

NHS LANARKSHIRE**NORTH COMMUNITY HEALTH PARTNERSHIP****COATBRIDGE LOCALITY**

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From: Service Manager, Coatbridge Locality

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Subject: Locality Update Report to the Local Area Partnership

1. NHS Lanarkshire Wide Update:**1.1 Out-of-Hours Consultation**

Due to patient safety concerns regarding the current out-of-hours service, the NHS Lanarkshire Board agreed in May to augment its current business continuity arrangements to improve the service.

The Board confirmed that patient safety is the most important consideration and that it was committed to implementing the national recommendations on out-of-hours services. However, it is necessary to introduce enhanced interim measures to protect the safety of our patients.

NHS Lanarkshire's own review has identified that the Board needed to take urgent interim steps to improve access for patients assessed as requiring to be seen within one hour, as at present only 37 per cent of these patients are being seen within target. The implementation of the interim measures will significantly improve the performance and ensure a safe service is provided for patients. Continuous performance monitoring will take place.

NHS Lanarkshire appreciates all the comments received from stakeholders throughout Lanarkshire during the consultation process. The Board is listening to these views to ensure they inform the future development of the service. This will include developing and introducing alternative service options such as extended pharmacy services and nurse-led services to increase public access to a variety of out-of-hours services and the Board will ensure there is public and staff involvement in taking these forward.

The Lanarkshire out-of-hours service has been operating under business continuity arrangements for a considerable time. Even with these arrangements, which effectively mean that we have had no choice but to reduce the number of centres open depending on the number of doctors willing to work the out-of-hours shifts, providing a safe and effective service for patients has proved challenging. Business continuity arrangements need to be enhanced to improve patient safety pending the outcome of the national review.

An interim service model based at Airdrie Health Centre and Douglas Street Clinic in Hamilton will provide opportunities to improve the safety of the current service. It will provide the optimum level of accommodation to expand the service in line with the feedback received through the consultation phase. The interim service will be kept under constant review and NHS Lanarkshire will undertake a full review, with public involvement, within six months. When the national recommendations are known, NHS Lanarkshire will seek to implement these as soon as possible.

1.2 Refurbishment of the operating theatres and Intensive care unit at Monklands Hospital

A £19 million business case to expand and refurbish the operating theatres and Intensive Care Unit at Monklands Hospital has been approved by the Scottish Government Capital Investment Group. The business case includes plans to refurbish the seven existing operating theatres and the building of a ten bed Intensive Care Unit on the ground floor between the main building and the renal unit.

1.3 Welfare Rights Advice Service

In response to the need to ensure NHS Lanarkshire staff can respond easily and quickly to financial issues raised by patients, NHS Lanarkshire and colleagues from North Lanarkshire Council financial inclusion team, money advice, credit unions and CABx, have co-located welfare rights services in a number of health centres.

In North Lanarkshire, the service operates in Coatbridge, Airdrie and Wishaw Health Centres.

A welfare rights officer is based in each of the health centres one day a week to provide information, advice and support on a full range of welfare rights issues. The aim is to maximise income for all service users and signpost to a range of other services including money and debt advice and credit unions.

Referrals to the service can be made by any health professional based in participating health centres for a client who is looking for advice and support on how to maximise their income and to address financial difficulties as a result of welfare reforms.

Between May 2014 and 31st March 2015, across the 3 sites, there were 249 referrals to the service, with £199,960 income generated for service users.

2. Health Improvement:

2.1 Electronic cigarettes.

E-cigarettes are battery powered devices that heat a liquid into a vapour, which is then inhaled by the user. There are many different types often containing nicotine and flavourings mixed with a carrier liquid. The market in e-cigarettes has grown quickly over the past few years. Approximately 17% of adult (age 18+) smokers in Scotland are currently users, with negligible current use amongst people who have never smoked (ASH Scotland, April 2014). There is little data on use of e-cigarettes among children and young people on whether they encourage experimentation. More research is required on the safety, quality and efficacy of e-cigarettes. There is limited evidence to suggest that e-cigarettes have fewer chemicals and are less hazardous than tobacco smoking. From a health perspective there is concern about the potential of e-cigarettes to 'normalise smoking', particularly amongst young people. Tobacco use is a significant cause of premature death and ill health in Scotland. No cigarette or tobacco products are safe. Smoking cessation is the best way to reduce tobacco-related illness and death. Measures to regulate e-cigarettes are being introduced in the forthcoming Scottish Government Health Bill. Proposed measures will include banning the sale of non-medicinal e-cigarettes to under 18s and also to make it an offence for an adult to buy e-cigarettes for a minor. All retailers will be required to register on a central register.

Currently NHS Lanarkshire operates a smoking ban in all NHS buildings and grounds including hospitals and health centres. As part of the forthcoming Health Bill, smoking in NHS buildings and grounds will become a statutory offence.

NHS Lanarkshire Dr Soong Tan (Respiratory Consultant) and Dr Carol Dryden (Consultant Paediatrician) are calling on smokers to support the ban on smoking on NHS premises. They made their appeal to promote NHS Lanarkshire's no smoking policy which aims to protect people from second hand smoke and prevent future generations from starting and offers services to those who wish to stop. More than 70% of people who smoke wish they had never started which is why the doctors are appealing to them

to set a good example to the next generation and prevent them from starting an addiction which they will later regret.

Stop **Smoking Service** Staff and **Service** Contact Details – **0300 303 0242**

2.2 Healthy Start

Healthy Start has been identified by the Department of Health and Scottish Government as a key national strategy to improve the nutrition of pregnant women, breastfeeding mothers and children in the early years living in low income households. Beneficiaries receive free vouchers worth £3.10 a week for a pregnant woman, £6.20 a week for each baby under 1 year, £3.10 a week for each child over 1 and under 4 years (we have calculated that this could amount to £899 per year based on calculations for a woman eligible from week 10 of pregnancy to child's first birthday). A vitamin coupon is attached to the vouchers, which can be exchanged for vitamins at distribution centres (local pharmacies and health centres).

In Lanarkshire, 76% of those eligible are signed up to the scheme and uptake of the vitamins has remained very low (6%-7%). We are working with the EYC, using the improvement science methodology, currently focusing on the Coatbridge Midwifery Team testing if providing vitamins free to all pregnant mothers from first point of contact and until their child is one year old thereafter increases the uptake of subsequent vitamins. We are working with the Financial Inclusion Team on this test by signposting women, who need extra support completing the application, onto the financial inclusion team to provide support and offer a benefits check to find out if this makes an improvement by increasing registration figures.

The Community Pharmacy pilot is ending in September and discussions are in place as to what can be done by each Board level to work with those pharmacies who were signed up to Healthy Start and were actively distributing the vitamins.

You can contact the Healthy Start helpline on **0345 607 6823** or go to www.healthystart.nhs.uk.

For more information please contact Elaine Johnston, Health Improvement Practitioner, on 01236 707757.

2.3 Tackling Inequality - Practical Cookery Courses with Young Parents

Over the last two years the Coatbridge Health Improvement Team have supported a pool of locally trained 'practical cookery' trainers with the knowledge, skills and confidence to deliver practical cooking and nutrition workshops to families and communities in Coatbridge.

This intervention provided an excellent opportunity to engage with groups like the young mums to support them connect and engage with their local community. As a result of our support, a group of young parents have continued to engage with Kirkshaws Neighbourhood Centre and are on their way to forming their own constituted group enabling them to further take control of their lives and improve the health and well being of themselves and their families.

The group were recently visited by Alex Neil, Cabinet Secretary for Health & Wellbeing, to launch the Scottish Government Fairer Scotland document which aims to give the most deprived communities a voice in the fight against poverty.

For more information please contact Elaine Johnston, Health Improvement Practitioner on 01236 707757.

3. Conclusions:

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