

CLUSTER News

Welcome to the Cluster News for ABMU Health Board.

Our clusters have come a long way since their inception, with some real achievements happening in the last year. This regular newsletter will help to share the good work which is happening in the delivery of primary and community services in the ABMU area.

This first edition features examples of positive cluster working in action. We've also included a section introducing our Clinical Area Leads and Clinical Directors. Keep an eye out for the introduction section in Edition 2 which will feature our Cluster Leads and Cluster Support team members.



Cwmtawe (Dr. Iestyn Davies)

Nearly 20% of our patients open to social prescribing by their GP

Practices in Cwmtawe recently identified that many patients attended surgery with social needs rather than medical. The need to identify what services to offer and the number of patients likely to take it up led to a patient survey of 258 patients; nearly 50 of those indicated that they would like to be referred to someone that could help to improve their wellbeing. If projected across the cluster, this could apply to 7500 patients.

The network is now developing a programme to help its patients using Social Prescribing to

enhance the support it can offer, including the recruitment of a Cluster Link Worker who will be particularly effective in helping individuals managing long-term conditions, including those with a history of mental health problems, those experiencing social isolation as well as patients that are frequent attendees at GP Practices.



For further info please contact Karen.Edwards119c&f@wales.nhs.uk.

Gofal Sylfaenol 
Primary Care
Datblygu Gofal Sylfaenol yng Nghymru = Developing Primary Care in Wales

[Primary Care One](http://www.primarycareone.wales.nhs.uk/home) (PConOne) website is being developed to promote primary care cluster collaborative working in Wales. PConOne provides professionals up to date information specific to clusters and cluster leads across Wales as well as the wider primary and community care audience. PConOne website is the 'umbrella brand', providing information in the context of primary care across all sectors, within which profession specific websites like GPOne will sit. For access to this useful resource:

<http://www.primarycareone.wales.nhs.uk/home>



Penderi (Dr. Daniel Sartori) supporting victims of domestic abuse

Violence against women, domestic abuse and sexual violence are widespread and complex problems whose extent, nature and consequences have only recently begun to be widely recognised.

In March 2016 the Penderi Network agreed to pilot a service which addresses the specific health needs of people who have suffered domestic violence and have been rehoused as a result.

Owing to complex needs additional consultation time is needed to ensure that all

the necessary support and signposting has been put in place.

The Lead GP has noted the change in attitude among staff who now see the service as a routine part of daily service delivery.

Women's Aid staff have commented on how invaluable it has been for patients to be seen quickly for assessment and have delivered training to the network which has raised awareness of domestic violence and the impact on victims and their children.

For further information contact: Debra Morgan debra.morgan8@wales.nhs.uk



Upper Valleys Cluster (Dr. Rebecca Jones) brings services closer to home

In Upper Valleys Cluster we have introduced a new Physiotherapy Service which will give patients easy and quick access to physiotherapy services.

Alex Davies, Practice Manager at the Vale of Neath Practice played a major role in developing the service: 'The Cluster decided to use some of its cluster funding to introduce a "Triage and Treat" Physiotherapy service, operating from Resolven Health Centre, Dulais Valley Primary Care Centre and St. James' Surgery, Pontardawe.

All receptionists/admin staff within the 4 practices will be making appointments in the shared appointment system.

We expect to see a number of benefits from this service include reduction in GP time spent dealing with musculoskeletal issues, patients being seen by a more appropriate clinician, providing locally accessible physiotherapy with specific appointment times, amongst others.'

" We were able to reduce the development and implementation time by mirroring the processes and procedures developed by the Neath Hub. "

HELPA FI
STOPIO
HELP ME
QUIT

Help Me Quit is now the first step towards an integrated stop smoking system for Wales. A single brand, a free-phone number and a new website, makes it easier for smokers to access help to quit. Access is via the *Help Me Quit* contact centre team: 0800 085 2219, or via www.helpmequit.wales or by texting 'HMQ' to 80818. Smokers will then be helped to shape their personal quit journey based on the local smoking services available to them.

The new branding will have one single point of contact, where a series of questions will be asked to guide the smoker to the best suited cessation service in their local community. This is a huge development as currently there are several cessations services available and the smoker is simply given a list without any prior knowledge of the individual services or what service may best aid their personal journey.



Llwchwr (Dr. Kannan Muthuvairavan): Our patients really talking to us about improving our services for them.

Cluster Lead Kannan Muthuvairavan tells us more:

Over 20 members of the public, Councillors, Practice Managers, Local Area Co-ordinators, the Health Board and Guest Speakers have all been talking together about how we can improve the way health services are delivered to our community in the Llwchwr Cluster area.

We're very proud of our well established group here in Llwchwr – known as the Patient and Carer Participation Group, it's an opportunity for the public to talk about how services can be improved, whether that's mental health services

for younger people, use of antibiotics, the role of Carers, or how the law in Wales impacts on everyone's health and wellbeing.

From these discussions, we've purchased community scales for patients with wheelchairs, been able to help practices to talk with patients about making sure they see the most appropriate person for their particular needs. Talking about topical matters important to our patients also helps us to focus the actions in our Cluster Development Plan.

For more info or to tell us what you think:
Carwyn.davies@wales.nhs.uk

Bay Health creating a super team for their cluster (Dr. Kirstie Truman)

Bay Health has placed clear focus on the sustainability of primary care to improve patient care, recruiting a multi-disciplinary team to support GPs facing increasing pressures, and to improve patient care.

To date the cluster have recruited a Chronic Conditions nurse, Advanced Paramedic, and Pharmacists. A bespoke induction programme has been put in place including

enhanced training for minor illness, flu injections, phlebotomy and CPR trainers' course.

Evaluation of the roles will take place, and the cluster are considering the potential benefits of employing a cluster physiotherapist.

For more information contact Claire English, claire.english@wales.nhs.uk



Innovative role appointed for City Health

City Network has added to its ranks with the appointment of Helen Clarke as Network Implementation and Business Development Manager.

Helen joined the cluster in March 2017; her role will allow the cluster to put enhanced capacity into exploring opportunities for funding within the public, private and third sectors; along with supporting service development and implementation. Helen has already identified opportunities for cluster wide additional training,



(Dr. Bob Mortimer)

is working on ensuring rapid implementation of agreed cluster schemes such as the cluster Dressings Nurse and Cluster Fellowship Scheme and plans to undertake a cluster wide administration review in City Health.

For more information contact Richard.williams16@wales.nhs.uk



Social Prescribing in Neath Cluster (Dr. Deborah Burge Jones)

Carl Dunning has been working as a Community Development worker for Neath cluster primary care hub since April 2016. He receives referrals

from Neath cluster GP practices and supports clients to access services in the community.

Carl sees a variety of clients some of who have had relationship and or/domestic abuse issues, been bullied, have problems with gambling, have been victims of hate crime, a recent

bereavement. Some have said they have financial needs, feel isolated, suffer from stress need help with employment etc.

He has mapped and formed a relationship with several 3rd sector and other organisations who have been able to help his clients.

Feedback on the service Carl provides is excellent. One patient said,

"I think the scheme is a great idea. I wasn't clear about what I wanted. I started with a telephone call to Carl and I could tell from his voice that he would be reassuring. I met Carl and he was a great guy. He sold the idea of attending a local arts and crafts centre. He went with me on a prearranged meeting.

I was able to chat with the arts centre manager and his wife and they really understood the need for physical activity to help recovery from mental health problems".

Dr Heather Potter, Clinical Director Primary care said,

"Carl is a valuable asset to the Neath hub. He gives much valued listening time and understands the patients before onward referral to other agencies. This keeps the service very efficient but supplies high quality as well".

For more information contact:
Marie.Amanoritsewor@wales.nhs.uk

Bridgend West (Dr. Romilly Rees)

The West Cluster has identified the need to promote independence and access to aids and adaptations in their communities.

Bridgend Care & Repair were commissioned to provide The Primary Care Healthy Homes Service provides a dedicated Caseworker and Occupational Therapist, linking with the GP surgeries in the cluster. The service delivers an alternative, proactive model of care that focuses on early intervention and prevention.

The Caseworker and Occupational Therapist work together to provide patients with a holistic, housing focused service which offers practical solutions for the home environment, provision of aids and adaptations as well as practical advice and support to help them live more comfortably, safely and independently at home.



The service has already demonstrated the value of proactive housing related support within General Practice and feedback from both patients and GP practice staff has been extremely positive.

The caseworker and occupational therapist undertook a range of interventions including, healthy homes assessments, prescription of aids & home adaptations, benefits checks and grant applications, falls assessments and signposting to a wide range of local services/organisations.

Bridgend East (Dr. Ian O'Connor)

GP Practices in the Bridgend East Network identified that a large proportion of patients were returning on a regular basis for “a dose of the doctor” and it was agreed to explore alternative ways of ensuring these patients were seen by the most appropriate person.

The cluster engaged the services of Karuna Counselling to provide three days of counselling per week on a pilot basis. The service is designed for people who are experiencing mild to moderate mental ill health issues, who would benefit from counselling sessions, and may also benefit from an introduction to self management/recovery groups including



Mindfulness, Stress Management, signposting and referrals to other services.

The pilot proved extremely successful and 218 referrals were received from the start of the pilot to the 1st of February 2016. Under the umbrella of Pen Y Bont Health Limited, the first GP Federation in Wales, the service was extended for a further twelve months and to expand the service to 5 days a week. Agreement has since been made to start group sessions to enable more patients to be seen and another full-time Counsellor has been engaged.



Bridgend North (Dr. Geoff Smith)

Bridgend North Cluster Network have established a number of services for their patients, including One to One Adult Mental Health Counselling; CRP POC Pneumonia Diagnosis in practice and a Pharmacist to lead

on Medicines Management. In addition a Cardiovascular Screening Health Check Programme and Ultrasound Equipped MCAS diagnosis/treatment service is moving forward.



Afan Cluster (Dr. Mark Goodwin) continuing pre- Diabetes

Afan Cluster will be undertaking a comprehensive programme of training to upskill their Health Care Support Workers, Receptionists and other Practice Staff over the coming months. Neath and Upper Valley Clusters are also committing Cluster Funding to support the programme. The below training courses will be delivered over a period of approximately 4-5 months and are open to all HCSWs, Receptionist and other Practice Staff who have expressed an interest as well as Nurses who also require any elements of the training being offered.

- **Cardiovascular Disease / Hypertension and Physiological Measurements** – covers height, weight, pulse oximetry, PFR, checking respiratory rate and pulse rate. Practical BP measurement (manual and electronic) and accurate ECG recording. The course is accredited at Level 3.
- **Venepuncture** – a Study Day for Nurses, HCSWs and other Practice Staff. The course is accredited at Level 3.
- **Basic Wound Care** – includes removal of wound closures for HCSWs. The course is accredited at Level 3.

- **Immunisation** – covers the administering of influenza, pneumococcal pneumonia vaccinations, herpes zoster vaccinations and B12 injections under Patient Specific Directions (in line with National Minimum Standards for HCSWs, HPE 2015). This training is for HCSWs who have been working at Level 3 for a minimum of 2 years and is accredited at Level 3. Nurse mentors are required to attend the afternoon of Day 2.
- **Basic Overview of Diabetes and Examination of the Diabetic Foot** – this will take the form of a Practical Workshop for experienced HCSWs and Practice Nurses and is accredited at Level 3.
- **Annual Immunisation Updates for Nurses and HCSWs** – will cover influenza, pneumococcal pneumonia and shingles only.
- **Chaperoning** – a course that is aimed at all Practice Staff.

Meet the Area Clinical Leads and Clinical Directors

Dr. Richard Tristham (Area Clinical Director, 5 Clusters)



My role is Area Clinical Director for the 5 clusters, as well as Clinical Director responsible for Diabetes, Flu and anti-coagulation for the 11 clusters.

I combine my health board work with being a front line GP at Clydach Primary Care centre in Swansea. Times are hard in primary care at the moment and it is evident that every day is a struggle. As part of my role I hope to help clusters and GPs deal with these difficulties, look to new models of working and building on the positives. Clusters are gelling well and there are good ideas emerging which are helping patients, clinicians and the wider community. We must work together to try to build on these examples of good work to improve our services for the future.

Dr. Heather Potter (Area Clinical Director, 6 Clusters)



I cover in my role as CD the 6 clusters of Neath, Port Talbot and Bridgend. My aim is to provide support and advice for the GP practices in these areas. In addition to this role I also hold the remit for all 11 clusters for: Access to primary care, Respiratory disease, Mental health, Sexual health and Contraception [alongside Dr Anjula Mehta].

I think this is the best of times and the worst of times for the NHS in Wales. The worst is reflected in the low morale, failing to recruit new GPs, rising patient demand and the changing impacts on services due to changing demographics. Stuff we have all heard before and keep hearing.

In this context it is obvious the traditional primary care model cannot provide the necessary care required to the population both in volume and at adequate speed.

This leads to what is the best of times! Change never happens when all are comfortable. It is most likely to happen when things are uncomfortable. I think there are new models of primary care out there which are exciting and if implemented well with an evidence base could make Primary and Community Care the best place to do medicine.



Dr. Anjula Mehta - Clinical Director for Sustainability

ABMU Health Board in common with many parts of the UK is experiencing sustainability issues in primary care services.

There is a need to pro-actively respond to these challenges to ensure that patients continue to receive high quality general medical services close to their homes.

In 2015 Welsh Government introduced a national GP sustainability framework which enables practices to approach the Health Board to formally request support for sustainability issues.

ABMU has facilitated the development of the Practice Support Team which is led by the Clinical Director for Sustainability who will have overall professional accountability and responsibility for support and input provided by the Team.

The aims of the team will include:

- Identifying practices at risk of service failure
- Provide formative and non-judgemental mentorship
- Proactively offer support and resources
- Innovate and introduce sustainable models of care
- Develop the workforce according to local needs
- Retain workforce by regaining job satisfaction and enthusiasm for their profession.
- Provide succession planning and transfer where independent practice cannot be sustained
- Support the development of cluster based services, teams and networks

*Next edition:
Special Feature – find out more about each of our 11 Cluster Clinical Leads!*

caring for each other	working together	always improving
in every human contact in all of our communities and each of our hospitals.	as patients, families, carers, staff and communities so that we always put patients first.	so that we are at our best for every patient and for each other.
We are friendly, helpful and attentive . We welcome others with a smile.	We communicate openly and honestly and explain things clearly .	We keep people safe and provide an efficient and timely service.
We see people as individuals . We do the right thing for every person and treat everyone with dignity and respect .	We take time to listen, understand and involve people . We value everyone's contribution and we work with our partners to join things up for people.	We are professional and responsible and hold ourselves and each other to account .
We are kind, compassionate, patient , and empathetic to the needs of others.	We are open to, and act on, feedback . We speak up if we are concerned.	We choose a positive attitude, seek out learning , and continually develop our skills and services.
We won't ignore people, be dismissive, rude, abrupt or leave anyone to suffer or feel neglected.	We won't let each other down, exclude or criticise people.	We won't accept second best or choose a negative attitude.

What's on? Cluster meeting schedules across ABMU for July are listed below:

Date	Time	Meeting Name	Location
JULY			
05 July 2017	14:00 - 16:00	Afan Cluster Board	Port Talbot Resource Centre, Moor Rd, Port Talbot SA12 7BJ
06 July 2017	14:00 - 17:00	Llwchwr Cluster Board	Ty'r Felin Surgery, Cecil Rd, Gorseinon SA4 4BY
12 July 2017	12:30 - 14:30	West Cluster Board	Pyle Life Centre, Helig Fan, Kenfig Hill, Bridgend CF33 6BS
12 July 2017	14:00 - 16:00	North Cluster Board	Woodland Surgery, Woodlands Terrace, Maesteg CF34 0SR - TBC
12 July 2017	14:00 - 16:00	Upper Valley Cluster Board	Dulais Valley Primary Care Centre, Dulais Road, Neath SA10 9EY
13 July 2017	13:30 - 16:30	Bay Health Cluster Board	The Grove Medical Centre, 6 Uplands Terrace, Uplands SA2 0GU
18 July 2017	15:00 - 17:00	Cwmtawe Cluster Board	Clydach Primary Care Centre, 80 High St, Clydach SA6 5LN
19 July 2017	13:30 - 15:30	East Cluster Board	New Surgery, Min-Y-Nant, Pencoed, Bridgend CF35 6YP
25 July 2017	13:30 - 16:00	City Cluster Board	Conference Room, Floor 2, Beacon Centre for Health, Langdon Road, Swansea, SA1 8QY
26 July 2017	14:00 - 17:00	Penderi Cluster Board	Fforestfach Medical Centre, 118 Ravenhill Rd, Fforestfach SA5 5AA

About Clusters

Cluster Name/Area:	Name & Contact Details of Cluster Lead:
Area Clinical Lead - Dr Heather Potter	
North Cluster	Dr. Geoff Smith
West Cluster	Dr. Romilly Rees
East Cluster	Dr. Ian O'Connor
Upper Valley's Cluster	Dr. Rebecca Jones
Afan Cluster	Dr. Mark Goodwin
Neath Cluster	Dr. Deborah Burge-Jones
Area Clinical Lead – Dr. Richard Tristham	
Bay Health Cluster	Dr. Kirstie Truman
Llwchwr Cluster	Dr. Kannan Muthuvairavan
Penderi Cluster	Dr. Daniel Sartori
Cwmtawe Cluster	Dr. Iestyn Davies
City Health Cluster	Dr. Bob Mortimer

For feedback, suggestions, or to discuss editorials for future editions, please contact tony.kluge@wales.nhs.uk – we welcome your comments!