

## Neighbourhood Care Networks' Newsletter

Welcome to the **Neighbourhood Care Networks' (NCN) Newsletter** for ABUTHB.

This regular newsletter aims to keep you updated about how our NCNs are progressing their plans and working with partners to deliver community based services that meet the needs of the population served.

*Putting NCN Plans into action – what we've achieved so far...*

### Across Gwent

#### Staff vacancies

#### Vacancies

To view or submit Primary Care vacancies, please visit:  
<http://www.aneurinbevanprimarycare.co.uk>

Vacancies advertised include: GPs, Locum GPs, Practice Nurses, Practice Managers and other vacancies.

### Across Blaenau Gwent

#### National Exercise Referral Scheme (NERS) Pathway to Pregnancy



Both Blaenau Gwent East and West in partnership with Aneurin Leisure will be developing an 18 month pilot for NERS Pregnancy Pathway. The principal aims of the NERS pregnancy pathway are:

- to offer a high quality pathway for pregnant women with a raised BMI with appropriately trained Exercise Professionals;
- to increase women's long term adherence to physical activity;
- to improve the physical and mental health of the women;
- to determine the effectiveness of NERS in increasing women's activity levels and improving their health and wellbeing from bump to baby and beyond.

As with exercise recommendations for women who have any medical condition, those for pregnant women must balance the benefits and risks to both mother and foetus. Benefits for women appear to be both physical and psychological in nature. Many common complaints of pregnancy, including fatigue, varicosities and swelling of extremities, are reduced in women who exercise. Additionally, active women experience less insomnia, stress, anxiety and depression. There is some evidence that weight-bearing exercise throughout pregnancy can reduce the length of labour and decrease complications during labour and birth.

#### Staying Healthy At Home

Both NCN areas will be hosting the Staying Healthy at Home project in two new practices. This will run from January to the end of March. Staying Healthy At Home aims to provide a casework service that links in with GP surgeries to reach people who are socially inactive and/or **isolated** and to assist with hospital prevention and sustainable independent living. Links are made to the Rapid Response Adaptation Programme and other available adaptation sources. Assistance is provided to clients with income maximisation, grants, referrals to other local organisations and groups and a Healthy Home Check for additional works/services to sustain independent living.

## Caerphilly

### Across the South... **NCN Pharmacist appointed!**



**Becky Butler** was recently appointed as an **NCN Pharmacist** covering **Caerphilly South** in Ty Bryn Surgery, The Village Surgery, Aber Medical Centre and Nant Garw Road Medical Centre. Her background is in **Community Pharmacy** and she has worked for Lloyds Pharmacy for just over 11 years. Becky would like to thank everyone for the warm welcome that she has received since starting in post.

## Monmouthshire

### Across the North... **Active Signposting**



**North and South Monmouthshire NCNs jointly funded and hosted** 6 sessions of receptionist training to **raise awareness of how to identify patients' appointment needs** to ensure that patients are **signposted to the appropriate person/ service**. The sessions were attended by 150 receptionists, including the Practice Managers and some GPs.

Obtaining information from patients about **why they are requesting an appointment** is one of the difficulties experienced by receptionists, this information helps staff to **identify the correct route or person** for the patient to see. The proposed solution was for a **GP to record the practice welcome message**, to give patients reassurance about sharing their reason for requesting an appointment. This suggestion was very well received by the practices. The training also included a **role play involving 3 receptionists**, which everyone has the opportunity to be involved in and **support for practices to produce their own Directory of Services**.

The training received a very positive evaluation, receptionists enjoyed the opportunity to **share best practice** and a **new way of working**.

### Across the South... **Childhood Obesity Workshop**



**Workshop discussions at the Childhood Obesity workshop on 24<sup>th</sup> October**

A **NCN Cluster funded** Childhood Obesity workshop took place at Caldicot Choir Hall on Tuesday 24<sup>th</sup> October, as part of on-going work relating to the **NCN 'tackling obesity' priority**. The aim of the workshop was to bring key stakeholders together to discuss **support options** for overweight **children and their families** and identify ways to raise awareness of services and community groups across South Monmouthshire.

Dr Andrew Gray, NCN Clinical Lead opened the event with representatives from Public Health, the NCN, Girlguiding Cymru, Chepstow Town Football Club, GAVO, Monmouthshire County Council, local GP Practices and the Health Board also taking part.

Paul Sullivan, Monmouthshire County Council Leisure Services, highlighted a **wide range of existing activities and programmes available**, provided by the Local Authority and community clubs. The internet was identified as a **key method of communication**, with attendees agreeing that DEWIS, presented by Louise George, GAVO, would be an important resource for **collating and sharing the information**.

**Integration and collaborative working** were identified as the primary theme at the workshop. Dr Andrew Gray and the NCN team are considering next steps with plans to host a further workshop in 6 months' time.

## Across Newport

### Home Visiting Service proposal being developed across Newport

The development of a **Home Visiting Service** is a priority for all Newport NCN plans. A meeting has been convened with Welsh Ambulance Service Trust to discuss the potential contribution from Advanced Paramedic Practitioners. We are also looking at the potential Advanced Nurse Practitioner contribution to a Home Visiting Service.

### National Clinical Priorities update



Frailty workshop held on 16<sup>th</sup> November 2017 at Dragon Park, Newport

Improvement plans are at various stages of development following the joint workshops on the **Early Intervention Child and Adolescence Mental Health Services (CAMHS), Liver Disease and Frailty. Newport West NCN** is undertaking the **cancer** audit in place of CAMHS. Feedback and evidence of impact will be reported and discussed at the individual M4 NCN meetings in the New Year.

### Bringing Neighbourhood District Nursing to Newport

It has been agreed by the Cabinet Secretary that three areas of Wales should pilot the Buurtzorg approach, testing Neighbourhood District Nursing in Urban, Rural and Valley locations in the following areas: Newport East – Urban, Powys – Rural and Cwm Taf – Valley. Discussions have been held both locally and with the other two pilot sites. What this will mean for Newport East in the future is very much in the planning stage, but exciting times for Newport and the population we care for.

### Nursing vision for integration and collaborative working in Newport



An inaugural meeting has taken place to develop a **nursing vision for Newport**, as part of general workforce discussions for the Newport Plan. Further discussions now need to be held at a Divisional Level to ensure alignment to the IMTP and the Professional Nursing Workforce Plan.

### Newport Carers Network



**Newport Carers Network** was launched this autumn to be a collective voice for carers in the city. Those who join will be kept up to date with events, drop in sessions, activities, support services and training opportunities as well as news and information.

To register or for more information telephone **01633 656656** and ask to speak to the **Community Connector Team**, or email [Community.connectors@newport.gov.uk](mailto:Community.connectors@newport.gov.uk)

### Update on Care Closer to Home – Newport Local Action Plan

The Newport plan aligns the priorities of the area and the needs of the local population to the overarching Care Closer to Home strategy. The plan focuses on three areas of work:

1. *Community Well-being Network* – creating an integrated network of community support for early intervention and prevention, better communication and reduction of handoffs/duplication which will improve community resilience and reduce the reliance on statutory, long term services. For example, simplifying referral pathways, maximising the use of technology to provide information, advice and assistance and developing community wellbeing hubs.
2. *Extended Primary Care Hub* – to develop an extended and urgent primary care hub to reduce the pressure on general practice and secondary care. Services would include urgent care (streaming from A&E), an NHS 111 clinical hub, and home visiting service, mental health crisis provision, direct access physiotherapy, community frailty unit and pharmacy.
3. *Multi-Disciplinary Team (MDT) Intermediate Care* – the remodelling of the pathway to ensure person centred wrap around support, which will increase independence and enable people with complex needs to be supported within the community, facilitate hospital discharge and reduce inappropriate referral to Social Services. This includes a multi-disciplinary approach to hospital discharge, remodelling of reablement care, step up/step down models and a review of frailty pathways.

In addition, there are five overarching work streams: workforce and organisational development, estates and assets, finance, communication and systems, workflow and performance. The work streams have already started developing an overarching implementation plan which will identify timescales and resources for delivery. These work streams are reporting progress via the Newport Management Team and Newport Integrated Partnership through to the Greater Gwent Partnership Board.

Regular updates will be provided in each NCN newsletter as the plan progresses.

## Across Torfaen

### Torfaen Youth Service

Torfaen Youth Service has been working in partnership with the Torfaen Social Prescribers programme based in Torfaen surgery's to identify referral pathways for young people and their families that have been referred onto the programme via GP's. Torfaen Youth Service and the Social Prescribers meet every 8 weeks to discuss cases and share information to ensure that the most effective programme of support is provided for the referred clients by creating bespoke packages and signposting young people into relevant support agencies. 16 young people have been identified through the project, 12 have experience positive outcomes and are working towards a destination that is relevant to their needs and 4 young people opted out of the programme. Destinations range from employment, referral onto other specialist services, training and ongoing mentoring and support from youth workers. A key theme that has arisen is very isolated young men between 17 and 20 years of age with very little confidence and social skills. These individuals are referred onto the programme via concerned family members and would otherwise not have been identified and supported.

### Across the North... GP Practice staff training – Workflow Optimisation



All 6 GP Practices in the NCN area have signed up to an 8 week training programme, starting in February 2018. The scheme is aimed at reducing the burden of up to 80% of correspondence on GPs in North Torfaen.

Specific members of Practice teams have agreed to undertake training led by 'HERE', intended for example, to result in administrators being able to recognise and sift clinical information, action letters to completion or forward to the correct recipient, increase their knowledge of clinical administrative processes and improve the quality and consistency of read coding. There will also be a two year agreement with 'HERE' to provide technical support to Practices with on-going evaluation of success by the NCN.

## Across the South... National Primary Care Conference, Swansea

Dr Amanda Head, NCN Clinical Lead for South Torfaen attended the National Primary Care Conference on the 16<sup>th</sup> November 2017 at the Liberty Stadium, Swansea. The 2nd Annual National Conference dedicated to Primary Care was chaired by Dr. Aidan Fowler, Director for NHS Quality Improvement and Patient Safety, and focused on the different models of Social Prescribing. The event was also attended by Emma Davies, Collaboration and Improvement Officer (Torfaen County Borough Council)/Torfaen Social Prescriber Manager, who presented to the conference on the role of the two Torfaen Social Prescribers, which has led the way in Gwent over the last two years.



*Do you want to share what's happening in your NCN area?*

To submit an article, please contact your **NCN Network Support Officer**.

### What's on?

The Gwent-wide NCN meeting schedule for April is shown below. We would be grateful if all members could ensure that representation is provided.

Date	Time	Meeting name	Location
Tuesday 10 April	14:00-16:30	Monmouthshire Integrated Services Partnership Board	Conference Room, County Hall, Usk, NP15 1GA
Thursday 12 April	14.00 - 16.00	Caerphilly IPB	Boardrooms 1&2 Llanarth House, Newbridge, Gwent
Thursday 12 April	13:00-15:30	Newport North NCN (M0)	Malpas Court, Oliphant Way, Newport
Tuesday 17 April	13:00-15:30	Blaenau Gwent Healthy Group Meeting	Training room, Blaina ICC.
Tuesday 17 April	09:30-11:00	South Monmouthshire Development Group	Day Hospital, Chepstow Community Hospital, NP16 5YX
Thursday 19 April	13:00-15:30	Blaenau Gwent IPB	TBC
Thursday 19 April	14.00 - 16.00	Caerphilly Management Team	Seminar Room 1 - YYF
Thursday 19 April	15:00-17:00	Monmouth & Usk Development Group	Seminar Room (next to Reception), Ground Floor, Monnow Vale Health and Social Care Facility, Drybridge Park, Monmouth, NP25 5BL
Thursday 19 April	13:00-15:30	Newport West NCN (M0)	TBC
Thursday 26 April	13:00-15:30	Newport East NCN (M0)	Lysaght Institute, Newport
Thursday 26 April	14:00 -17:00	NCN Leads	BR1+2, Llanarth House, Newbridge
Thursday 26 April	09:30-11:30	Newport Management Team	Conference Room 3, HQ Building, SCH

Area	NCN Lead	Specialty	Network Team	
<b>BLAENAU GWENT EAST</b>	Dr. Isolde Shore-Nye	Adult Mental Health	<b>Network Manager</b> Ian Fido <a href="mailto:ian.fido@wales.nhs.uk">ian.fido@wales.nhs.uk</a> Tel: 01495 241287	<b>Network Support Officer</b> Ian Haywood <a href="mailto:ian.haywood@wales.nhs.uk">ian.haywood@wales.nhs.uk</a> Tel: 01495 241252
<b>BLAENAU GWENT WEST</b>	Dr. David Minton	Surgical Specialties (joint working with Dr Brian Harries)		
<b>CAERPHILLY NORTH</b>	Dr. Heather Griffiths			
<b>CAERPHILLY EAST</b>	Dr. Stuart Thomas	Respiratory Dementia/Learning Disability	<b>Network Manager</b> Jon Lewis <a href="mailto:jonathan.lewis@wales.nhs.uk">jonathan.lewis@wales.nhs.uk</a> Tel: 01495 241276	<b>Network Support Officer</b> Stella Montgomery <a href="mailto:stella.montgomery@wales.nhs.uk">stella.montgomery@wales.nhs.uk</a> Tel: 01495 241275
<b>CAERPHILLY SOUTH</b>	Dr. Alun Edwards	Cardiology Stroke Anticoagulation GP Webpages		
<b>MONMOUTHSHIRE NORTH</b>	Dr. Brian Harries	Cross Border issues Musculoskeletal& Radiology	<b>Network Manager</b> Steve McDonagh <a href="mailto:steve.mcdonagh2@wales.nhs.uk">steve.mcdonagh2@wales.nhs.uk</a> Tel: 01495 241239	<b>Network Support Officer</b> Rachel Cook <a href="mailto:rachel.cook2@wales.nhs.uk">rachel.cook2@wales.nhs.uk</a> Tel: 01495 241221
<b>MONMOUTHSHIRE SOUTH</b>	Dr. Andy Gray	Children Child & Adult Safeguarding		
<b>NEWPORT NORTH</b>	Dr. Graeme Yule	Unscheduled Care inc In –hours GP access, A&E and GPOOH Veterans	<b>Network Manager</b> Nicola Cunningham <a href="mailto:nicola.cunningham@wales.nhs.uk">nicola.cunningham@wales.nhs.uk</a>	<b>Network Support Officer</b> Kate Hopkins <a href="mailto:kate.hopkins@wales.nhs.uk">kate.hopkins@wales.nhs.uk</a> Tel: 01495 241231
<b>NEWPORT EAST</b>	Will Beer	Public Health Vulnerable Groups		
<b>NEWPORT WEST</b>	Dr. Susan Thomas	Carers, Patient Involvement		
<b>TORFAEN NORTH</b>	Eryl Smeethe	Respiratory	<b>Network Manager</b> Leanne Watkins <a href="mailto:leanne.watkins@wales.nhs.uk">leanne.watkins@wales.nhs.uk</a> Tel: 01495 241239	<b>Network Support Officer</b> Clair Roper <a href="mailto:clair.roper@wales.nhs.uk">clair.roper@wales.nhs.uk</a> Tel: 01495 241278
<b>TORFAEN SOUTH</b>	Dr. Amanda Head	Women’s Health Recruitment to Healthcare Education		
<b>ALL 12 NCNs</b>	Hannah Hutchison		Independent Dental Advisor	<a href="mailto:hannah.hutchison@wales.nhs.uk">hannah.hutchison@wales.nhs.uk</a>
	Stephanie Campbell		Independent Optometry Advisor	<a href="mailto:stephanie.campbell@wales.nhs.uk">stephanie.campbell@wales.nhs.uk</a>
	Vacant		Independent Community Pharmacy Advisor	