



## Newport West Neighbourhood Care Network Plan – 2019/20

### What are our aims?

- To understand and highlight actions to meet the needs of the population served by the Cluster Network
- To ensure the sustainability of core services and access arrangements that meet the reasonable needs of local patients
- To work collaboratively towards the achievement of the Newport Plan, including 3 work-streams of Health and Well-being, Intermediate Care, and Urgent/Extended Care
- To ensure that patients' needs are met through prudent care pathways, facilitating rapid, accurate diagnosis and management and minimising waste and harm
- To provide high quality, consistent care for patients presenting with urgent care needs and to support the continuous development of services to improve patient experience, coordination of care and the effectiveness of risk management.
- To address winter preparedness and emergency planning

### What are we doing?

- Developing a person centred information, advice and approach across all 'front doors' within Newport
- Increasing opportunity for local people to access the right help for physical, psychological and sociological needs at the right time, addressing urgent needs and preventing escalation
- Exploring new models of MDT, intermediate care working, through developing and testing a Virtual Ward approach
- Exploring where health and social care skill mix can be utilised to meet the demands of an ever growing population and offer care closer to home.
- Offering the public an appointment with an experienced physiotherapist who can offer help and guidance with muscular issues.
- Building medicines management expertise in general practice, through practice-based pharmacist roles
- Working with integrated teams to identify ways of improving the management of long term chronic conditions, complex and palliative care needs.
- Working with integrated teams and local people to increase health and well-being, including screening and vaccine uptake.
- Working with NCN partners to improve people's access to services that support language and cultural needs.
- Ensuring staff have the sufficient skills and support to meet current and future working to meet the needs of the population & it's changing demographic
- Ensuring that, in the event of adverse weather or an emergency event, plans are in place to be able to cope with the minimum of stress to both patients and staff.

### How are we delivering change?



### "Enablers"

- Technology
- Workforce Sustainability
- Partnership Working
- Financial Resource
- Fit for Purpose Estate



### How will we know if we have made a difference?

We review health and wellbeing outcomes regularly and we learn from feedback from patients, carers and staff

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