

Healthcare Forum: 6 July 2017

Brierley Hill Civic Hall

Welcome

Dr Steve Mann welcomed everyone to the Healthcare Forum and provided an update on the Multi-specialty Community Provider (MCP) procurement process.

Dudley Clinical Commissioning Group is looking to procure a MCP in order to provide healthcare for the population of Dudley:

- General Practitioners (GPs) are at the 'core' of the MCP.
- The contract was announced on the 9 June 2017 and as legally required; the CCG published the contract announcement in the Official Journal of the European Union
- The CCG are currently at the Pre-Qualifying Questionnaire (PQQ) phase which the potential bidders submit their expressions of interest.

There has been substantial media interest in the MCP 15 year contract.

Dr Mann explained that today's Healthcare Forum is all about the MCP and the healthcare of the Dudley population. There is a need to help individuals take care of themselves this has a benefit not only to the individual but to the NHS system.

A question was received from a member of the public:

Are you able to review and provide clear MCP milestones?

Mr N Bucktin advised that the contract will describe in detail the various key performance indicators/targets etc. The nationally determined document is in development must be fit for purpose and will be continually reviewed.

Throughout the dialogue phase, the potential bidders will be asked to fill in the gaps and answer key element questions such as:

Model of Care – how will the MCP operate?

Outcomes Framework – how will they achieve the health outcomes over the contract period?

If the CCG are dissatisfied with the provider of the MCP, the contract does have a '12 month no fault' termination clause which can be exercised.

Presentation (attached) Working together to stay healthy and well

Fraser Battye from Midlands and Lancashire Commissioning Support Unit presented to participants.

Question & Answer Session

1. With regards to '45% Social and environmental conditions' highlighted on slide 2 does this include poverty, education, inequality etc?

Yes.

2. The presentation talks about individuals taking responsibility for their own health and wellbeing and from the feel of the presentation these individuals are in a healthy state. You must know that many people are not well.

Yes the presentation does sound as if all individuals are well and I acknowledge your comments. This presentation should include those with long-term conditions.

3. The environment such as hospital/clinics/GP practices need to be improved to reduce stress when visiting or staying in hospital. How will you look at this?

There is a need for healthcare professionals to adapt approaches to work with patients and not take on the authoritative role. For some of the older generation, they look for the GP to direct them and tell them what needs to be done, rather than having a shared input ie 'What matters to you?' (slide 5). GPs will need to have open conversations with patients particularly those with long-term conditions.

4. What access is there for deaf people who don't know what services are available, i.e. smoking cessation, mental health clinics etc.

Dr Mann confirmed that the CCG and its practices think about access for all and welcome feedback in order to resolve issues.

5. What is happening with training for children in schools ie first aid? We need to help them to help themselves and their families.

Some schools are using the '5 ways to wellbeing' programme.

Deb Harkin from the Office of Public Health advised those present that since 2013 the responsibility of schools passed from the NHS CCG to the local Dudley Metropolitan Borough Council. In Dudley there are a number of schools who are looking at mental health and first aid training. Primary schools look at physical and mental health and have opted to take part in the 'Daily 1 mile' programme. This programme encourages all children, parents/guardians and school staff to walk 1 mile; often this takes place in the school grounds.

Dr Hegarty stated that 3 years ago Dudley CCG established the #mefestival for young people. Initially this was run once a year for young people at secondary school but last year was changed to primary schools. The #mefestival engages with schools and the young people and invites them to take part in various activities such as CPR training and first aid training; and to introduce Health Champions into the education setting.

6. There will be a shortage of GPs due to impending retirements; will the MCP resolve these issues?

Dr Mann explained that the Multi-Disciplinary Teams (MDTs) currently work across organisational boundaries within practices and these will continue into the MCP. They focus on vulnerable and high risk patients to ensure they have the support and help they need.

Patients currently go direct to their GPs when they could self-refer to services such as physiotherapy. It was suggested that it may be possible to call a GP if an individual is suffering with stress and the GP could advise to self-refer to a councillor.

A member of the public stated that the 5 ways to wellbeing model needs individuals/organisations to look at themselves and create self-awareness and should also look at synchronicity ie home-life/work life – how each affects each other. We must encourage self-confidence, self-empowerment and self-care to ensure we connect all the parts. Patients should be given tools to do this; there is a need to support and guide patients and GPs.

ACTIVITY 1

Various community members shared their activities that are readily available in Dudley that they are aware of (attached). Participants heard about some of the great initiatives already happening across Dudley borough:

'Respiratory Social Peer Network' (presentation attached)

Kate Green presented on 'Respiratory Social Peer Network – Air Time'.

The network is funded by the Health Foundation and is based on a Coventry project called RIPPLE. This group focusses on individuals with respiratory conditions and mental and physical needs.

The aim of the group is to reduce isolation, improve confidence, help people manage their condition; social support etc.

'Air Time' sessions run on a weekly basis and are held at DY1 and are run by the participants. The respiratory nurses attend this group and some of the activities the group organise include Tai Chi; Yoga; Singing; Gardening; Baking; Woodwork.

The group was established in July 2016 and has 70 registered members and 30 regular attendees.

Dudley & Walsall Mental Health Partnership Trust

Iram Mann raised awareness of the various mental health groups/projects available.

1. Migrant Support Group

This is held in the Healthy Hub at Netherton weekly on a Wednesday 10.30am – 12.30pm. The sessions are free and there are numerous activities available. There is a desire for this group to grow and develop.

2. Support Groups

Established two support groups 'Men Monday Club' and 'Women's Groups' which take place weekly at 10.00am to 1.00pm at Christ Church, Lye on a Monday.

3. Community Information Directory

The Community Information Directory details lots of different activities and groups across the borough that people can join in with or get help and advice from. Information is available through <http://www.dudleyci.co.uk/> and if you have no computer/internet, you can access through your local library.

Healthwatch Dudley

Melissa Guest advised the group that Community Information Champions is a free 2 x ½ day course; which allows community members to become Community Information Champions and learn how best to navigate the Community Information Directory and assist members of the Dudley population.

There are numerous Community Information Points throughout Dudley or alternatively information can be accessed via www.HealthwatchDudley.co.uk.

Patient Activation Measure

Dr Steve Mann introduced a new pilot which was being tested at Lion Health. This service assists those individuals with a long-term condition such as asthma, diabetes, and involves having a conversation with a health coach. The health coach supports patients to make changes and can signpost into other activities and support networks where needed.

Make it Happen (Video)

Jody Pritchard and Donna Roberts from the Office of Public Health – Dudley introduced the 'Make It Happen' scheme.

Funding has been allocated to small groups to improve the health and wellbeing of the Dudley population. Key facts include:

- 11 groups formed in a period of 3 months
- 42 regular attendees and this includes young people
- Various sessions are held which include gardening, baking, etc and these are run by people in the community.

The 'Make It Happen' video was aired.

The next event is taking place on 30 September 2017 and will be advertised.

ACTIVITIES 3 & 4.

Feedback attached

Close of meeting.