

NHS LANARKSHIRE
NORTH COMMUNITY HEALTH PARTNERSHIP
NORTH LOCALITY

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Subject: Locality Update Report to the Local Area Partnership

1. NHS Lanarkshire Wide Update

1.1. Reshaping Care for Older People

Work is ongoing across North Lanarkshire. A more detailed report is being submitted separately for consideration.

1.2. Health Board Boundary Changes

Work is on schedule for the introduction of the new Health Board Boundaries on 1st April 2014, which will see the area of the Northern Corridor formally become part of NHS Lanarkshire.

On 1st April 2014, the following services will transfer into NHS Lanarkshire:

- Podiatry – core Podiatry services transferred into NHS Lanarkshire in 2009, but Diabetic sessions in the GP Practices will also now transfer over
- Clinical Equipment – Community Nursing staff will now order clinical equipment via North Lanarkshire's Joint Equipment Store

To ensure a robust transition of service from Glasgow into Lanarkshire, the next set of transfers will take place on 1st October 2014 as follows:

- Specialist Children's Services
- Out of Hours District Nursing (in-hours District Nursing already provided by Lanarkshire)
- Community Dental
- Continence
- Community Midwifery
- Community Rehabilitation
- School Nursing

Other community services will be repatriated into the local area when further accommodation can be sourced.

2. Locality Update

2.1. Reshaping Care for Older People – Locality Modelling

Further to wide practitioner, service user and carer engagement across all sectors, a formative model has been developed to improve joint working. This is still in an embryonic stage. Focus groups in the North Locality have begun allowing key practitioners to participate in discussions on how the model can be rolled out in the Locality. This at the moment is work in progress and more detail will be made available in the next reporting cycle.

2.3. Kilsyth Victoria Memorial Cottage Hospital (KVMCH)

In line with the Community Hospital Refresh Strategy, rehabilitation training has been organised for clinical staff, allowing a more proactive approach to care. Dementia training has also taken place recently in the Hospital.

2.4. Kilsyth New Health Centre

Work has started on the new Kilsyth Health Centre, with planning ongoing around the Art Strategy for the building and other areas such as way-finding.

2.5. Telephone System Kilsyth Medical Centre

A meeting took place with GPs and NHSL to discuss upgrading the current telephone system due to patient's complaints about waiting in a queue before they speak to someone, which is expensive on a mobile phone. Unfortunately the current system cannot be upgraded at this time, however, the system being installed in the new Health Centre will resolve all the issues. The Practice are introducing an online booking system, which will make it easier for patients to book an appointment and free up capacity on the phone line.

3. Health Improvement Update

3.1 Welfare Reform

The NHSL Welfare Reform Working Group continues to identify and take forward key actions to mitigate the impact of the Welfare Reforms in line with the overarching North Lanarkshire Welfare Reform Corporate Working Group Action Plan. There is also NHSL representation on a number of national and regional groups looking at the impact of welfare reform on health and measures that can be put in place to manage and mitigate the impact.

Communications:

NHS Lanarkshire Communications Department have put in place a communications action plan, which encompasses a range of approaches including, promoting the campaign messages through NHS communication channels such as the NHSL website, staff briefings, use of TV screen messages in health settings as well as targeted distribution of campaign materials. The aim is to ensure that NHSL takes a co-ordinated approach to ensure that staff and patients are informed of key changes as they happen and the potential implications for health and health services. It will also raise awareness of available local information and support services and how to access them. The focus is now on promoting the 'Know your Options' message.

NHSL also continues to promote and develop *Well Connected* which makes it easy for people to take part in and benefit from activities and services that can improve their health and wellbeing.

Training:

Training for NHSL staff is an essential part of ensuring that they are able to identify and respond appropriately to patients affected by the Welfare Reform changes. NHSL continues to offer awareness sessions to staff. To date over 500 staff from across all health disciplines have attended sessions. The focus has now shifted to delivering sessions targeted at specific staff groups, particularly those in frontline contact with clients with long term conditions, mental health and addictions needs.

The North Lanarkshire Council e-learning Welfare Reform module has been adapted to meet the needs of NHSL staff and is now available through Learn Pro (NHSL e-learning system). To end of December 2013, 138 staff had completed the module. Work is currently underway to adapt the NLC PIP online training module for use by NHSL staff.

Screening for financial security within NHS assessments:

A consultation process is underway to assess the views of staff with regard to the inclusion of routine financial questions in assessment forms. Consideration is also being given to acute assessments upon discharge and this will be considered as part of the CEL Health Promoting Hospital action plan.

General Practitioners:

Guidance packs for GPs and for health care professionals have been finalised. The information aims to ensure that GPs and health care staff are able to signpost patients appropriately and to provide the required support to patients through the assessment and appeal process. The packs will be circulated to GPs and health care staff.

Funding Proposals:

A funding application has been made to Big Lottery *Becoming a Survivor Fund* for additional support to survivors of domestic abuse in relation to welfare reform. This was successful in reaching the second stage and a final decision is awaited.

National Developments:

The Scottish Government's Welfare Reform & Health Impact Delivery Group (HIDG) and representatives from NHS boards have worked in partnership to develop an outcome focussed plan to mitigate the impact of the UK Government's Welfare Reform Programme on health and on health services in Scotland.

An event attended by NHS and Health & Social Care chief executives, directors, policy makers, clinicians and practitioners was held on the 6th March 2014. The event focussed on changes to Welfare Reform and impact on services and explored the role that the NHS and health & social care services can play in mitigating the impact as a service provider, employer, commissioner of services and community planning partner.

3.2 Mental Health and Tackling Stigma: 'See Me' campaign

As reported in last quarter's report, significant progress is being made in relation to the promotion of the 'See Me' campaign within North Locality. Following on from the success of the last "See Me" pledge signing ceremony, Health Improvement have formed strong links with Abronhill High School band Falconhoof. Subsequently the band was invited to a Parliamentary re-branding of "See Me" Campaign which was held on 28th January 2014 at the Scottish Parliament. The song was written and performed by the band and closed the official re-branding. Currently the band are professionally recording the song and will form part of a mental health and wellbeing toolkit which will focus on the delivery of key mental health and anti-stigma messages.

3.3 Play Safe, Home Safe (PSHS)

Awareness raising sessions to promote key safety messages around alcohol, drugs, safer sex and personal safety were carried out in Cumbernauld College. A free safety pack was provided for students that contained some items to thought provoke and promote safety for young people when out socialising or at house parties (e.g. drinks spikeys, personal alarms, etc.).

In addition, PSHS wallet cards (promoting the website and key messages) were also distributed on behalf of NHS Lanarkshire by Police Scotland to licensed premises within the North Locality who were being asked to have these available on their premises and to hand out to their clientele.

The sessions with young people were also used to promote the PSHS website (www.playsafehomesafe.org.uk) that went live on 13th November 2013. The website has achieved 950 visits (until 1st March 2014) – to provide a comparison the Life, etc. website for the whole of 2012 achieved 64 visits – so a reasonably successful start for the website.

A Facebook advertising campaign with 3 similar adverts ran from 28th November 2013 until 28th February 2014. This was targeted at anyone 16 and over identifying with living within Airdrie or the outlying areas and this achieved 2336 advert clicks.

3.4 Healthy Weight: Practical Cookery & Nutrition Course

As part of Lanarkshire's Healthy Weight Strategy to reduce rates of obesity and promote healthier weight, local volunteers and CL&D staff were trained to deliver Practical Cookery and Nutrition courses. Currently, these sessions are running in Cumbernauld by CL&D volunteers delivering sessions to clients who have been referred via the Community Mental Health Team. A further two volunteers have recently been trained and will be delivering practical cookery sessions to members of the OPAL group (older people's group). Two cookery resource boxes were recently purchased and will be used to support the roll out of the Practical Cookery and Nutrition courses in the North Locality.

3.5 Community and Learning Development Partnership Group (Carbrain)

At a recent meeting of the group (3rd March 2014), it was agreed that plans for youth diversionary activities should form part of the Youth Planning Group Action plan for 2014/15. The Carbrain Action Plan (2013-2016) was discussed and updated to reflect improvements and actions that have been taken to improve the Carbrain area.

4. Conclusion

The LAP members are asked to note the context of this report for information.