

#betterinbassetlaw

Better in Bassetlaw: Shaping the Next Stage of Our Accountable Care Programme

Report of the Partnership Event on 17th July
2018 – Version 1


NHS
Bassetlaw
Clinical Commissioning Group




healthwatch
Nottinghamshire

Doncaster and
Bassetlaw Hospitals 
NHS Foundation Trust

 **BASSETLAW**
DISTRICT COUNCIL


Nottinghamshire Healthcare
NHS Foundation Trust


Bassetlaw
Primary Care Homes

 Nottinghamshire
County Council

1. Summary introduction

This report presents the findings of the Bassetlaw Accountable Care Partnership's 'Shaping the Next Stage of our Programme' event at the Well on 17th July, 2018. Using a world café approach, partners identified the priority work for the ACP, and the key partners to involve. Partners concluded that the ACP should be the nucleus of partnership working across health and care. This report identifies that the ACP should prioritise and own work on: integration; developing health citizenship in Bassetlaw; transport; loneliness and isolation; the workforce; communications and engagement; and IT and digital. It also identifies that the ACP should support a range of further priorities, including work of falls, employment, housing, intermediate and urgent care, mental health and estates.

2. Purpose and format of the event

The Bassetlaw Accountable Care Partnership (ACP) and Programme seeks improvement in experiences, health and wellbeing for Bassetlaw citizens, through simpler, integrated, responsive and well understood services which ensure people get the right support at the right time.

Much has already been achieved by the Partnership, including: the Bassetlaw Hospital Assessment and Treatment Centre (ATC), integrating community services and primary care through Integrated Neighbourhood Teams (INTs); reductions in the number of and the severity of pressure ulcers; an integrated approach to falls prevention; and quality improvements in care homes to raise quality and safety standards and more timely discharge from hospital.

The ACP seeks to address this issue by delivering services better together. It will improve outcomes for Bassetlaw citizens, including improved wellbeing and healthy years lived, measured through a basket of indicators. This event brought together key players to shape the next stage of the programme – what we are going to do, how we are going to it, by whom and by when. Using an active, 'world café' style format, all partners were invited to contribute identifying ACP priorities, using 4 tables themed according to the factors that influence health outcomes, and a voting exercise, as follows:

- **Lifestyle factors**, such as smoking, self-care, weight management, emotional resilience, activity, falls and substance misuse;

- **Socioeconomic factors**, such as housing, transport, education, work and digital connectivity;
- **Service factors**, such as access to primary care, integration, early cancer detection, intermediate care and mental health;
- **Enabling factors**, such as the workforce, communications and engagement, data, IT and estates.

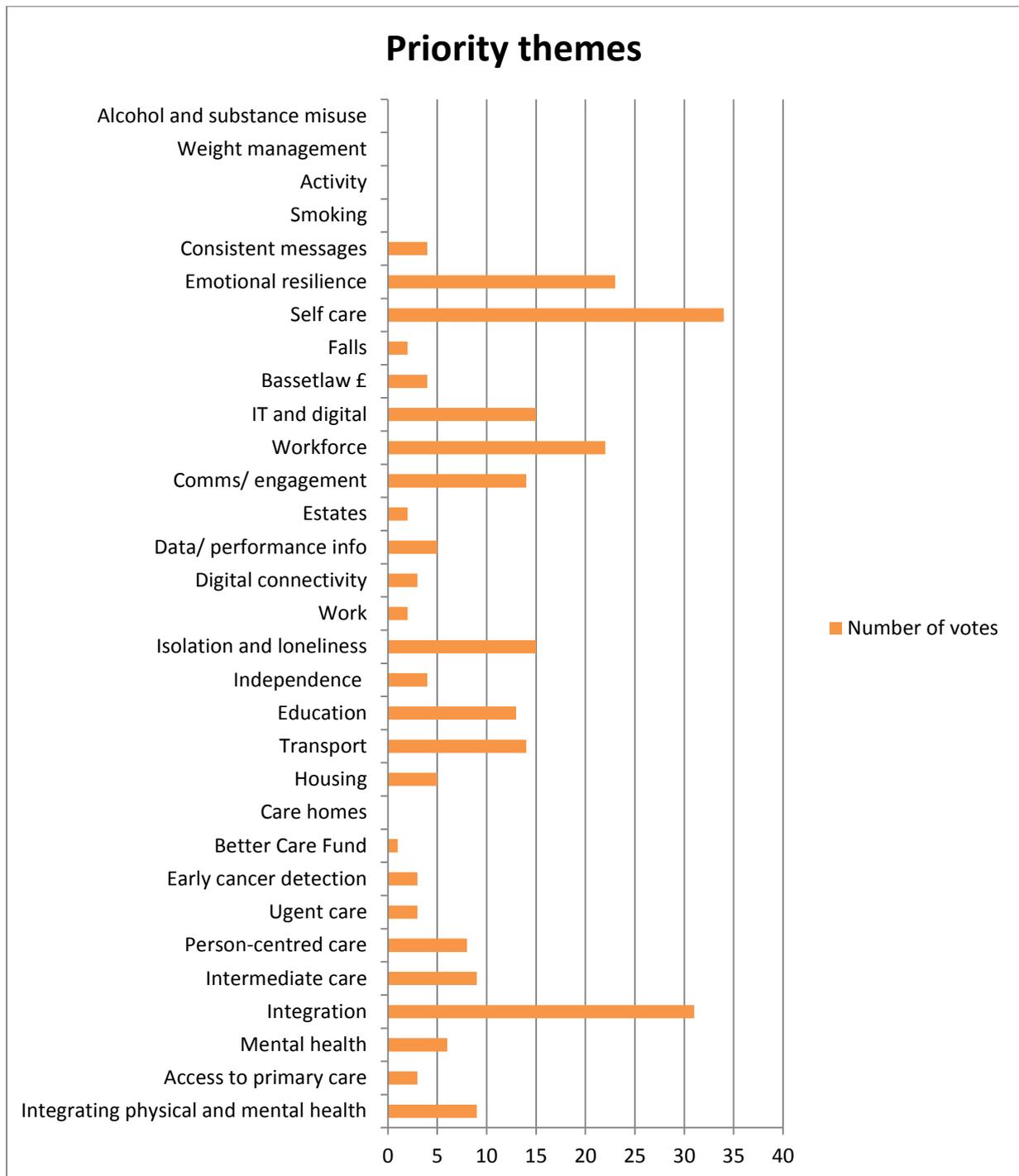
The priorities were then developed, to identify who should be involved and what they might deliver.

The event was attended by 56 people from across Bassetlaw partners, including:

- Nottinghamshire County Council (children’s services, adult social care, public health and transformation)
- Community and voluntary sector (BCVS, Alzheimer’s Society, Centreplace/ talkzone, CAB, RVS, Bassetlaw Action Centre)
- Bassetlaw District Council;
- Nottinghamshire Healthcare NHS Foundation Trust;
- Doncaster and Bassetlaw Hospitals NHS Foundation Trust;
- Healthwatch;
- 3 Primary Care Homes;
- Bassetlaw CCG.



3. Priorities by number of votes



4. Priority work streams for the ACP

Analysis of the comments, votes and narrative on each table identified common themes and interdependencies across tables and potential work streams, and a large number of areas which it was felt the ACP should support and have sight of. Once all responses were assimilated, some clear priorities for Bassetlaw partners were identified. These fall into a number of proposed work streams, covering thematic priorities and enablers.

Proposed ACP thematic work streams:

- Integration;
- Development of 'health citizenship' in Bassetlaw;
- Transport;
- Tackling loneliness and isolation.

Proposed ACP enabling work streams;

- Workforce;
- Communications and engagement;
- IT and digital.

Other enablers were identified as necessary, and all of the proposed work streams are described in the following sections.



5. Integration

Integration was identified as the primary purpose of the Bassetlaw ACP, and the following proposed characteristics of local integration were identified:

- A shared workforce approach and practice model (to focus on development of health citizenship, and self-care using person-centred approaches);
- Shared culture;
- IT and information sharing capability, including at client level;
- Bespoke and co-ordinated support for individuals with a focus on outcomes for Bassetlaw people, with funding arrangements that support this;
- Clear and effective pathways of care, with a clear local offer of services, that is well known, well communicated and accessible;
- Direct contact and relationships across professional and service boundaries;
- Creation of co-ordinated hubs (around Primary Care Homes);
- Cross organisational working on shared priorities;
- Single care plan across organisations and sectors;
- Co-location of teams;
- Reduced duplication teams and functions;
- Integrated commissioning and integrated provision
- Shared risks.

Partners identified that effective integration needed to happen at neighbourhood (Primary Care Home), place (Bassetlaw) and ICS (South Yorkshire and Bassetlaw shadow Integrated Care System) level, and should involve both working practice, structures and approaches

Example actions	Level		
	Primary Care Home	Bassetlaw Place	Shadow Integrated Care System
Integrated working at neighbourhood level continues to mature, with more partners working more closely	Implement		
Consistent person-centred approach across the district	Implement	Develop approach via a work stream	Observe sICS developments
Integrate physical and mental health	Implement	Design model and develop arrangement	
Develop contractual and tariff arrangements to facilitate integration		Design and develop	Observe sICS developments

6. Development of 'Health Citizenship'

Partners identified the interdependence of self-care and emotional resilience (the highest identified priorities for supporting healthier lifestyles), and that achieving improvements in these would require a community wide shift towards local people having the confidence, skills, knowledge and capability to manage their own health. If this is supported, then many lifestyle related issues contributing to poor health outcomes, such as weight management, alcohol and substance misuse and physical activity, would be a benefit. The ACP was identified as the potential enabler of a movement to support the development of health citizenship in Bassetlaw, critically starting with children, and actively engaging families and schools in developing future generations of health-activated citizens.

In particular, partners identified the following actions to be prioritised:

- Engaging Bassetlaw people to shape what health citizenship looks like;
- Understanding the evidence for what shifts people's behaviours;
- Having consistent health information and advice available through clear means, such as the 'Bassetlaw Health' or Notts Help Yourself' websites;
- Developing programmes through schools, sports clubs and parenting programmes, to support the right messages in the places children and young people go;
- Building on existing good practice, such as Staying Well, and the Alzheimer's society school education programmes;
- Embedding patient activation in primary care homes;
- Designing buildings and public spaces to support health and wellbeing.



7. Transport

Partners identified the following critical issues for a transport work stream:

- Access to health and care services for people who are elderly, frail or have disabilities, or financial hardship;
- Identifying and tackling cost and capacity issues as barriers to using transport in Bassetlaw;
- Public transport, including for young people;
- Environmental issues;
- Involvement of employers.

8. Loneliness and isolation

Loneliness was identified as contributing significantly to quality of life and wellbeing for many, and both loneliness and isolation for an increased use of health and care services. The rurality of Bassetlaw was identified as a particular contributor to this priority, which should include a focus on:

- Loneliness in all ages and populations;
- Identifying vulnerable groups (such as rural areas, new parents, older people), and loneliness;
- Consider digital and community based support to tackle loneliness.



9. Enabling work streams

As a priority, partners identified that strategic development of multi-sector workforce (the skills and culture to support integration and sustainable services), communications and engagement, and IT and digital (in particular interoperability and shared care plans) strategies should be owned by the ACP.

However, it was noted that many of the other priorities, such as integration, health citizenship and transport, required system wide approaches to oversee data, estates and financial resources in Bassetlaw, to ensure viability, value for money and access to sources of funding, such as Better Care Fund. These would need to take place at primary care home, place and system levels to be most effective.

Actions	Level		
	Primary Care Home	Bassetlaw Place	Shadow Integrated Care System
Workforce	Implement	Develop strategy	Observe, align and optimise shared opportunities
IT	Implement	Develop strategy	Observe, align and optimise shared opportunities
Communications and engagement	Provide information	Develop and implement strategy	
Bassetlaw £		Develop and implement strategy	Observe, align and optimise shared opportunities
Estates	Contribute to plans	Develop and implement strategy	Observe, align and optimise shared opportunities
Data and performance	Collect, receive and analyse	Collect, receive and analyse	

10. Other ACP priorities

In addition to ownership and prioritisation of the work streams identified above, partners suggested that the ACP should support important work in further areas:

- Health partners working together on early cancer detection, which should also be considered through self-care and health citizenship work streams;
- Health and social care working together on intermediate care;
- Strategic developments related to work, housing and education to ensure links to the ACP are identified, and these agendas are supported;
- Co-ordinated work on falls should continue, to build on the progress made already in Bassetlaw.



11. Proposed ACP Structure



12. Next Steps

The next steps for the ACP will be:

- Inviting comments of the report of the day;
- Refreshing the Bassetlaw Place Plan;
- Establishing the work streams.