

Healthier Wigan Partnership

You Said We Did



Summary

Back in summer 2017 we spoke to Patients and Residents about local services.

This document describes our response to what people said.

We will review progress against these areas in 6 months time.



Patients and Residents said

Access to GP services varies across the Borough.

Healthier Wigan Partnership response

Over the past couple of years there has been considerable investment in Primary Care to increase access to appointments. Additional to the core general practice appointments, 38 practices across the borough have signed up to deliver the Extended Access Direct Enhanced service. The scheme offers an additional number of appointments based on the size of the practices list (30 minutes per 1000 population). Patients are likely to recognise this as Saturday morning or early morning appointments

In Wigan Borough we now have the Extended Hours Access service which offers additional pre bookable appointments for all registered patients in the evenings and at weekends. The service can be accessed by calling 01942 482848. The Out of Hours services at Ince can also be accessed by calling 111.

Healthwatch Wigan and Leigh did a piece of work earlier this year which also highlighted a difference in access to GP services across the Borough.

This additional feedback has been shared with the Primary Care Team at Wigan Borough Clinical Commissioning Group which provides support to the 62 practices in the Borough

Patients and Residents said

There is a lack of awareness of how GP practices are working together to improve services for local people.

Healthier Wigan Partnership response

Practices have started to work together in geographical communities in order to support each other to ensure that local general practice is resilient and sustainable, and also to improve the services and support they offer to their patients. The GP Clusters are at different stages of development, but all are now working with their PPG Networks to improve awareness of their work plans and to identify ways in which patients and local people can get more involved in their work.

There are a number of projects that the GP Clusters are keen to get off the ground with the involvement and support of PPGs. These will be shared with PPG Network Chairs.

Business Transformation Managers, working as part of the CCG's Primary Care Team, are now in place to support each of the GP Clusters. A key part of their role is to ensure patient and resident groups have the opportunity to shape work programmes and to support communication with key partners, including patients.

The GP Clusters will be asked to write a plan for how they intend to involve and communicate with local patients and we will ask for assurance that this is being done. These plans will also be shared with the local patients groups of those practices.

Patients and Residents said

Lack of access
to Mental
Health
Services.

Healthier Wigan Partnership Response

Now that we have Service Delivery Footprints (SDFs) agreed, a number of health and public service providers are starting to look at how they can deliver services more locally. North West Boroughs Healthcare NHS Foundation Trust (NWBs) is currently developing proposals to locate some of their services in SDFs. This will enable them to align more closely with other healthcare providers and GPs. NWBs are also testing out new approaches and are currently undertaking early mental assessments in Leigh. This is in response to Leigh patients not attending appointments due to them being too far away from where they live.

A new Wigan Mental Health Strategy is currently being developed, led by Wigan Borough CCG, and this should seek to address some of the problems being experienced with existing services and other future improvements.

With regard to non-specialist services e.g. From our conversations with clinicians, other frontline staff and local people, we know that there are a range of services and support that can help people with mental health problems that sit outside traditional or specialist mental health services.

The Healthier Wigan Partnership is working closely with a range of other partners including Start Well, Schools, Public Health and voluntary sector partners to improve access to services which promote positive mental health and provide early intervention support for people with mental health concerns. There is also an expanding programme of work to upskill frontline staff in simple therapeutic interventions that can make a difference to people's mental health and wellbeing.

Patients and Residents said

Need to create better links to Voluntary Community Sector and their involvement in this new model.

Healthier Wigan Partnership response

The Healthier Wigan Partnership team working with the Wigan Community Partnership and Third Sector Assembly have formed a Voluntary, Community and Social Enterprise Advisory Group to make connections with the Healthier Wigan Partnership Board and ensure their participation in the new model.

The Voluntary, Community and Social Enterprise sector have a great deal to offer in supporting prevention, early intervention and management of long term conditions. The Healthier Wigan Partnership recognises and promotes the benefits of an asset based approach building on the strengths of individuals and the communities where they live.

GP Clusters are starting to develop new relationships with voluntary, community and social enterprise sector partners and we are exploring how we work closer together in the future.

Patients and Residents said

More staff
training around
Learning
Disability,
Autism, and
Dementia to
create more
understanding
in services.

Healthier Wigan Partnership Response

There is already work happening across the Borough to increase awareness, for example with the Dementia Friends and Autism Friends programmes.

Autism Awareness Training is going to be arranged for staff who work in GP practices. Autism Awareness and Dementia Awareness is also going to be included on the 2018 training programme for Patient Participation Group members that are being put together by Wigan Borough CCGs Engagement Team.

Supporting individuals with learning disabilities and dementia is within the requirements of the Primary Care Standards which all 62 practices are signed up. As part of the programme of work to improve quality and meet the needs of vulnerable populations, training and awareness raising sessions have been delivered in Practice Manager and Practice Nurse Forum meetings. We continue to add to these training and awareness raising opportunities in conjunction with partners.

The Community Link Workers also play a key role in helping practices to connect individuals to appropriate services and support in their community and to increase awareness and understanding within general practice teams.

This feedback has been shared with the Workforce Group and Equality & Diversity Group who have been asked to give consideration to how we can increase awareness of these issues when programme leads are completing Equality and Diversity Plans.

Patients and Residents said

A key part of this new way of working will be patients having the skills to manage their own health and wellbeing. They may need the skills and training to do so.

Healthier Wigan Partnership Response

We have some patient education programmes in the Borough that tend to be disease specific, but the Borough does not have a scaled programme for patient education and self-management. There are some good examples of self-management programmes that demonstrate positive benefits and outcomes including the Self-Management for Stroke programme delivered by Think Ahead.

We have also started to test group based consultation in practices, led by Practice Nurses and connecting into wider community based support. These are structured programmes that support people in managing their conditions, offer advice, education and peer support.

We have a local patient representative who wants to work with us on the patient education agenda.

Patients and Residents said

There needs to be more awareness campaigns and better advertising of services. Residents need to know what services are out there and when to access them.

Healthier Wigan Partnership Response

There is an on-going programme of work to increase awareness of community based services, particularly amongst teams within general practice (as a universal access point for healthcare services). Various teams are attending GP Cluster meetings to develop better understanding of the support and services they offer and how they can be accessed. These include community nursing teams, children and family support services, services for vulnerable populations (e.g. homeless, individuals with substance misuse problems etc.), mental health services and healthy lifestyle support. Community Link Workers help people to connect to services and support within their community.

The Community Book is starting to bring together more information about local services through a publicly accessible website www.communitybook.org.

The Healthier Wigan Partnership is developing a website to help inform people about the changes being made. Partner organisations are directly responsible for advertising and promoting the services they deliver to the public. By services being delivered locally, and activity taking place in GP practices, it is hoped that more awareness will be raised.

We have a Communications and Engagement Group in the Borough which brings together the Communications and Engagement Teams from each of the partner organisations. The aim of this group is to pool expertise and make the best use of limited resources to reach as many people as possible. This group has agreed to work on a number of campaigns together for 2018 as detailed below:

1. Advertising local services
2. Wellfest
3. Public Health, e.g. Stoptober
4. Mental Health and reducing the stigma

Patients and Residents said

Services should be central and Healthier Wigan Partnership should work with transport companies to ensure there is adequate access on public transport.

Healthier Wigan Partnership response

The outcomes of the engagement report have been shared with the Chair of the Strategic Estates Group with the request that this group give full consideration to the report at a future meeting.

The Strategic Estates Group's strategy is to be led by services, so that they can advise what type of accommodation they need and where this is best located. The estates teams will use this information to ensure that the most appropriate building is available. This is complicated though once details like the age; condition, size and internal layout of our buildings are factored in. Accessibility by public transport will be taken into account when considering how best to use the estates.

Patients and Residents asked

Car parking at
some health
centres is an
issue and will
worsen if more
services are
placed in these
locations.

Healthier Wigan Partnership response

This feedback will be shared with the Strategic Estates Group for their consideration. Further discussions will take place with some of the patient groups of services within those buildings to look for solutions / suggestions around this issue.

Issues around car parking have been recognised as a significant barrier for people and under the Estates Strategy Group, it is proposed that a task and finish group will be set up to consider this further.

The Strategic Estates Group needs to ensure that buildings are well utilised to ensure cost effectiveness but also need to think about which services occupy them and therefore the patients and staff needs for visiting. They will investigate how parking can be better managed by things such as staggering clinic/appointment times, implementing travel plans and looking at staff parking locations.

Patients and Residents said

Use of more
electronic
services
such as
Apps.

Healthier Wigan Partnership Response

We are not using electronic apps at the moment within the People Powered Technology Programme. The electronic devices we are using are tablets and systems that do virtual monitoring, this data is collected via portals not apps. The applications we do use are linked to an actual device e.g. Ring doorbell this has an application that shows video footage and history.

We will be testing out new systems in 2018. If the group would like to test out some of the new technology we can arrange a visit to the Smart Room at Tanfield House

Patients and Residents said

Education
in schools
around
health and
wellbeing.

Healthier Wigan Partnership Response

The Start Well programme is looking to improve education in schools on health and wellbeing. Schools are coming together in Services Delivery Footprints with other health and care providers to support individual children and their families. In addition, schools are looking at how to increase the emotional resilience of young people through a range of initiatives.

Patients and Residents said

There has been
limited patient
and resident
involvement in
the redesign of
Community
Services.

Healthier Wigan Partnership Response

The first stage of work for the Integrated Community Services programme has been to relocate staff from Bridgewater NHS Community Trust, WWL and Adult Social Care workers in three administrative buildings across the borough, with a view to redesigning and reshaping services as the next stage of work progressing.

One of the specific areas being looked at is Respiratory Services as part of a Flow Programme led by the Advancing Quality Alliance (AQuA). This redesign includes co-design of services with patients, specifically those with lived experience of services.

Further engagement in this work will include surveys and interviews with patients using respiratory services.

Areas to get involved in

Area	More information
Visits to Digital Bungalow	Wigan Council's Digital Bungalow is packed out with technology so elderly or vulnerable people can visit and get an idea of the tools that could help them stay at home for longer. We can set up visits for any patient representatives who might be interested in seeing the Digital Bungalow.
Development of website	Jenny Whitwood, Media & Marketing Officer would like to get further input into the development of the Healthier Wigan Partnership website as they look to launch it to the public.
AQuA respiratory work	The Healthier Wigan Partnership Team are working with AQuA on a whole system flow review of Respiratory services. As part of this they will be establishing a Patient Reference Group and are looking for people with experiences of these services who wish to be involved.
Stress testing the Service Delivery Footprint Model	<p>The Healthier Wigan Partnership would like to work with patient representatives to sense check the operating model that they are starting to develop for the Service Delivery Footprints. For example...</p> <ul style="list-style-type: none"> • Are the core services the right ones? • What needs to change? • What is patient experience of these services? Where services should be delivered etc.
Review of Service Delivery Footprint profiles and asset mapping	The Healthier Wigan Partnership has developed detailed profiles for each of the Service Delivery Footprint areas. They would like to review these with local residents and get input into mapping local assets.
Healthwatch Service Delivery Footprint engagement work	Healthwatch Wigan and Leigh are starting a piece of work for the Healthier Wigan Partnership in each of the Service Delivery Footprint areas – starting in Leigh. Healthwatch Wigan and Leigh will be looking to speak to local residents in each area.
Review of 16 population health outcomes	We would like patient views and feedback on the outcomes that have been defined for improving health and wellbeing across Wigan Borough. Are they the right ones? What measures and indicators should we be using?

If you are interested in any of these areas please contact;
rachel.richardson@wiganboroughccg.nhs.uk or 01942 482711