

Building Healthier Communities

Newsletter - May 2019

Welcome to the first update from the Newham Building Healthier Communities (BHC) Programme. Whether you have been with us on this journey of transformation from the start or are just joining us, we are delighted to welcome you to our community of service users, residents and professionals, working together to help create a forward-thinking, seamless, more accountable health and social care system that meets the needs of all.

Aims

The BHC programme has been developed to ensure that local people get the care they need in the right place and at the right time, without the need to go to hospital. The programme will be achieved through collaboration and pathway transformation of acute, community, primary care, and social care services. As we work together to build a health and social care service that is fit for the future we need to make sure that people can access better joined up, neighbourhood based models of care enabling everyone to play their part in self-care and prevention.

Putting people at the heart of our work

Through a process of borough-wide engagement and

feedback, patients, service users and members of the public have spoken out about the kind of health and social care services they want. They said that we need to:

- Empower people to take control of their health;
- Create better joined up care with a wraparound team of specialists working together as the norm, leading to enhanced patient confidence;
- Challenge the health inequalities that affect people across all health and social care settings, and support people to reach their full potential.

Taking account of what our patients and public have told us we are working to ensure that:

- Patients and their families are actively involved in their care and decision-making;
- More people are given the care they need in the right place at the right time eliminating the need to go to hospital;
- Frail older people and other high-risk patients are supported in a community setting;
- More people die in their place of choice, with support available to them and their families to manage their end of life plans;
- People with long term health

conditions have an improved quality of life

- People feel confident and supported to self-care, but also receive seamless care and support where needed.

Setting the foundations for our work

The Newham Building Healthier Communities Programme can only achieve its ambitions by working together with local people, providers and commissioners. In December 2018, eight Newham community health and social care providers came together to form a provider alliance and established a governance structure including four workstreams, all with patient and public participants. These workstreams have been meeting regularly in partnership with CCG and LB Newham Commissioners in order to look at ways to:

- Deliver local services that ensure people's health and social care needs are met as close to home as possible;
- Truly integrate team working, with different team members sharing responsibility and accountability for the individual;
- Develop a system that empowers people to manage their own health

and wellbeing using community resources;

- Move more care out of hospitals and into the community, closer to peoples' homes with a wide range of services available to service users and professionals.

Introducing our workstreams

We have developed four workstreams. The Care Coordination workstream and the Specialist Expertise workstream are supported by the Finance and Activity workstream. The fourth workstream, the People Participation group, reviews proposals as they are developed, acts as a reference group, and shares in the challenges and decision-making of the programme.

The Care Coordination workstream

The focus for this workstream is to consider how care can be better co-ordinated and what improvements can be made by moving to a more integrated

model.

Following a multi-stakeholder workshop held in February, the workstream is prioritising:

- Greater involvement of people in their care and care planning;
- Piloting a case management approach within a multi-disciplinary team
- Facilitating better direct communication between professionals
- Embedding new ways of working as part of the multi-disciplinary meeting
- Finding ways to ensure specialist input is readily available when needed.

The Specialist Expertise workstream

The Specialist Expertise workstream relates to supporting people in our population who are recognised as having a degree of frailty and those who experience lifelong conditions. It aims to create a comprehensive and patient focused pathway for these people, as they often end up being supported in parts of

the health system that cannot meet their needs, such as the hospital.

Following a multi-stakeholder workshop held in March, the workstream is prioritising:

- Identifying early those patients at risk of frailty and creating a programme to help them stay well for as long as possible
- Developing a programme to help those patients already identified as frail and in need of supportive care
- Development of a hospice care facility for Newham residents at the East Ham Care Centre to keep services local to the neighbourhoods we serve.

This workstream will also address improvements in:

- Wound and Lymphoedema management
- End of Life Care
- Rehab, Integrated Therapies and Reablement
- Cardiac and pulmonary rehab
- Continence
- Assistive technology

Get involved with our work

- The Patient and Public Reference Group meets monthly and is currently open to new members who wish to participate in the programme. Please contact amanda.deer@nhs.net to get involved. The next meeting is Wednesday 5 June, 11am – 1pm.
- We welcome further staff and patient involvement at task and finish groups. Please contact amanda.deer@nhs.net and matt.mint@nhs.net mentioning your specific area of interest.
- For information on specific workstreams, please contact the respective chairs: Care Coordination steve.gilvin@nhs.net and Specialist Expertise christine.o'connor2@nhs.net / j.naismith@stjh.org.uk
- For more information on Building Healthier Communities please contact lina.christopoulou@nhs.net and/or matt.mint@nhs.net