



Champions' Newsletter Issue 3 – April 2015



Champions' Newsletter



Welcome to the third Better Together Champions' newsletter, which aims to update you with the latest Better Together programme activity.

A great deal has happened since the last edition. We are celebrating the Better Together programme being chosen as one of only 29 vanguard sites across the country to be a national forerunner in the improvement of hospital, mental health and GP services. The vanguard programme is run by NHS England and we will be at the forefront of developing new models of care.

The programme team has been working hard to involve patients, the public and staff to ensure our interventions are really making a difference for our populations, and we are pleased to have had the opportunity of meeting a number of you at the Champions' events held in January, March and April.

A 24/7 care navigator service is being designed that will provide navigation and urgent care response for patients referred by health and social care professionals, to ensure assessment and care is provided by the most appropriate service/professional and that the care provided matches their urgent care need. We are also working with stakeholders (including Self Help Connect UK) to help people understand their self care needs, and a series of roadshows have been taking place to obtain the public's views and to help shape services.

Thank you for your continued commitment to helping us shape the development of new health and social care services for future generations, and for helping to raise awareness of the Better Together programme among your friends, family and colleagues.

Amanda Sullivan

Chief Officer

Mansfield and Ashfield CCG & Newark and Sherwood CCG

Better Together programme chosen as a national pioneer of health improvement

The Better Together programme is celebrating after being recognised by the Department of Health as a national forerunner in the improvement of hospital, mental health and GP services.

Better Together was chosen as one of only 29 vanguard sites across the country to be exemplars of better care and to access a national fund of £200 million of additional support to help drive forward improvements in health and community care across the areas they serve.

The programme was chosen for its innovative approach to transforming care for patients by bringing mental health care, nursing care and GPs together, alongside hospital services, for the first time since 1948.

Newly formed community integrated care teams are already working with patients to help provide quicker, effective and more joined up care, speeding up access to community nursing, mental health, social care and GP services by identifying support needed to keep people well in their own homes and avoid needless admissions to hospital.

The programme, was selected from amongst 269 applications to take a national lead on



transforming care for patients and will receive tailored support from the NHS to improve services even further.

Speaking about the announcement, Mansfield and Ashfield and Newark and Sherwood CCGs Chief Officer, Amanda Sullivan, said: “It is truly fantastic to be recognised as pioneers and even more humbling given that it was judged by fellow bidders.

“Our citizens have told us they want to be supported to stay well and lead independent lives for as long as possible. Being chosen as a vanguard site means our ambitions to realise our long-term vision of true integration of services can be accelerated. It means we can build on those developments in services that are already having some positive impacts on patients’ lives.”

Collaboration and integration for better care

Nottinghamshire County Council is working as part of the Better Together partnership to transform discharge processes, pathways and community services, to improve local people’s health and wellbeing.

Work is underway to find ways to improve local services and also deal with current pressures, including the high number of people attending accident and emergency.

The Council and its partners are working toward shared objectives, including reducing admissions to hospital, and supporting swift discharge in a way that maximises people’s independence and helps them to regain their optimum level of health following illness where possible.

You can read the full article by Sue Batty, Service Director of Nottinghamshire County Council, in our [March programme update newsletter](#) available via our website.

Putting patients in control

Are you living with cancer, or are you a carer of someone with cancer?

If so, Help Connect UK needs your help to shape community services in Newark and Sherwood and Mansfield and Ashfield.



They want to ask you about self-care support services in your area – e.g. what sort of self-care support services you would like; how, where and when services should be run to make them accessible to you; and what would motivate you to access services and take up new activities?

**Join them on 28th April from 1-3pm at
The Friends Meeting House,
Rosemary Street, Mansfield
NG19 6AB**

You are also welcome to attend the pre-event networking lunch from 12-1pm.

For more information, or to book your place, go to: www.patientsincontrol-cancer.eventbrite.com
or contact James Wheat at 0115 911 1662
Email: james.wheat@selfhelp.org.uk



New Self Care Strategy

Patients in Mid-Nottinghamshire are to benefit from a major new [Self Care Strategy](#) that aims to radically change the way they manage their own long-term health and wellbeing, to improve the health of the population and relieve pressure on health and social care services.

Self care is a key priority of the Better Together programme. The strategy, which was developed with input from patients, the public and staff, includes plans to increase the amount of self care information that is available in local communities, provide more education to help people remain healthy to prevent ill health, improve awareness of the risk factors of major diseases such as cancer and heart disease and promote more self-management of minor ailments.

In the future, even more patients will be able to access information and advice about maintaining good physical and mental health and will be given clear choices about health services that best suit their short term health needs.

It is hoped that the plans will also allow people to take greater control of their health so they can be more independent and healthier in the long-term and less likely to have a health crisis. Plans also involve greater use of web and mobile phone technology across the NHS and social care to help people with complex conditions such as diabetes to interact with health professionals so they can confidently manage their own symptoms using text messages and online communications.

Self Help Connect UK is working with the programme team to implement the self care hub which will be live by May/June 2015. The hub will provide an assessment and signposting/referral service which will directly connect patients and carers to self-care support services in the community.

Communications and Engagement

Go to www.bettertogethermidnotts.org.uk/news/2015/engagement-activity-and-outcome-framework-reports-available/ to view a report of all our engagement activity completed so far.

Latest Champions' events

Thank you to the champions who attended the recent Better Together events held in Mansfield and Newark. These informal sessions gave participants lots of time to ask questions and share ideas. The champions enjoyed a presentation and demo of telehealth system 'Flo', which enables people to receive tailored text messages to help them maintain their independence and manage some of their own care.

A video of Josh, a young man who has managed to reduce hospital admissions from 45 a year down to just a few with the assistance of Flo, was also shown. You can watch the video here: www.youtube.com/watch?v=M4otK7-7Cdo

The champions embraced the group work and were very keen to help identify which conditions and symptoms warranted going to A&E and which should be directed to other places like urgent care centres and pharmacies. The great atmosphere, real buzz and much chatter was helped along by cups of tea and cream scones.

Mental health focus group

At the end of March, we held a mental health-focused session to give people an opportunity to share their experiences of mental health issues and their experience of caring for people with a mental health problem. This positive session is the first of many groups to be held across Mid-Nottinghamshire and we aim to meet again towards the end of May to drive forward the issues raised.



Champions event evaluation feedback/quotes



- ◇ "An extremely well organized and friendly event."
- ◇ "Group work and refreshments were really enjoyable."
- ◇ "I enjoyed meeting nice people who want to improve the current issues."
- ◇ "I look forward to attending meetings in the future."
- ◇ "I enjoyed meeting everyone there, learning a little more about Better Together and beginning to feel I 'belong' and that I may be of some use to the group."
- ◇ "The informal approach to the discussion was good – I felt able and comfortable to express my own opinion."
- ◇ "Being aware that there are real people trying to solve the problems the NHS is facing."
- ◇ "I really hope that this concept works as it has to be the future for local health and social services."

NHS Mansfield and Ashfield CCG's Citizens' Reference Panel seeks new volunteer members

Citizens' Reference Panel vacant positions

NHS Mansfield and Ashfield CCG is looking to appoint to eight vacant positions on its Citizens' Reference Panel as follows:

- 1 representative from Patient Participation Groups in the Ashwood Federated Commissioning Group (FCG) area.
- 1 representative from Patient Participation Groups in Vantage Point FCG area.
- 6 representatives from community health interest groups.



The Citizens' Reference Panel meets bi-monthly between 5.30-7.30 pm on the second Tuesday of alternate months.

The role of the Citizens' Reference Panel

- To provide a two way communication channel between patients, carers and the public and NHS Mansfield and Ashfield CCG.
- To co-ordinate the engagement of patients, carers and the public who wish to be involved in the consultation, planning and commissioning of health services in Mansfield and Ashfield.
- To encourage and support active participation in health and wellbeing in the community.
- To ensure wider engagement with partner agencies.

Two members of the Citizens' Reference Panel have been elected to NHS Mansfield and Ashfield CCG Governing Body as lay members.

The CCG would like to hear from you if you have:

- a desire to make a positive contribution to the commissioning of services for the population of Mansfield and Ashfield.
- a commitment to ensure that decisions taken reflect the needs and views of local communities through meaningful involvement.
- excellent communication skills.
- The ability to review and provide an opinion on complex information.

The closing date for receipt of expressions of interest is Thursday 30 April 2015. To request an information pack, please contact Julie Andrews on 01623 673329 or email julie.andrews@mansfieldandashfieldccg.nhs.uk

For the latest information on the Better Together Programme contact us at:

Email: nshccg.bettertogether@nhs.net / Telephone: 01623 673591

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