

60 second *bulletin*

Issue 1: October 2015

Across the country

Welcome to our new bi monthly community partner e-bulletin

We are well aware that our community partners lead busy lives, receiving information from a range of sources every single day and that's why we have produced the '60 second bulletin'.

The aim is provide you with a brief summary of local developments with an option to watch our videos. I hope you enjoy the read and please let us know what you think. Best wishes Dr Andy Seymour, Deputy Clinical Chair.

GP Patient Survey shows 89% of patients in Gloucestershire rate experience as 'good'

This Summer saw publication of the national GP Patient Survey and results show that patients rate experience of their GP surgery in the county highly with 89% recording 'very good' or 'good'. This is above the England average of 85%.

Ipsos MORI administers the survey on behalf of NHS England.

The GP Patient Survey results for Gloucestershire GP surgeries are broadly in line with the results recorded in the recent Healthwatch Gloucestershire GP Patient Survey, with high levels of satisfaction generally reported by patients.

Care Homes service leads to fewer emergency hospital visits

The Gloucestershire GP Care Homes enhanced service is delivering real benefits to residents and staff since it got underway in Autumn 2013.

The result of the initiative is that people living in care homes in Gloucestershire are now receiving more planned and proactive support from GPs.

Doctors are carrying out regular planned visits (at least fortnightly), assessing medical needs, reviewing medicines and reviewing the reasons for hospital visits.

An evaluation of the scheme at the end of the first year showed a 25% reduction in emergency hospital attendances amongst care home residents. This trend is being maintained.

Helping people achieve a healthy weight – 45,739 kgs total weight loss

A joint CCG and County Council initiative designed to help obese adults to achieve and sustain a healthy weight has gone from strength to strength this year.

10,000 patients have been referred by health professionals to the weight management scheme since it began; with 61% of participants completing the programme.

The free groups, run by Slimming World, are available in every district, with one to one time at the end of each session to develop and review personal eating plans. There is also a follow up review session after 6 months.

Of those completing the scheme, 53% of patients have achieved a weight loss of at least 5% with a total weight loss of 45,739 kgs across Gloucestershire.

ill or injured? Not sure where to turn? - the ASAP App can help

The NHS in Gloucestershire launched their ASAP campaign in April 2015 and it's already resulted in 1,500 App downloads and over 10,000 website visits.

Led by the CCG, the initiative targets adults and parents of young children with advice on what to do if they are ill or injured and are unsure where to turn.

The promotional material encourages residents to check out the **App** (ASAP Glos NHS), **Search** the website (www.asapglos.nhs.uk), **Ask** NHS 111 or visit their **Pharmacy**.

The ASAP website and App allows users to 'Search by Service' or 'Search by Condition' – providing a step by step guide through symptoms, self care and signposting to the appropriate NHS service/s.

Joined up Community Teams – up to 3,000 patients benefit from rapid response services

A major investment and rollout of strengthened Integrated Health and Social Care Community Teams (ICTs) is benefitting patients across the county with 24 hour a day, 7 day a week support where they live.

By the end of this year, the CCG expects up to 3,000 patients to have been treated by the ICT Rapid Response Service. The service provides them with extra support at home and avoids the need for admission to an acute hospital.

We are now moving to Phase 2 of ICTs. This is an exciting prospect and will result in closer working with mental health services and the voluntary and community sector to meet people's needs.

Social Prescribing making an impact

Six out of Gloucestershire's seven localities are now running social prescribing pilot schemes to support people who go to their GP surgery, but who do not necessarily require medical care.

As a result of close partnership working between the CCG, local councils, Gloucestershire Care Services NHS Trust and a range of voluntary and community organisations, hundreds of patients are now being supported to connect to services and groups that can help improve their well-being and meet their wider needs.

Social prescribing supports people with issues such as loneliness, low level mental health, healthy living and coping with caring responsibilities.

Although every locality has established a scheme or has a plan in place to do so, the approach varies depending on local circumstances. For example some localities have established social prescribing hubs, while others are using local area co-ordinators.

Evaluation of the pilot schemes will inform future development of the service.

Near to where you live

Gloucester

Choice⁺ pilot

Over 100,000 Gloucester patients have now benefited from more choice and convenience in booking urgent requests to see a GP.

From October 2014, 300 same day appointments have been available each week at two city health centres for use by those who really need to see a doctor that day, but their own surgery doesn't have an available slot.

This has freed up time in twelve local GP surgeries involved in the Choice⁺ pilot and more time is available for patients needing more planned support e.g. patients with long term conditions

The popular service is being expanded with an extra 200 urgent appointments a week being added so that the service is available to all 165,000 patients and available on Saturdays.

Stroud and Berkeley Vale

Allotment scheme - latest innovative social prescribing initiative

An allotment scheme gets underway at Vale Community Hospital in October and will be open to cardiac and respiratory rehab groups as well as people recovering from illness.

Some of the allotments will also be used by the community as well, and the scheme will be managed by Dursley Town Council.

Participation in social activities such as this has been proven to improve people's health and wellbeing. The idea is that patients can then go on to get a larger allotment if they like it.

Patients can access the scheme through their GP surgery.

South Cotswolds

The Healthy Marketplace in Cirencester

The newly transformed Healthy Marketplace is set to open at Cirencester Hospital this Winter.

The initiative will allow patients, carers and visitors the opportunity to receive information and guidance on health and wellbeing matters.

This includes special advice sessions running at the same time as clinics, so patients are better informed about their health conditions.

Local voluntary and community based organisations will also be using the space to promote health related services and support.

North Cotswolds

Greater support for Carers

In the North Cotswolds, a special questionnaire has been designed for Carers to complete before their health check at the GP surgery, along with a consultation form for the healthcare professional to complete during the check.

These help the healthcare professional to understand both the general health and social care needs of the Carer and help to identify any underlying concerns which may not be evident during the medical health check.

A decision has also been taken to extend each Carer health check appointment from 20 minutes to 30 minutes, allowing staff to carry out further investigations, examinations and medication reviews if required.

These developments are designed to maximise the healthcare support available to Carers.

Forest of Dean

Learning event looks at reducing unnecessary hospital stays

A special learning event was held recently for GP surgeries in the Forest to look at how best to reduce unnecessary hospital stays and improve the patient experience.

Over 30 GPs debated 'Top Tips' to avoid hospital admission from three hospital Consultants and had a presentation from the Community Rapid Response Team who provide care in the patients' own home.

They also found out more about the Florence remote monitoring service that uses mobile phone technology to support patients – again in their own home.

GPs will now look at how to improve current plans for out of hospital care following the event.

Cheltenham

Electronic Prescribing success in Cheltenham

Cheltenham can report real success in Electronic Prescribing thanks to close collaboration between health professionals in GP surgeries and pharmacies.

As it stands, 16 of the 17 GP practices in the area now send prescriptions electronically.

The service means that the patient can collect their fulfilled prescription directly from their nominated pharmacy between 5 minutes and 2 hours after their GP consultation.

In terms of the current live practices, the proportion of prescriptions sent electronically as a proportion of total prescribing has risen to 71%.

Tewkesbury, Newent and Staunton

Second social prescribing pilot scheme gets underway

Following the successful launch of a Social Prescribing pilot in Tewkesbury in April 2015, a second pilot got underway in Newent and Staunton in September.

The schemes are being provided in partnership with the Tewkesbury Borough and Forest of Dean District Councils respectively and signpost people to support from local organisations and groups.

Social prescribing can help people to live healthier lives, support people with caring responsibilities, mental health and wellbeing issues and reduce social isolation.

The pilot in Tewkesbury has got off to a good start with uptake steady and gradually increasing. The pilots will be assessed by reviewing the wellbeing of patients before and after access to the service.