

## News from Wiltshire Health and Care – Newsletter 5 – June 2016

Welcome to the latest update from Wiltshire Health and Care. This is the fifth in our series of monthly newsletters. In these, we aim to keep you up to date with progress as we prepare for taking on responsibility for Adult Community Services in Wiltshire from 1 July 2016.

We are working towards the seamless transfer to Wiltshire Health and Care on 1 July 2016 based on a comprehensive mobilisation plan. We are listening, so if you raise something that is not already on the plan we will review and update our plans accordingly. All feedback and questions are welcomed, so please get in touch; [ask.wiltshirehealthandcare@nhs.net](mailto:ask.wiltshirehealthandcare@nhs.net).

### What is happening now?

#### Forming the Board and Senior Management Team

We are in the process of recruiting to key positions on the Board.

#### Chair



Wiltshire Health and Care is delighted to announce the appointment of Carol Bode as Chair of its Board.

Our Chair will help lead the strategic direction of Wiltshire Health and Care and guide the partnership so that it plays its full part in the further integration of health and social care in Wiltshire. Establishing effective connections in the locality served by Wiltshire Health and Care and ensuring good relationships between partner organisations and other stakeholders will be a priority for our Chair.

Carol's earlier career was within Organisational Development and HR. Carol spent 27 years within the commercial sector in retail and service industries including J. Sainsbury PLC, The Burton Group, The Automobile Association and GMAC-RFC (a General Motors Company). Since 2005, Carol has provided consultancy to the health sector and held a number of Non-Executive roles. Carol's current portfolio of roles includes Chair of Radian Housing Group, Independent Chair of Hampshire Safeguarding Adults Board and Deputy Chair at the Hillingdon Hospitals NHS Foundation Trust. She is also a serving adult and youth magistrate in North Hampshire.

#### Clinical Director

At the time of going to press we are actively recruiting a Clinical Director for Wiltshire Health and Care and hope to confirm an appointment shortly.

**Managing Director - Douglas Blair:** Douglas will be responsible for leading Wiltshire Health and Care, ensuring that operational and contractual standards are met, developing the strategic direction and advising the Board to ensure the organisation achieves its strategic intent.

**GP/Primary Care Representatives:** Once our Clinical Director is in post we will look to appoint to these vital positions.

**Lay Representative:** Once our Chair is appointed we will continue to work with Healthwatch to appoint to this Board position.

**Board members from Foundation Trusts:** Each of the Foundation Trusts who formed Wiltshire Health and Care will be represented on the Board.

### **Senior management structure**

Ahead of the go live date for Wiltshire Health and Care on 1 July 2016, a review of the current senior management structure of the Integrated Community Health Division has been undertaken. We are now able to confirm the following senior management structure.

**Head of Operations - Maddy Ferrari:** Maddy will be responsible for the overall operational effectiveness and leadership of core services, including core community teams, inpatient wards and intermediate care therapy. The core services will continue to be grouped by locality and will retain a strong focus on local services.

**Head of Operations (Specialist Services) - Sue Evans:** Sue will be responsible for the overall operational effectiveness and leadership of specialist services, including all clinic based services.

**Head of Quality - Sarah-Jane Peffers:** Sarah-Jane will be responsible for the implementation and assurance of clinical governance, as well as the delivery of safe and effective patient centred care.

**Head of Development and Performance - Victoria Hamilton:** Victoria will be responsible for the development and delivery of the programme of change and the underpinning annual operating plan.

**Head of Finance - Annika Carroll:** Annika has recently joined Wiltshire Health and Care and will be responsible for financial strategy and delivery.

Updated organisational charts will be circulated soon.

### **ID cards and lanyards**

Wiltshire Health and Care staff will have new branded lanyards and ID badges. There is a programme being put in place to issue identity cards for all staff with Wiltshire Health and Care roles over the coming months.

### **Information leaflets**

Leaflets and posters have been prepared which describe the transfer of services from GWH to Wiltshire Health and Care. A copy is attached to the end of this newsletter for information. A new Patient Advice and Liaison Services leaflet has also been prepared. Copies will be available from early July.

### **Six projects**

Wiltshire Health and Care has a five year programme of change for community services. In year one we will be focussing on six key projects outlined below. Detailed plans are being developed for each project with a project lead identified from the senior management team.

Theme	Six Priority Projects Four supporting strategies	Planned Service Developments	Outcomes/Benefits
Healthy independent lives	<b>Project: Health Coaching</b> Roll out of training in health coaching techniques to front line community clinicians <b>Lead:</b> Sarah-Jane Peffers – Head of Quality	Support the establishment of more clubs and group sessions	<ul style="list-style-type: none"> <li>All community staff using health coaching</li> <li>Promotion of healthy lifestyle = increased self care</li> <li>Group support reduces isolation</li> </ul>
		Agree priority prevention themes and use of advice and guidance information	
A service for primary care	<b>Project: Musculo-skeletal Physiotherapy</b> Increased availability of physiotherapy assessment and treatment in the community <b>Lead:</b> Susan Evans – Head of Operations (Specialist Services)	Integrated working between community and practice nursing	<ul style="list-style-type: none"> <li>Reduction in MSK secondary care referrals</li> <li>Closer working between community and practice nursing</li> </ul>
		Named contacts for specialist advice	
		Strengthen delivery links with voluntary sector	
Higher intensity care	<b>Project: Higher Intensity Care</b> Increasing the capacity and capability of blended teams of community geriatricians, other medical resource specialists and general nursing to offer a higher intensity of care <b>Lead:</b> Sarah-Jane Peffers – Head of Quality	Roll out of Rockwood Frailty scoring across core community teams (linked to CQUIN)	<ul style="list-style-type: none"> <li>Reduced hospital admissions</li> <li>More people managed intensively in own home</li> <li>Consistent use of Rockwood frailty scoring</li> <li>Comprehensive Geriatric Assessments</li> </ul>
Community based urgent care	<b>Project: Design and development of Urgent Care Centres</b> Developing and agreeing a design for local urgent care centres <b>Lead:</b> Susan Evans – Head of Operations (Specialist Services)		<ul style="list-style-type: none"> <li>Closer alignment with urgent primary care</li> <li>Strong links designed between Urgent Care Centres and 'link' EDs</li> </ul>
Leading the way	<b>Project: Mobile Working</b> Making full use of hardware, software and redesigning administrative process to support our mobile workforce <b>Lead:</b> Victoria Hamilton – Head of Development and Performance	Option appraisal for new telephone systems to support service delivery	<ul style="list-style-type: none"> <li>Shared clinical records in real time</li> <li>Reduced duplication of assessment</li> <li>Reduced clinical risk relating to handover between teams</li> <li>Increased efficiency in core community teams</li> </ul>
	<b>IT Strategy</b> To be developed during 2016/17, setting the direction for use of technology	Scheduling of Core Community team workload moved onto SystemOne.	
Best practice: normal practice	<b>Project: Stroke Early Supported Discharge</b> Development of an ESD service for Wiltshire, run from two hubs (North and South) <b>Lead:</b> Maddy Ferrari – Head of Operations	Care coordination for people with LD and long term conditions (linked to CQUIN)	<ul style="list-style-type: none"> <li>Increased stroke rehabilitation and recovery in own home</li> <li>Decreased inpatient length of stay</li> <li>Improved individual outcomes</li> <li>Supported access to health care for those with Learning Disability</li> </ul>
	<b>Quality strategy</b> Setting out priorities for Wiltshire Health and Care's quality focus		
Broadening Skills	<b>Workforce Strategy</b> A skills plan, linked to training and development plans.	Diabetes services: <ul style="list-style-type: none"> <li>review of pathways in South with SFT;</li> <li>Working with CCG to address no provision in East</li> </ul>	Broadened general skills help control demand for specialist resource
		Strengthen geographic link between specialist advice and local populations	
		Boost knowledge and expertise of mental health issues, incl. dementia	
More for your money	<b>Estates Strategy</b> Use of estates, shrinking the footprint	Development of productivity metrics	Improved ability to track productivity improvements
		Use of new compression therapy across Wiltshire	Efficiency opportunities related to estates identified.
		Re-tendering of orthotics contract	

## A reminder – What is Wiltshire Health and Care?

- We are a partnership, focused solely on delivering improved community services in Wiltshire.
- We will be responsible for the delivery of adult community health services in Wiltshire from 1<sup>st</sup> July 2016, for at least 5 years.
- Our vision is to enable people to live independent and fulfilling lives for as long as possible.
- The Wiltshire Health and Care partnership was formed by the three local Foundation Trusts which serve Wiltshire (Great Western Hospitals NHS Foundation Trust, Royal United Hospitals Bath NHS Foundation Trust, Salisbury NHS Foundation Trust).
- We will have our own Board, dedicated leadership and plan. We will draw on the expertise of committed professionals, along with drive and the ambition to work in partnership with organisations across Wiltshire to care for our local population.
- We have a long term plan for services, and know we can only achieve our aims by forming effective partnerships with GPs, primary care, social services and voluntary sector organisations and engaging with the people of Wiltshire.
- We have a clear annual planning process with priorities identified during the bid process. We are now planning service delivery from July 2016 which focuses on six key projects

## How can I get involved?

Please get in touch. We will be engaging and communicating with as many people as possible in the coming months.

**Our website** 'holding page' is now live. This is a temporary webpage which contains just a small amount of information about Wiltshire Health and Care, including how to contact us. Our full website is currently being constructed and this will be where all of our information will be found in the future. The address is: [www.wiltshirehealthandcare.nhs.uk](http://www.wiltshirehealthandcare.nhs.uk)

**GPs** – we will send regular electronic updates to your practice and we are very happy to come and talk to you and answer questions you may have. We are keen to hear your views and for you to be part of Wiltshire Health and Care, so keep in touch. There will also be information on our website when it becomes available.


**Public/Patients** – we are developing a website which will have information about Wiltshire Health and Care. You can be reassured that the change to the Wiltshire Health and Care partnership will not affect the continuity of care. If you would like to become more involved with Wiltshire Health and Care, we will be posting details of how you can do this on our website over the next few months.


**Partner Organisations** – we want to work with you and over the coming months will be sending out more details of the Delivery Partners Forum. There will also be information on our website when it becomes available.


**Staff at the Foundation Trusts** which formed Wiltshire Health and Care (Great Western Hospitals NHS Foundation Trust, Royal United Hospitals Bath NHS Foundation Trust, Salisbury NHS Foundation Trust) will be able to receive a regular electronic update and attend engagement events introducing Wiltshire Health and Care.

If you would like copies of any of our previous newsletters, please go to our website:  
[www.wiltshirehealthandcare.nhs.uk](http://www.wiltshirehealthandcare.nhs.uk)

Content of the Patient Information Leaflet – copies and posters are being circulated to all areas.



**Great Western Hospitals**   
NHS Foundation Trust



## Patient Information

### A new partnership for Adult Community Health Services in Wiltshire: what it means for you

Wiltshire NHS Clinical Commissioning Group is responsible for commissioning adult community health services for Wiltshire. Adult community services comprise six community hospitals, Minor Injury Units, community nursing and therapy teams, a community team for people with learning disabilities and a range of community outpatient services operating across Wiltshire.

Currently, Great Western Hospitals NHS Foundation Trust (GWH) holds the contract for providing these services. From 1 July 2016, the contract will transfer to a new partnership, called Wiltshire Health and Care. The contract will last for at least the next 5 years.

Wiltshire Health and Care is an NHS partnership formed by the three local Foundation Trusts which serve Wiltshire:

- Great Western Hospitals NHS Foundation Trust
- Royal United Hospitals Bath NHS Foundation Trust
- Salisbury NHS Foundation Trust.

Wiltshire Health and Care is focused solely on delivering high quality community services in Wiltshire and enabling people to live independent and fulfilling lives for as long as possible.

Further information about Wiltshire Health and Care can be found at [www.wiltshirehealthandcare.nhs.uk](http://www.wiltshirehealthandcare.nhs.uk). This information sheet is available in other languages and formats. If you would like a copy, please contact PALS

### Why is this change happening?

The creation of the Wiltshire Health and Care partnership is designed to improve the services available in community settings by improving the way that services and organisations work together. This is the first time that the three local Trusts serving the population of Wiltshire have worked together in this way.

### Will your care change with Wiltshire Health and Care?

- The move of services to Wiltshire Health and Care will not affect the continuity of your care; you will still be seen by the same health professionals in the same place.
- Wiltshire Health and Care will continue to use the same electronic health record systems, accessed by the same people who currently deliver these services.
- The legal ownership of your records will transfer to Wiltshire Health and Care on 1 July 2016.
- If you have any concerns about your records being transferred to Wiltshire Health and Care, please discuss this with the staff providing your care or contact the Patient Advice and Liaison Service below.
- If you raise an objection to your records being transferred to Wiltshire Health and Care we will do our best to respect your wishes, however it may adversely affect the care that we can offer to you.

## Contact

**Wiltshire Health and Care  
Patient Advice and Liaison Service (PALS)**  
Phone: 0300 123 7797, Email: [PALS.wiltshirehealthandcare@nhs.net](mailto:PALS.wiltshirehealthandcare@nhs.net)  
Patient Advice and Liaison Service (PALS), The Great Western Hospital, Marlborough Road, Swindon, SN3 6BB

