

# Wyre Council Briefing

## Introduction

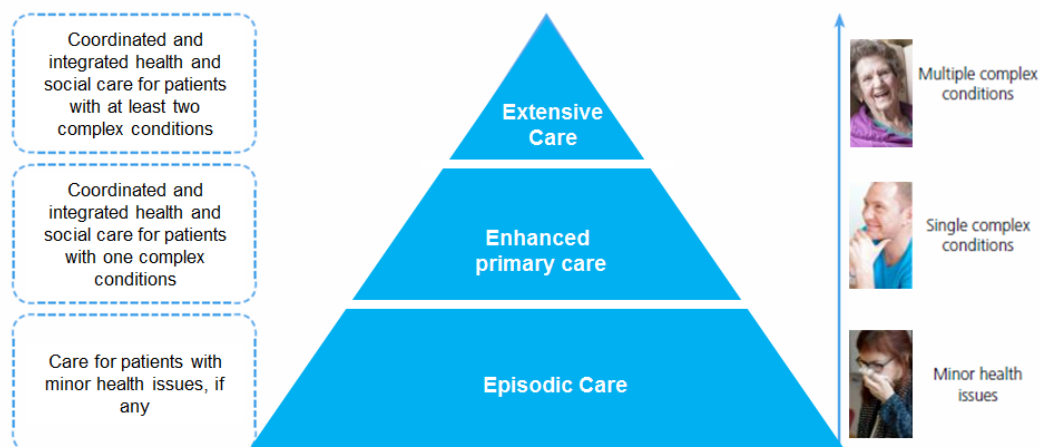
It has been three years since we published our *2030 Vision for Health and Care* following an extensive public engagement exercise, and we are starting to see our vision become a reality. The pace of change has been rapid; largely thanks to the tremendous support we have had from patients, the public and our partners. New models of care are transforming health services across Fylde and Wyre and we have begun to see measurable improvements in patient experience and outcomes. In addition to this, as one of five technology ‘test beds’ nationally, we are at the forefront of innovation and, through a collaboration with academia and the private sector, are offering patients the opportunity to use new technology to help them better manage their conditions. Our four neighbourhoods (groups of practices in geographical areas) are now working together effectively to ensure joined-up care tailored to the needs of their local populations. In the future, these neighbourhoods will be the bedrock of community-based health service provision.

To ensure these new ways of delivering services are sustainable, we were awarded ‘Vanguard’ status by NHS England. This has given us the flexibility, as one of a select few sites nationally, to develop and test these models further as well as develop a new provider of community health services. Work to shape this ‘multi-specialty community provider’ is ongoing with partners, patients and the public across Fylde and Wyre, and it is hoped it will be in shadow form by April 2017.

The 2030 Vision deliberately takes a long-term view of local health services because we felt a long-term plan was needed to tackle some of the very significant challenges we face. Importantly, the vision has acted as a guide to help us navigate an ever-changing environment.

## Care model development

The care models we outlined in our 2030 Vision and accompanying five-year strategic plan have been the cornerstone of local health service developments.



In the past three years, we have made substantial progress implementing these three care models. In March 2015, the Fylde coast was named as one of a select few ‘vanguard’ sites by NHS England. This status and the funding associated with it has allowed us to speed up

the development and introduction of the models for the benefit of local people and also the wider healthcare system across England. As a vanguard site, our learning is being shared to help other areas across the country adopt their own new models of care.

### **Extensive Care**

Launched in July 2015, Extensive Care provides more proactive and better coordinated care for people aged 60 and older with two or more long-term conditions.

By October 2016, all GP practices across Fylde and Wyre could refer eligible patients into the service. Operating from Lytham Primary Care Centre and Wyre Civic Centre, the service aims to support those people who often need the most help to stay well by improving their knowledge and confidence to self-manage their conditions and lifestyle. In turn this is helping to reduce their likelihood of an unplanned visit to hospital, their GP and other healthcare services. The evidence shows the service is indeed helping to reduce this group of patients' demand on healthcare services. We also know that people's experiences of the care they receive from the service has been extremely positive with 99 per cent of patients saying they would recommend it to a friend or family member.

To support the service, Lancashire is one of five areas nationally to be awarded 'test bed' status to trial the use of technology to improve patient care. The partnership includes other NHS bodies, technology firm Philips and Lancaster University who have come together to pilot wearable technology, home sensors and other gadgets to support four patient cohorts; the Fylde coast cohort being 1,500 extensive care patients.

### **Enhanced Primary Care**

We have also introduced a new model called Enhanced Primary Care across Fylde and Wyre. This sees locally-based care teams working within each of the four neighbourhoods to complement existing community services and enhance the support available for patients. The team works alongside GPs and includes wellbeing support workers, care coordinators, nurses and healthcare assistants. They provide support to people aged 18 and older who are deemed to need some extra help to stay well. This could be because they have a long-term condition which isn't managed particularly well, or it could be because of other factors in their life (for example, they live with a carer who appears to be under pressure).

### **Episodic Care**

Many people require healthcare services very rarely and when they do it can often be for a one-off minor ailment. We call this Episodic Care and have been working hard to make sure that when people do occasionally need healthcare advice or treatment they can access this in a timely fashion and through the most appropriate source.

To this end we have launched the Pharmacy+ Clinic service which allows anybody living within Fylde and Wyre to access advice and treatment for a range of minor ailments at their local pharmacy instead of needing to book a GP appointment. To date, 26 local community pharmacies have signed up to this scheme and are now offering the service across the area.

GP services are now also being offered in the evenings and at weekends. A range of appointments with GPs, nurses or healthcare assistants are available in Fleetwood with full

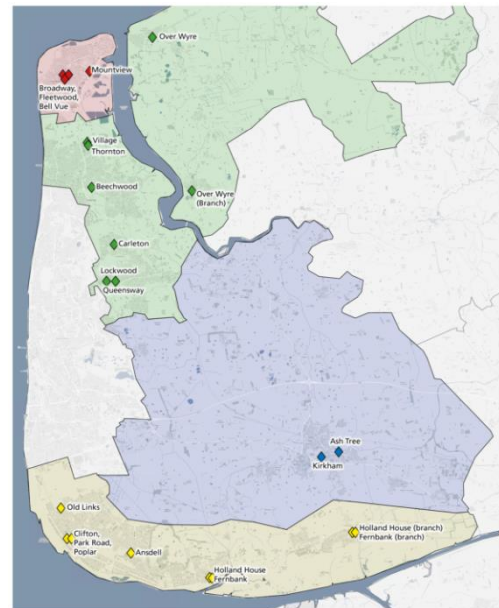
access to patients' medical records, just like their normal GP surgery. Extended services are being rolled out in other Fylde and Wyre practices by the end of March.

In addition, we are working with a range of partners, including Wyre Council, to develop a comprehensive Fylde coast directory of health and care services which people will be able to access through the Internet. It will be able to signpost people to services which they might not otherwise have known about.

## Neighbourhoods

When we published our 2030 Vision, our neighbourhoods were being established. Neighbourhoods are geographical areas across which practices work together to coordinate health and care services. Three years later and all four of our neighbourhoods have become very effective, with practices working together to develop new health services tailored to the needs of their communities. The neighbourhoods have the ability to deliver system-wide service changes alongside small scale, rapid improvements in their locality.

NHS England has recently awarded £4.3m to the Fylde coast to progress our vanguard ambitions. Around £300,000 of this funding will be used by the neighbourhoods (including those in Blackpool) to progress the health and wellbeing improvement agenda by empowering people and communities.



## Next steps

In order to make sure these new care models are sustainable, as part of our vanguard status we have been given the flexibility to design a new provider of community health services. The new way of working will bring together a range of different community health services with neighbourhood teams at the centre. The aim is to make sure community-based healthcare is better coordinated. Work to shape this 'multi-specialty community provider' is ongoing and we hope it will be in shadow form by April 2017.

Benefits to patients include the following:

- Care and support will be more coordinated.
- Patients will only need to tell their 'story' once.
- Patients will know who to contact for advice.
- Diagnostics and specialist clinics will be offered in community settings.
- With a focus on wellness and self-care, people will stay well for longer.
- Better use of technology, e.g. mobile apps, telehealth, telecare, telemedicine.

As part of our engagement activity, we are talking to the public about how the quality of community services should be measured in the future. This insight will directly inform the development of the multi-specialty community provider.

The events are detailed below. To book a place, please email [enquiries@fyldeandwyreccg.nhs.uk](mailto:enquiries@fyldeandwyreccg.nhs.uk) or call 01253 956400 by Friday 10 February 2017.

<b>Thornton Methodist Church</b> Victoria Road East, Thornton, FY5 5HQ Wednesday 22 February 2017 2pm-4pm	<b>YMCA Lofthouse Building</b> London Street, Fleetwood, FY7 6JL Thursday 23 February 10am-12pm
<b>NHS Fylde and Wyre CCG</b> Derby Road, Wesham, PR4 3AL Monday 27 February 2017 2pm-4pm	<b>St Annes United Reformed Church</b> St George's Road St Annes, FY8 2AE Tuesday 28 February 2017 10am-12pm

### **For more information**

For more information please visit [www.fyldeandwyreccg.nhs.uk](http://www.fyldeandwyreccg.nhs.uk) or email Kate Hurry, head of communications and engagement, at [kate.hurry@fyldeandwyreccg.nhs.uk](mailto:kate.hurry@fyldeandwyreccg.nhs.uk).