

NHS LANARKSHIRE
NORTH COMMUNITY HEALTH PARTNERSHIP
COATBRIDGE LOCALITY

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Subject: Locality Update Report to the Local Area Partnership

1. Lanarkshire Wide Update

1.1 Play Safe, Home Safe (PSHS)

Update on PSHS campaign. Awareness raising sessions to promote key safety messages around alcohol, drugs, safer sex and personal safety were carried out in Coatbridge 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.).

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.

1.2 International Women's Day

Each year around the world International Women's Day is celebrated on 8th March and events take place throughout March to mark this.

An 'Inspiring Change' event was organised in Coatbridge Community Centre by NHSL Health Improvement and NLC Community Learning & Development staff on Monday 10th March 2014 to encourage women to come together and find out more about what is going on in Coatbridge and local services available to them.

The event, focused on the theme 'Women Through the Ages' and participants were able to take part in workshops around adult numeric and literacy, Summerlee Heritage Centre delivered an interactive workshop on women through the ages and participants were able to take party in jewellery making, art workshop and yoga/relaxation. A marketplace area provided a variety of information e.g. key health improvement topics, CL&D services, Get Walking Lanarkshire, Experience Counts, CAB, Energy Saving Scotland and local community groups.

The event, which involved local partners, was attended by over 55 women from Coatbridge, and provided opportunity for women to take part in different activities, and engage with services, that can improve their health & wellbeing.

1.3 Welfare Reform

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 that NHSL are taking 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 continue 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 continue 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:

An 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.

2. Locality Update

An awareness raising Slipper Exchange event took place on January 28th in St. Patrick's Church Hall-

We held an event for older people and carers with a focus on foot health and falls prevention. The event was held in St. Patrick's Church Hall with a presence on the day from NHS teams: Osteoporosis, Falls Prevention and Podiatry as well as consortium members, Melanie Menzies, PRTC, and Mobility Scotland.

On the day, older people and carers had their feet properly measured and were supplied, free of charge with properly fitting slippers. They were also given information packs containing literature from a variety of organisations including Police, Fire Service, OPIS, Scottish Hydro Smart Services, VANL, St. Andrew's Day Hospice, Alzheimer's Scotland and a variety of local organisations. They were also able to speak directly to the afore mentioned NHS teams. A stall was set up to give people information on local groups or to signpost them to other supports and services.

109 people attended with 104 receiving properly fitted slippers funded through the Local Activity Fund.

3. Healthcare Improvement Scotland (HIS) Rapid Review of NHS Lanarkshire

Building on existing good practice" and "learning from others" NHS Lanarkshire sets out its plan for improving quality and standards of care

Following the recent Healthcare Improvement Scotland (HIS) Rapid Review of NHS Lanarkshire, the Board has set out its plan to achieve continuous improvement in the quality and standards of care for patients across Lanarkshire.

Building on existing good practice and learning from other recognised areas of excellence is the approach being taken by NHS Lanarkshire.

Chair Neena Mahal explained: "We already have many examples where NHS Lanarkshire is delivering innovative and excellent clinical care such as heart disease, stroke and cancer. By sharing and learning from good practice here and elsewhere we will embed the provision of consistent high quality care for patients across all services in Lanarkshire.

“This is not a standing start; we had commenced a journey to deliver continuous quality improvement within our framework “A Healthier Future”. That said we recognise that the pace of delivering improvements needs to be accelerated.”

NHS Lanarkshire is working with the Government support team which was established to help deliver the improvements against the HIS rapid review recommendations.

Chief Executive Ian Ross welcomed the support of the team and confirmed that a number of actions have already been implemented.

He said: “Immediate actions were put in place to address a number of the issues raised during the review process. In agreement with the Governance and Improvement Support Team we have established an action plan to achieve effective progress against the 21 recommendations by the end of March and this will lay the foundation for longer terms actions to reach and sustain consistent quality, safe and person centred services across Lanarkshire.

“The actions are being taken forward across five key themes:

- Improving patient and carer experience, learning from feedback and complaints;
- improving care for deteriorating patients and patient safety;
- medical and nursing workforce support and development;
- improving acute hospital management structures and operational effectiveness;
- strengthening Board governance and effectiveness, visible leadership and engagement with stakeholders and staff.

“Staff and patients will be able to recognise the quality changes taking place.”

Ian Ross explained: “Improving patient and carer experience is very important to us and we will be testing and evaluating a number of initiatives, such as patient feedback stations at hospital entrances, to identify what works best. While the HIS review process was focused on a limited area within hospital acute services, we want to ensure that the Scottish Patient Safety Programme is fully and consistently embedded across all NHS Lanarkshire services. We are in the process of simplifying management and clinical leadership structures and workforce reviews are underway.”

Further details, including the action plan, are available on the NHS Lanarkshire website at:

<http://www.nhslanarkshire.org.uk/boards/2014-board-papers/Pages/January.aspx>

Conclusions

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