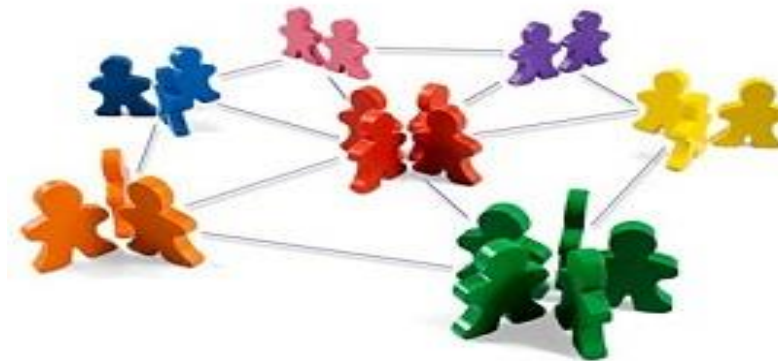


Three Year Cluster Network Action Plan 2017-2020
Monmouthshire North Neighbourhood Care Network
Year 3





Aneurin Bevan University Health Board

Delivering Care Closer to Home

Monmouthshire North Neighbourhood Care Network Plan – 2018/19



Our aims are to:-

Improve the health and wellbeing of the local population
 Support people to stay well, lead healthier lifestyles and live independently
 Reduce health inequalities
 Support Clinical Futures in primary and community care by delivering Care Closer to Home
 Ensure services have the flexibility to meet individual needs
 Improve access to specialist expertise
 Provide a positive experience for patients and carers
 Ensure a supportive working environment with career development opportunities for our staff

Design by Caerphilly South NCN

What are we doing?

Building capacity and sustainability in GP Practices

Exploring new ways of working within limited resources:

Funding of District Nursing phlebotomy service
 Care Navigation
 Workflow Optimisation
 Social Prescribing

Developing the Primary Care Team:

Practice and locally based Chronic Disease Condition Nurses, Diabetic Specialist Nurses, Heart Failure Nurses
 Training new Practice nurses in an Academy Practice
 Pharmacists
 Dietitian

Working at Scale:

Enhanced IUCD provision locally
 Safeguarding meetings
 Prescribing Leads

Challenges and Opportunities:

New Primary Care Software – better ability to work across practices
 Future population growth, demography change and partnership working with Council Town Planning
 More joint working across practices
 Better working with community services e.g. Health Visitors, District Nurses, Mental health Services.

How are we delivering change?



"Enablers"

Technology
 Skilled Workforce
 Partnership Working
 Financial Resource
 Fit for Purpose
 Estate

Working on new pathways for accessing hospital care

Promoting Advance care planning

Possible Community Frailty Units at Chepstow and Monnow Vale

Understanding local needs and developing effective solutions

Funding new practice based Primary Care Practitioners

Use prudent healthcare pathways to improve planned care

On-going development of Health, Social Care & Well-Being Hubs in key Towns



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

Strategic Aim 1: To understand and highlight actions to meet the needs of the population served by the Cluster Network

Objective	For completion by:-	Outcome	Action/ Progress to date	RAG Rating
1.1 Healthy diet support and exercise Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1, 3, 4 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1, 2, 10 Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 1, 4 	Year 3 NCN Adult Weight Management Service (AWMS)	<p>Raised awareness of healthy lifestyle choices</p> <p>Delivery of Clinical Futures – new ways of working - Care Closer to Home</p>	<ul style="list-style-type: none"> To provide advice and support to people with a weight >91st centile (overweight) and any service user with a BMI of >30kg/m², where the primary requirement is weight management. <p>Progress:</p> <ul style="list-style-type: none"> NCN funding supporting 3 days (0.6wte) dietician operating out of the 8 GP Practices. A Service Level Agreement now provides the framework for the service and access criteria. <p>Next steps:</p> <ul style="list-style-type: none"> Monitor progress under terms of the SLA via NCN meetings & year-end review NCN to monitor referrals for childhood obesity and amend SLA if necessary Referral guidelines to be agreed with GP Practices following initial trial period 	
1.2 Integrated health, social care and well-being Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1, 3, 4 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1, 2, 10 Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 1, 4 	On-going North Monmouthshire Development Group (SMDG) Public Health Integrated Services Partnership Board Greater Gwent Partnership Board	<p>Delivery of Clinical Futures - Care Closer to Home</p> <p>Delivery of ABUHB 3 year Integrated Plan 2017-20</p>	<ul style="list-style-type: none"> To drive the development of Integrated Health, Social Care and Well-Being Centres in North Monmouthshire <p>Progress:</p> <ul style="list-style-type: none"> On-going estate and service modelling On-going work to develop a clinical model with medical cover <p>Next steps:</p> <ul style="list-style-type: none"> To explore options for Centre based 'information hubs' 	

1.3 Public Engagement Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 3, 4 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1 Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 1, 2, 4 	On-going Management Team	Delivery of Clinical Futures - Care Closer to Home Delivery of ABUHB 3 year Integrated Plan 2017-20 Local need informs plans	<ul style="list-style-type: none"> To engage with local communities to promote Health Board and NCN priorities Progress: <ul style="list-style-type: none"> 2019-20 schedule set for engagement via well-Being Centres Next steps: <ul style="list-style-type: none"> Outcome of engagement to be feedback to NCN 	
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Strategic Aim 2: To ensure the sustainability of core GP services and access arrangements that meet the reasonable needs of local patients including any agreed collaborative arrangements

Objective	For completion by:-	Outcome	Action/ Progress to date	RAG Rating
2.1 GP Practice resilience Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1, 3, 4 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1, 2, 4, 5, 8, 9 Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 1, 2, 4 	On-going NCN Practices	Delivery of Primary Care Plan for Wales	<ul style="list-style-type: none"> NCN management team works with GP Practices to identify sustainability concerns and opportunities for shared working Progress: Annual Contract Reviews, GP Estates Prioritisation meetings and Improvement Grant process supported. New links made with Monmouthshire County Council (MCC) Housing Planning and Place-Shaping team with presentation at May NCN meeting Next steps: <ul style="list-style-type: none"> Horizon scanning for new models; New round of Annual Contract Reviews; On-going participation in MCC Place-Shaping exercise 	

2.2 Workforce Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1, 3, 4 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1, 2, 4, 5, 9 Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 1, 2, 4 	Years 1,2 & 3 NCN Pharmacy Directorate AWMS Community Nursing Practices Practice Based Pharmacist(s) Welsh Government (WG)	Delivery of Clinical Futures - Prudent Healthcare - Care Closer to Home	<ul style="list-style-type: none"> Review impact of NCN funded schemes against expected outcomes Progress: <ul style="list-style-type: none"> 2018-19: GP Practice based Pharmacists saved 163+ hours of GP time with 329 face to face contacts; 2018-19: Total Phlebotomy contacts came to 5,239 with 50.6% by Health Care Support Workers (Source: District Nursing Dashboard) Next steps: <ul style="list-style-type: none"> Continue to monitor effectiveness of other initiatives including DEWIS co-ordinator and NCN advisor roles 	
2.3 Safeguarding Forum Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1, 3, 4 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1, 2, 8, 9 Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 1 	Years 2 and 3 GP Safeguarding Lead Practices NCN	Delivery of Clinical Futures – Improving Quality and Safety of Patient Care	<ul style="list-style-type: none"> PILOT: NCN funding supports a GP led Safeguarding Group Progress: <ul style="list-style-type: none"> Forum developed in relatively short period of time & includes external agencies e.g. Monmouthshire County Council Safeguarding team and legal professionals with an interest in safeguarding. Next steps: <ul style="list-style-type: none"> On-going support from NCN in 2019-20; GP lead exploring potential for alternative funding streams 	

Strategic Aim 3: Planned Care- to ensure that patient's needs are met through prudent care pathways, facilitating rapid, accurate diagnosis and management and minimising waste and harms. To highlight improvements for primary care/secondary care interface

Objective	For completion by:-	Outcome	Action/ Progress to date	RAG Rating
3.1 Paediatrics Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1, 3, 4 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1, 2, 4, 5, 6, 8, 9 Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 1, 4 	Years 2 & 3 Practices NCN Lead Family & Therapies Division MH Division NCN	Delivery of Clinical Futures - Care Closer to Home	<ul style="list-style-type: none"> PILOT: To improve links between Secondary Care Paediatric Consultant teams and GPs, identifying themes and improvements Progress: Implementation of a Consultant Paediatrician email advice line for GPs & community teams with reduced inappropriate referrals to secondary care and hospital appointments. Streamlined processes allow for the management of complex cases remotely, in partnership with GPs.	

Strategic Aim 4: 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

Objective	For completion by:-	Outcome	Action/ Progress to date	RAG Rating
4.1 Winter preparedness and emergency planning Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1, 2, 3, 4 ABUHB Winter Plans Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1 	On-going Practices NCN Community Teams NCN partners	Delivery of ABUHB Integrated Winter Plan	<ul style="list-style-type: none"> Continue to undertake business continuity and adverse weather plan reviews (revised year 3) To support methods for increasing flu immunisation up-take across the age range Progress: <ul style="list-style-type: none"> <u>2018-19 Business Continuity/ Winter Planning:</u> Monmouthshire Borough team 2018/19 Winter Plan informed by dedicated NCN and Annual Contract Review discussions. Monmouthshire County Council/ Integrated Services Teams Winter Pressures 	

<ul style="list-style-type: none"> Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 2, 4 			<p>Plan in place. Range of cross-practice working options considered including GP Extended Hours Offer, triaging of patients and dispensing if appropriate governance/ permissions are in place.</p> <ul style="list-style-type: none"> Dedicated flu up-take discussions held at NCN meetings. Year-end review showed higher up-take than the All Wales average across the three target groups. <p><u>Source IVOR:</u></p> <ul style="list-style-type: none"> >65 years: 74% <65 years: 51.3% 2-3 year olds: 56.4% <p>Next steps:</p> <ul style="list-style-type: none"> WhatsApp group developed to include all PMs ensuring rapid communication between practices and health board during adverse weather events Business continuity plans between practices in development New clinical systems provide opportunity for patients to be seen by other Practices if agreed across NCN 	
<p>4.2 'Medical Model' (Monmouthshire IMTP 2019/20)</p> <p>Aligned with:</p> <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1, 2, 3, 4 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Integrated Services Partnership Board Obj. 1, 2, 4, 6, 7, 10 Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 2 	<p>On-going</p> <p>NCN Care of the Elderly Directorate Integrated Services Partnership Board</p>	<p>Delivery of Clinical Futures – Care Closer to Home</p>	<ul style="list-style-type: none"> PILOT: Local planning includes clinical support to community teams aimed at preventing Secondary Care Hospital admission (revised year 3) <p>Progress:</p> <ul style="list-style-type: none"> To be informed by on-going planning around developing a Community Frailty Unit and in-hours Urgent Primary Care 'Hub' in South Monmouthshire. <p>Next steps:</p> <ul style="list-style-type: none"> Progress monitored via ISPB action plan 	

Strategic Aim 5: Deliver consistent, effective systems of Clinical Governance and Information Governance. To include actions arising out of peer review Quality and Outcomes Framework (when undertaken)

Objective	For completion by:-	Outcome	Action/ Progress to date	RAG Rating
5.1 All Wales Clinical Governance Practice Self-Assessment Tool (CGPSAT) Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Gwent Regional Partnership Board App. 3 	On-going Practices NCN	Delivery of Clinical Futures – Improving Quality and Safety of Patient Care	<ul style="list-style-type: none"> All practices have access to the toolkit Progress: Practices access toolkit via GPOne website	

Strategic Aim 6: Other Locality issues

Objective	For completion by:-	Outcome	Action/ Progress to date	RAG Rating
6.1 Prescribing Aligned with: <ul style="list-style-type: none"> ABUHB Integrated Medium Term Plan SP 1 A Healthier Wales 2018 Care Closer to Home and Clinical Futures Strategies Primary Care Plan for Wales Gwent Regional Partnership Board App. 3 Public Service Board Well-Being Plan Obj. 1, 2 	Years 1,2 & 3 Prescribing Advisors PBPs Practices NCN	Delivery of Clinical Futures – Improving Quality and Safety of Patient Care	<ul style="list-style-type: none"> GP Practices are supported to identify financial efficiencies for reinvestment (PER) Performance benchmarked across Practices and other NCNs Progress: 2018-18 CEPP/ PER savings totalled £8,317 2019-20 CEPP/ PER savings totalled £tbc Next steps: Continue to monitor effectiveness of roles and performance against other NCNs	