

Swindon Community Health Services Healthwatch Patient Participation Group

6th November 2019

Welcome

Aim of today's session

- To provide an overview of our services
- To provide an overview of the NHS long-term plan and how we are working towards the implementation of this within SCHS
 - Primary Care Networks
 - Recruitment and Retention of Staff
 - Integrated Working
 - Our current Community Nursing Model
 - Reducing pressure on acute services
 - Information Technology
 - Quality & Safety

Overview of our services within Swindon Community Health Services



Therapy/AHP



The NHS Long Term Plan (January 2019)

Key areas for SCHS

- Primary Care Networks
- Staffing – Recruitment and Retention
- Integrated Care Systems
- Improved care for those people with ‘long term conditions’ and improving ‘health inequalities’
- Promote and improve partnership working between Primary and Community health services.
- Reduce pressure on emergency hospital services
- Improving Information Technology – Digitally enabled Primary care across the NHS

Primary Care Networks [\(click this link to play video\)](#)

Primary care networks in Swindon:

As of 1 September 2019, there are four established primary care networks in Swindon, comprising 17 of the town's 23 GP practices.

The remaining six practices are not currently linked to an existing network.

Details of Swindon's primary care networks can be seen below.

Brunel Health Group 1

Practice name	Number of registered patients
Westrop Medical Practice	14,733
Elm Tree Surgery	7,167
Ridgeway Family Practice	13,811
Total	35,711

Brunel Health Group 2

Practice name	Number of registered patients
Victoria Cross Surgery	9,253
Great Western Surgery	5,463
Sparcells Surgery	4,687
Carfax NHS Medical Centre	14,610
Park Lane Practice	6,709
Total	40,722

Brunel Health Group 3

Practice name	Number of registered patients
North Swindon Practice	15,211
Ashington House Surgery	10,689
Ridge Green Medical Centre	11,038
Total	36,938

Wyvern Health Partnership

Practice name	Number of registered patients
Hawthorn Medical Centre	12,486
Kingswood Surgery	10,366
Merchiston Surgery	13,920
Old Town Surgery	8,810
Priory Road Medical Centre	8,919
Lawn Medical Centre	7,596
Total	62,097

Practices not currently linked to a network

Practice name	Number of registered patients
Abbey Meads Medical Group	17,816
Moredon Medical Centre	12,157
Eldene Surgery	7,696
Phoenix Surgery	4,531
Taw Hill Medical Practice	12,650
Whalebridge Practice	12,523
Total	67,373

Primary Care Networks

Community Nursing Teams

Central	Practice Population
Carfax	14,610
Great Western	5,463
Hawthorn	12,486
Moredon Medical	12,157
North Swindon	15,211
Park Lane	6,709
Whalebridge	12,523
Total Population	79,159
Current patients on caseload	324

North	Practice Population
Abbey Meads	17,816
Elm Tree	7,167
Merchiston	13,920
Taw Hill	12,650
Westrop	14,733
Total Population	66,286
Current patients on caseload	275

West	Practice Population
Ashington House	10,689
Lawn Medical	7,596
Old Town Surgery	8,810
Phoenix	4,531
Ridge Green	11,038
Ridgeway View	13,811
Sparcells	4,687
Total Population	61,162
Current patients on caseload	274

South	Practice Population
Eldene	7,696
Kingswood	10,366
Priory Road	8,919
Victoria Cross	9,253
Total Population	36,234
Current patients on caseload	243

Recruitment & Retention of Staff

- The NHS long term plan recognises the challenges of staffing shortages within our workforce. There are currently around 40,000 reported vacancies in the nursing profession alone.
- In SCHS we are actively recruiting and are providing opportunities to encourage nurses to work for us by encouraging:
 - Flexible working opportunities such as fixed days, weekends and out of hours, part time and flexible hours to support staff with child care and carers commitments
 - Royal College of Nursing using social media to promote and advertise our vacancies
 - Improve staff retention by providing a supportive environment
 - Supporting and funding staff to undertake training to enhance their skills.
 - Offering training as a 'Nursing Associate' role a 2 year professional degree course or an 'Assistant Practitioner' one year degree course (both of which can provide a stepping stone for registered nurse training).

Community Nursing Leadership Structure

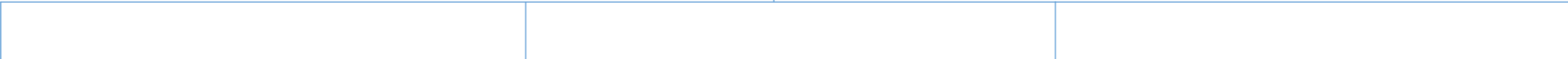
Associate Director of
Nursing for SCHS



Head of Nursing for SCHS



Matron for Community
Nursing



Central Community Nursing Team:

- Team Leader
- Community Matron/Clinical Lead
- District Nurses
- Community Nurses
- Assistant Practitioner
- Health Care Assistants

North Community Nursing Team:

- Team Leader
- Community Matron/Clinical Lead
- District Nurses
- Community Nurses
- Assistant Practitioner
- Health Care Assistants

South Community Nursing Team:

- Team Leader
- Community Matron/Clinical Lead
- District Nurses
- Community Nurses
- Assistant Practitioner
- Health Care Assistants

West Community Nursing Team:

- Team Leader
- Community Matron/Clinical Lead
- District Nurses
- Community Nurses
- Assistant Practitioner
- Health Care Assistants

Integrated Care System ([click this link to play video](#))

- Organisations working together to provide integrated care
 - Great Western Hospitals NHS Foundation Trust
 - Swindon Clinical Commissioning Group
 - Swindon Borough Council
 - Domiciliary Care Agencies
 - Wiltshire Clinical Commissioning Group
 - South Western Ambulance Service NHS Foundation Trust
 - Avon and Wiltshire Mental Health Partnership NHS Trust
 - Medvivo
 - Prospect Hospice
- More local organisations are expected to come on board with providing integrated care in the future

Integrated Care System benefits

- Accessing the right care should be straightforward, with local people being able to get the help they need and without delay from the most appropriate professional every time.
- Patients not having to repeat themselves to different Healthcare professionals.
- Removing organisational barriers, improving communication and working together to plan, finance and provide services should help to prevent these types of frustrations and delays.
- It makes sense that more integration between GP practices, community services, hospitals and social care should mean a more positive experience for all.
- An integrated approach to care also means there will be more opportunities to help people stay healthy, independent, self-caring, and to do more to keep long-term conditions, such as diabetes, under control and prevent ill health in the first place.

Reduce Pressure on Emergency Hospital Services

- Rapid Response service – 4 hour target
- Admission avoidance/facilitated discharge (suspended caseload)
- Advanced Clinical Practitioner role
- Multi-disciplinary Team Meetings
- Follow-up of Discharges from Swindon Intermediate Care Centre (SwICC)
- Falls Collaborative with South Western Ambulance Service NHS FT
- End of Life Rapid Response service (24 hours)
- Expanding the intra-venous (IV) therapy/outpatient anti-microbial therapy team (OPAT)
- Princess Lodge

Improving Information Technology – Digitally enabled Primary care across the NHS

- The majority of GP practices across Swindon use electronic patient record systems, known as TPP/SystemOne.
- SCHS uses SystemOne to record patient information.
- This enables sharing of patient information across healthcare systems.
- Development of shared care records.
- Nursing risk assessment tools, e.g. NEWS2, to improve patient safety.
- New funding for 4G enabled laptops.
- Lone worker alarms for high risk staff.

- Promoting an open and honest reporting culture (incident reporting and Duty of Candour)
- Learning from incidents, complaints and audit
- Maintaining an up to date risk register
- Responding to patient feedback
- Maintaining compliance with staff mandatory training and appraisals
- Participation in national collaboratives
- Supporting professional development and leadership
- Providing services in line with NICE guidelines
- Regularly reviewing our policies
- Promote patient engagement
- Meeting the requirements of our regulators, e.g. Care Quality Commission

Swindon Community Health Services' CQC Inspection

- In August 2018, the whole of SCHS was inspected by CQC as part of the wider Great Western Hospital NHS Foundation Trust inspection
- As SCHS, we have 2 core services, CQC inspected both of these:
 - Adult Community Services
 - Adult Inpatient Services (SwICC)
- In December 2018, we received our rating....

	Safe	Effective	Caring	Responsive	Well-led	Overall
Community health services for adults	Good Dec 2018	Good Dec 2018	Good Dec 2018	Good Dec 2018	Good Dec 2018	Good Dec 2018
Community health inpatient services	Good Dec 2018	Good Dec 2018	Good Dec 2018	Good Dec 2018	Good Dec 2018	Good Dec 2018
Overall*	Good Nov 2018	Good Nov 2018	Good Nov 2018	Good Nov 2018	Good Nov 2018	Good Oct 2018

Any Questions?