

whitestone

the patient first and always
SURGERY



As seen on BBC News, Whitestone Surgery and its award winning Patient Participation Group are at the forefront of social prescribing in the UK.



QUALITY OF CARE BY POPULATION GROUPS

Report compiled by: Dr Sacha Simon, GP Partner
Prepared for: Care Quality Commission (CQC) Inspection
17th November 2018

“resolving health inequalities in Nuneaton & Bedworth”

EXECUTIVE SUMMARY

Since the last CQC inspection there have been a number of key developments with Whitestone Surgery staff, Patient Participation Group (WS-PPG) and key partners. All of these dovetail to provide truly transformational services to the local health economy and beyond. Having taken the time to sample views from the local community, elected representatives and reviewing NHSE population data trends, we have focused on a few key initiatives, in line with the GP Forward View, which will provide long-term solutions for the six population groups of North Warwickshire. A recent report on BBC Midlands Today recognised some of these effective strategies: <http://whitstonesurgery.org/news/whitestone-surgery-leading-the-way-in-social-prescribing-in-the-uk>

1. WHITESTONE SURGERY PATIENT PARTICIPATION GROUP

This dynamic team, chaired by Diane Kent, former Director of Nursing at the George Eliot Hospital, is the focal point for all our community development plans: <http://whitstonesurgery.org/ppg>. They constantly look for innovative ways to mobilise community involvement to tackle chronic health-related issues. So far, the developments are Computer Club, Caring Café, Job Club, Dementia Group, Ground Breakers (Allotment Club) In support of these we also have Citizens advice and Carers Trust. They inspire exemplary engagement from our patient population, and are closely involved in all our practice development policies. Since the 2015 CQC visit Whitestone PPG has continued to develop and has collected awards and recognition along the way:

- 2016 the PPG won the NAPP Corkhill Award for best practice <http://whitstonesurgery.org/news/whitestone-ppg-win-ppg-of-the-year-2016>
- 2018 County Councillors Award for Volunteering Group Achievements <http://whitstonesurgery.org/news/whitestone-leads-the-way-with-a-social-prescribing-model-for-warwickshire>



2. NHS ENGLAND GP COACHING PROGRAMME

Dr Simon was selected to have three one-to-one c.90 min confidential coaching sessions with highly experienced and qualified professional Beyond coaches, funded by NHS England. This coaching was designed to help him think through the challenges to deliver the strategic programme in a forward-looking, action-orientated, positive and personal way. It also helped to identify goals for the next steps that help to provide satisfaction and fulfilment, and support to make them happen. NHSE then followed this with an invitation to join the Virtual Academy of Leading Larger Scale Change.

Specific goals were to:

- Discover/enhance the right skills to be able to deliver the plan of moving from a small practice to an integrated care facility
- Have a space to verbalise ideas in a non-judgemental setting
- Acquire skills to lead a consortium of partners in a Digital Transformation Strategy bid
- Grow a network of relationships of thought leaders

3. HAPPY HEALTHY AND INVOLVED

<http://happyhealthyandinvolved.org> is a project delivering a new vision for participation in the community of Nuneaton and Bedworth. We seek to provide opportunities to celebrate the unique talents of every resident. To read the end of pilot project report, click here: http://whitstonesurgery.org/wp-content/uploads/2018/08/HHI_Pilot_Project_Review_Report_2018.pdf

It is a partnership of these organisations:

- Warwickshire County Council
- Whitestone Surgery
- Whitestone Patient Participation Group
- Guideposts (a national charity)
- Volunteer Friends



Happy, Healthy & Involved

Project Objectives include:

1. To conduct a thorough survey of residents in the Whitestone area to identify their needs and requirements in terms of reducing loneliness and isolation and in creating better health and wellbeing.
2. To assess and evaluate the results of the survey and build this into the shaping and provision of a new community based service.
3. To provide a new, additional, health and wellbeing service to complement the existing three areas of service and which aims to provide a broad menu of activities and support to older people.
4. To engage a wide range of statutory and community agencies and partners in the design and provision of new services.
5. To design a new service that is sustainable in the medium and longer term and is capable of being replicated elsewhere.
6. To specifically provide, in the new service, for people living with dementia.
7. To launch and evaluate the new service, which may be considered as a pilot for other areas of Nuneaton and Bedworth.
8. To develop the service provision into a local wellbeing hub. The hub will link in appropriately to the CCG inter-disciplinary hub framework.
9. The development and implementation of a successful communication strategy.

4. WESTMINSTER HEALTH FORUM: DEVELOPING HEALTHY NEW TOWNS AND INTEGRATING SERVICES ACROSS HOUSING, HEALTH AND CARE

Dr Simon attended this seminar. It assessed next steps for health and housing - including the integration of services and workforce, building healthy housing and tackling health inequalities. Agenda items included: updating on the Healthy New Towns programme in re-thinking the delivery of health and social care services around new housing developments, following the introduction of demonstrator sites, and with NHS England recently inviting developers to create a national network to prioritise healthy living.

Further sessions focus on how to utilise the built environment to tackle challenges around obesity, dementia and social isolation, the integration of health, housing and other workforces, as well as next steps for developing healthy places and spaces to meet the needs of a changing population.

With this in mind, Whitestone Surgery and partners have proposed an Assisted Care Village. The bid authors propose a two-phased approach to create a Health & Wellbeing Hub and an Assisted Care Village. All stakeholders are confident that these plans will add a tremendous benefit to the local health economy and create a number of long-term employment prospects. By providing suitable retirement accommodation for the local community, this will free currently under-occupied housing stock, thereby re-energising the surrounding areas by allowing young families to move in. The Wellbeing Hub will underpin all the health and social care needs for the proposed assisted care village.



5. PRIMARY CARE DIGITAL TRANSFORMATION STRATEGY - NORTH WARWICKSHIRE

NHS England has recognised Whitestone Surgery as a beacon practice in part for its digital inclusion services for the six population groups. Whitestone Surgery, the Lead Partner, has been successful at the expression of interest stage for an NHS TESTBED tender underwritten by NHS England, Office of Life Sciences and Innovate UK.

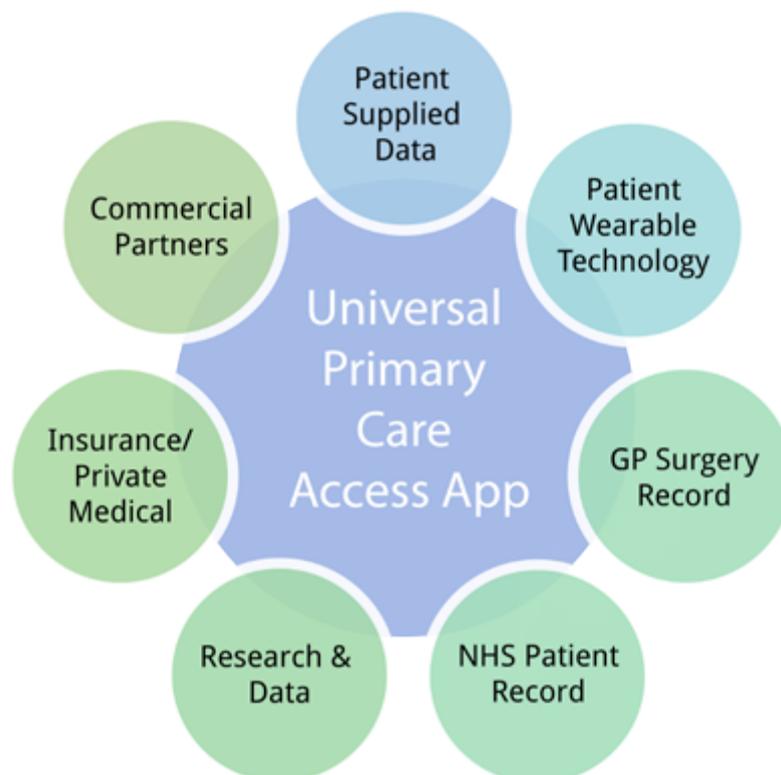
Implementation partners include:

- Coventry University
- Arden Primary Care Ltd
- Whitestone Patient Participation Group
- Volunteer Centre North Warwickshire Ltd
- Public Health Warwickshire

In line with the GP Forward View, this bid aims to release time for primary care staff and GPs by expanding upon programmes proven successful at Whitestone Surgery (which has seen a 75.1% increase in patient volume with zero increase in staffing, and increased job satisfaction for staff). We see technology as an enabler, but only because we understand our patients and their needs first.

This will enable the following two initiatives:

- 1. Computer/Internet Training For All GP Practices In North Warwickshire** to increase patient comfort levels with online booking and online prescription management (this training has already led to 58% of Whitestone's patients being enrolled in online appointment systems and 52% enrolled in online prescription management systems, leading to a significant reduction in administrative burden).
- 2. A Mobile APP (Universal Primary Care Access APP)** will be developed to automate the "Annual Health MOT" and allow patients to log health data on a daily basis, which in turn reduces unnecessary appointments (where patients simply show their GP the same data). This technology will automate and digitise programmes that have been proven to reclaim hours of GP time each day and even out appointments throughout the year and is designed to work alongside and complement (not replace) existing online appointment and prescription management systems. This will be devolved to all 28 GP practices in North Warwickshire.



QUALITY OF CARE BY POPULATION GROUPS

Older people

- Happy Healthy and Involved <http://happyhealthyandinvolved.org>
- Annual health MOT <http://whitstonesurgery.org/clinics-and-services#annual-health-mot>
- Caring Café <http://whitstonesurgery.org/ppg/caringcafe>
- Silver Surfers <http://whitstonesurgery.org/ppg/computingclub>
- Minor surgery <http://whitstonesurgery.org/clinics-and-services#1379505652-2-19>

People with long-term conditions

- Annual Health MOT <http://whitstonesurgery.org/clinics-and-services#annual-health-mot>
- Flu vaccinations <http://whitstonesurgery.org/clinics-and-services#flu-vaccination-clinic>
- Chiropody <http://whitstonesurgery.org/clinics-and-services#chiropody>
- Physiotherapy <http://whitstonesurgery.org/clinics-and-services#physiotherapy>
- Hypnotherapy <http://whitstonesurgery.org/clinics-and-services#hypnotherapy>
- Clinical trials <http://whitstonesurgery.org/clinics-and-services#clinical-trials>

Families, children & young people

- Antenatal care <http://whitstonesurgery.org/clinics-and-services#ante-natal-and-post-natal-care>
- Childhood immunisations <http://whitstonesurgery.org/clinics-and-services#infant-childhood-and-teenage-vaccinations>
- Smoking cessation <http://whitstonesurgery.org/clinics-and-services#stop-smoking>

Working age people (including those recently retired and students)

- Whitestone Job Club <http://whitstonesurgery.org/ppg/jobclub>
- Work experience placements (6th form) <https://www.facebook.com/WhitestoneSurgery/posts/478464528973058>
- Social media - Facebook/Twitter <https://www.facebook.com/WhitestoneSurgery>
- Family planning services <http://whitstonesurgery.org/clinics-and-services#1379505652-1-30>
- NHS health checks <http://whitstonesurgery.org/clinics-and-services#routine-health-checks-health-promotion>
- Travel vaccinations <http://whitstonesurgery.org/clinics-and-services#travel-vaccinations>
- Early morning extended hours clinics
- Computing Club <http://whitstonesurgery.org/ppg/computingclub>

People whose circumstances make them vulnerable

- Unplanned Admissions
- Patient participation group <http://whitstonesurgery.org/ppg>
- Phlebotomy at the surgery <http://whitstonesurgery.org/clinics-and-services#blood-tests>
- Practice based counselling <http://whitstonesurgery.org/clinics-and-services#counselling>

People experiencing poor mental health (including people with dementia)

- Happy Healthy and Involved <http://happyhealthyandinvolved.org>
- HH&I Directory of Services http://whitstonesurgery.org/wp-content/uploads/2013/09/Happy_Healthy_Involved_Project.pdf
- Dementia screening
- Caring café <http://whitstonesurgery.org/ppg/caringcafe>



WHITESTONE IMAGES OF CARING FOR POPULATION GROUPS



Mayor Launches Happy, Healthy & Involved project



Heather Miller coaching a job club client



Groundbreakers growing friendships and some amazing veg!



Happy Healthy and Involved, focussing on the young



WS-PPG Chair Di Kent and Vice Chair Hay Sharma receive N.A.P.P Corkill Award



Having fun at the Caring Café



WS-Silver Surfer tutor Richard Bishop with a student



WS-PPG present cheque to Save the Children