Dudley we are clear that the design of our MCP starts with the model of care to meet the needs of the population. However this is a complex change and to incentivise truly effective implementation of the care model we need to put in place working in tandem together, both the right outcome measures and financing arrangements.

The presentation was well received with many questions from other areas looking to implement similar models.

Primary Care Development

A key component of our MCP model is Primary Care. In the last few weeks we have made significant progress in this area with GP champions now appointed to lead a steering group which will represent primary care in Dudley.

The steering group has been established to oversee the implementation of 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 and represents a collaborative of practices.

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

A process has been followed to appoint GP champions, practice nurse and practice manager representatives. The following people were successful:

GP Champions: Dr Abrar Malik
Dr Rebecca Willetts
Dr Sadia Saeed
Dr Gillian Love

Practice Managers: Jay Hodgson
Jo Steventon

Other members: Dr Richard Bramble
Dr Tim Horsburgh
Steph Cartwright
Dan King

The group will be chaired temporarily by Dr David Hegarty.

Estates Planning Update

The CCG is a member of the Department of Health Strategic Estates Planning Policy Group which is proving beneficial in terms of exploring potential resolution to current 'hot topics' such as asset ownership, procurement policy and options, LIFT exclusivity and other issues pertinent to the MCP development.

The group are also giving consideration to the MCP fits into Health Economy wide and STP Estate Strategies. This is an area which is now developing and we will keep you updated on progress.

Person Reported Outcome Measures (PROMs)

Dudley CCG is developing the new outcomes framework for the Dudley MCP. A key shift in our development of the MCP is the shift to an outcomes based contract and we believe that people using services should have a say in whether the outcomes they expect are being achieved or not.

we are developing a system to capture and report on PROMs using our value proposition money and the first stage of that work, research, is nearing completion.

please click [here](#) to view the rapid evidence scan of the use of PROMs and Patient Reported Experience Measures

(PREMs). We have now set criteria for deciding which PREMs and PROMs we will use, this has been further informed through a session we held with the public into the best measures to use. Our conversations with the public will continue over the next few months and we have commissioned further research to inform the outcome measures.

Health and Care Expo

Dudley MCP and South Somerset PACS (The Symphony Programme) are jointly presenting at Health and Care Expo.

One of the common aims that we share is to develop and increase the availability of acute specialist care in the community.

This session will describe the reasons behind the choice of vanguard site; explore the differences in the organisational forms that are being developed and consider the similarities in developments and achievements to date. Both Vanguards will present the progress made on their individual journeys so far and identify the future key milestones up to April 2017. Individual Vanguard presentations will be followed by a joint presentation to identify the similarities within the new models of care, including reference to reliability of both models.

Dudley MCP are also presenting on day 2 of the event to highlight our empowering approach to workforce solutions. the presentation will focus on our workforce progress and plans along with how it feels implementing the model of care working on the ground in Dudley.

Presenters will be:

- Paul Maubach, Chief Executive Officer, Dudley CCG
- Dr Richard Bramble, GP Lead for Integration
- Stephanie Cartwright, Director of Organisational Development and Human Resources
- Kim Wilkins, GP Practice attached Social Worker

Dudley Outcomes for Health Framework

The Dudley Quality Outcomes Framework has been developed and offered to Dudley practices for 2016/17. 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.

The full outcomes framework can be found [here](#).

We are already seeing a shift in workload from our GPs and the vast majority of users saying the new template was easier to use than QOF. An info graphic that summarises the evaluation report is attached [here](#)

On the 21st June GPs from all member practices came together from across the borough to share and discuss their experiences of piloting the new contractual framework. There were presentation and discussions on the evening from three practices: Moss Grove, Summerhill Surgery and Links Medical Practice who shared their experiences of how they had changed the way that they were organising and delivering services to their patients with long term conditions. The event was used to inform the best ways in which the outcomes framework could be delivered, and to identify the training requirements for practice staff to achieve the best outcomes when working to the new framework.

In the last month the business rules have been developed and shared with all practices, and an evaluation framework is being developed by Strategy Unit of the Midlands and Lancashire Commissioning Support Unit, who have partnered with the Health Services Management Centre in Birmingham to work with patients and practices on the evaluation.

The CCG has submitted the work to date for an HSJ award for primary care innovation, and in the last month the CCG has been approached by a number of other CCGs who are interested in adopting the same approach to the commissioning of long term conditions in primary care. The CCG have also been invited to present this work as part of a conference organised by the Kings Fund in October on emerging models of primary care.

New Public Leaflet

Our public leaflet has now been designed and sent for print. We have also developed an easy read version of this, both can be viewed below:

[All Together Better Public Leaflet](#)

[All Together Better Public Leaflet - Easy Read](#)

As soon as we received copies of these we will share them with partners.

Dudley CCG Blog

Dudley CCG Chief Executive Officer has started a new blog, you can read his first post [here](#).

Media Coverage

Dudley CCG given £4.4m NHS transformation fund cash boost, Primary Care Today - [Article](#)

Health bosses handed £4.4m NHS cash boost, Dudley News - [Article](#)

New Care Models Staff Engagement Interactive, NHS Confed - [Article](#)

