

An Update on Resident Top 10 Priorities during the Integration of Health and Care Services

Your Priorities	What we are doing
<p>I want to be able to get the help I need easily at any time, day or night</p>	<ul style="list-style-type: none"> • GPs work together across the borough to offer GP appointments on evenings and weekends through 5-7 extended access hubs. • The Integrated Community Services bring social care, community nurses and therapy nurses together to be more readily available to people through a single phone number and direct referrals from GPs for Community Services within a community setting. • The Walk in Centre at Leigh is available on an extended hour's basis.
<p>I want to be treated by professionals who care about me</p>	<ul style="list-style-type: none"> • The council's successful approach to having new, different and person-focused conversations (as part of the Deal) with residents is being rolled out to all health professionals across the Borough. This will mean conversations that are more focused on you as a person, this is wider than medical needs and is a more holistic approach, so you will receive treatment when you need it, but also support around other issues that are impacting on your overall health and wellbeing.
<p>I should only have to tell my story once</p>	<ul style="list-style-type: none"> • Share to Care allows clinical professionals who are treating you to see and share your basic medical history and medications (with your permission) so that you don't need to tell your story every time you see a new doctor or nurse. • We have also introduced arrangements across the borough where officers from a range of agencies come together to support individuals and families with complex needs. With your permission your issues can be shared and discussed with a range of professional to get you the right level and type of support in a coordinated way. This means that you won't need to tell your story to all these different people.



	<ul style="list-style-type: none"> • We also have Community Link Workers working with GP Practices and at the hospital, who are able to coordinate the best support by spending time with you to understand your specific needs and coordinating the services of others to respond to them.
<p>I need to be supported to stay independent</p>	<ul style="list-style-type: none"> • The Integrated Community Services Teams support people to stay independent in their home longer, keeping them out of hospital by delivering services within a community setting or supporting an individual at home. • The Community Link Workers offer a vital connection between residents and community groups and support groups, helping residents to get involved in activities that interest them within their community, keeping them active and independent. • The re-ablement service works with the Integrated Discharge Hub to support people to return home after being discharged from hospital, giving them the support they need to be independent again. It has been rated as 'Outstanding' by the CQC. The team can also help with aids and adaptations to keep you at home longer. • The Home Safe Scheme has also been set up to make sure your practical needs are met when you are discharged from hospital. Is your house warm before you arrive home? Have you got some food in the fridge and the things you need to return home safely in place? • We have lots of support to keep people fit and healthy and help you to stay independent like referring you via your GP for an exercise programme, smoking cessation, weight loss or a wide range of activity to improve your physical and mental health. This is known as social prescribing, as we are using different ways to treat you rather than just medication. This can work really well for some patients, for example using exercises to manage long term back pain or singing to improve your respiratory condition.
<p>Doctors and professionals should be open and explain things in a way I can understand</p>	<ul style="list-style-type: none"> • The Deal training being rolled out to all health professionals in the Borough encourages staff to use everyday language that everyone can understand and to treat you as an equal. We call this a strengths based approach and person centred care, where we are agreeing with you the best course



	<p>of action for you as an individual.</p>
<p>I should be able to get an appointment with a doctor in a reasonable amount of time</p>	<ul style="list-style-type: none"> • GPs now offer more appointments than ever before, and have appointments available in evenings and weekends. We have also been recruiting and training more practice nurses than before through the innovative Practice Nurse Fellowship as nurses can help lots of patients and free up GP appointments. • We now have Community Link Workers in every practice helping people who don't need a GP for medical reasons but do need some support. • GPs in south Wigan and north Ashton are working together to offer same day GP appointments to all patients who need them. • All these create more time for GPs to focus on the right patients and means that they can offer longer appointments too for those that need it most. • We can't guarantee that you will see your specific GP Practice doctor, but you will be able to access a GP. • We have also introduced GP Streaming (Triaging) at A&E. Unfortunately many patients who attend A&E don't need that level of care, so we have set up an arrangement for people to see a GP instead, if it is appropriate. We hope that this will reduce demand on hospital staff, who are already overstretched and need to spend their time with the people who really need it. • We ask patients not attend A&E for non-emergency matters and to make an appointment with the GP where they are registered or to contact the Extended Hours Service (01942 482848).
<p>I want more education to help me manage my own care properly and keep myself well</p>	<ul style="list-style-type: none"> • GP nurses in some practices are piloting running support groups that bring patients together who have the same condition to give them information and advice and run health checks. This offers patients a wider support network too. • Through the Community Investment Fund, the Council are offering funding to support groups across



	<p>the Borough that offer ongoing help and advice to help people look after themselves. Many of these groups are helping people stay well from singing to walking groups, arts and angling there are activities that can be accessed by everyone and details can be found on the Wigan Community Book.</p> <ul style="list-style-type: none"> • We also have Healthy Routes Shops and courses run by Inspiring Healthy Lifestyles and other Voluntary Community Sector Organisations support health and wellness in the borough.
<p>My family and / or carers should be listened to more</p>	<ul style="list-style-type: none"> • GP practices are being encouraged to record on patient records if they have a carer or if they are a carer to make sure we are helping people in the way that best suit them and their family. • North West Boroughs Healthcare NHS Foundation Trust and Wrightington, Wigan and Leigh NHS Foundation Trust are also registering carers, when they first access their services, so that they can offer access to advice and information and direct them to the Carers Centre for support. • At Wrightington, Wigan and Leigh NHS Foundation Trust there is peer to peer support for carers on the ward and support from Carer Champions. • Training is being offered to staff our NHS services to help them work with carers in a positive way. • We are working with Wigan and Leigh Carers to offer carers more support, including recently holding a carer's event and producing a new carer's information pack with lots of helpful information and contact details.
<p>When I am discharged, I want the things I need to be ready for me</p>	<ul style="list-style-type: none"> • The new award winning integrated discharge hub at the hospital brings together hospital staff, social care, continuing health care, reablement staff and more to make the discharge process quicker and simpler for people and helping make sure they get the ongoing support they need. • The Home Safe Scheme has also been set up to make sure your practical needs are met when you are discharged from hospital. Is your house warm before you arrive home? Have you got some food in the fridge and the things you need to return home safely in place?



	<ul style="list-style-type: none"> • When you are discharged the Integrated Community Services Team will be informed so that they can coordinate any aftercare you need at home.
<p>Mental health should be seen as being just as important as physical health</p>	<ul style="list-style-type: none"> • Mental health and physical health doctors work increasingly closer together and where appropriate, people are supported by one multi-disciplinary team. • Mental health services are being brought out in to local communities across the borough to make them easier to access and will be connected better to your GP Practice and Integrated Community Services Teams. • We now have mental health services in A&E to support people who are in crisis. • The funding for mental health services has gone up. • There is a new mental health hospital in Leigh to improve the facilities available in the Borough. • Over 10,000 people in the borough have been trained as Dementia Friends and Wigan was named Dementia Friendly Town of the Year in 2017. • New Mental Health Nurses will be in place from September 2018 aligned with clusters of schools to improve access the early mental health support for children and young people in the borough.

