Introduction

Welcome to the latest issue of our Coventry Out of Hospital newsletter. You can read about the achievements we’ve made over the last few months and find out about the integrated Single Point of Access (iSPA).

This month we facilitated a partnership event with a range of organisations across Coventry to strengthen Out of Hospital delivery through more collaborative working.

Strengthening Out of Hospital service delivery through collaborative working

There was a real buzz in the room at the second in a series of partnership workshops which took place on 7 November 2018 at the Gavin Charlton Suite at Coventry Central Police Station.

The Coventry Out of Hospital programme aims to deliver integrated care through joined up working with all organisations in the system. This workshop was attended by colleagues from Coventry and Warwickshire Partnership NHS Trust, GP’s, Age UK, University Hospitals Coventry and Warwickshire NHS Trust (UHCW), Coventry City Council Social Care and Public Health, Carers Trust Heart of England, Extracare Charitable Trust, and Alzheimer’s Society.
At the workshop, people were committed to building relationships and finding some common ground to develop ideas for better ways of working using the expertise that exists. There were four group sessions each following a different case study that illustrated how partnership working is currently improving the lives of patients in our community.

Fiona McGruer, Associate Directorate of Operations at Coventry and Warwickshire Partnership NHS Trust, said: “We hope the event was an opportunity for all of those in the room to network, build relationships and generate ideas together.

“It was great to hear the case studies about the positive work taking place to improve people’s lives and support them in a way that meets their needs through their own choices, rather than simply following a pathway.

“Going forward we need to convert the conversations from today into real mechanisms for change and to formalise the work needed to ensure the Out of Hospital model is a success for the people of Coventry.”

Steve Banbury, Chief Executive at Voluntary Action Coventry (VAC), added: “This is the launch point for the next stage of delivery and is hoped to build relationships and increase understanding. Outcomes and ideas from the workshop will be presented through the Design Board to ensure they are taken forward.”

Following the event, Dr Mony Singh, GP at George Eliot Medical Centre, said: “It was a very productive meeting. Not only did I learn a lot but also enjoyed the company of the other delegates. It was a very good opportunity to learn about all community services.”

Dr Alison Payne, GP at Willenhall Primary Care Centre, also added: “Brilliant afternoon, an excellent opportunity to put faces to names and meet people who are so committed to the people of Coventry. I’m delighted to have been able to come, thanks so much for the invitation and thanks to everyone for their enthusiasm.”
The Coventry Out of Hospital (OoH) services are a range of nursing and therapy services that are provided outside of hospital in a person’s usual place of residence or in a clinic setting. Services include community nursing, urgent and planned therapy, long term condition management, specialist nursing for wound care and continence needs, and Parkinson’s Nurses.

The iSPA accepts referrals from all health and social care professionals i.e. GPs, University Hospitals Coventry and Warwickshire NHS Trust (UHCW), social workers, West Midlands Ambulance Service (WMAS) paramedics and care homes.

It operates between 8am-8pm. Outside of these hours, the community Night Nurse team can be contacted on 07836 505097.

The iSPA provides robust clinical triage by senior clinicians (nurses or therapists) to ensure the right interventions and support are defined for the patient at the point of triage. This will include ensuring nurses or therapists are deployed to assess a patient as soon as clinically indicated, whether to support a timely hospital discharge, prevent hospital admission or respond to a clinical deterioration in a patient’s condition.

The sorts of issues that require an urgent response include: falls assessment (from WMAS paramedics); blocked catheters; end of life patients who need pain relief; cellulitis; infection (e.g. urinary tract, upper respiratory, etc); and deteriorating wounds.

To download the two page outline, the poster and/or postcard about iSPA and Out of Hospital service, or for more information, visit www.covwarkpt.nhs.uk
Place Based Teams update

Coventry and Warwickshire Partnership NHS Trust (CWPT) has now aligned staff to the seven Place Based Teams (PBT) and central hub.

The PBTs are formally aligned to the local Primary Care GP cluster formations. Staff from CWPT, primary care, social care and others will work together to co-ordinate and lead the local place based delivery. The principle of multi-disciplinary team (MDT) working is at the heart of the PBT function. The MDT will be made up of professionals from all organisations with the authority to make decisions and act accordingly in the best interests of the patient.

GP cluster areas have been developed by Coventry and Rugby CCG, which facilitates the size and location of the PBTs. See the GP Cluster map.

Coventry Out of Hospital service – November highlights

Below are some of this month’s highlights and our next steps:

Achievements
- Operational and clinical management team in place for Out of Hospital service.
- Place Based Teams and central hub established and in situ.
- Care Navigators have begun to take up post.
- GP survey action plan developed and submitted to Coventry and Rugby CCG.
- Patient and Carer experience group has started to meet.

Next steps
- Clinical staff to engage with GPs to build relationships for good place based team working.
- Care Navigators to receive induction programme and begin integration into place based teams.
- Electronic Patient Record business case to go to Board end November.
- Develop measures to capture patient experience.
- iSPA details to be added to GP Gateway to provide easy reference to iSPA.
Meet the team

We’ve had a few changes to senior team members driving the Coventry Out of Hospital programme, so meet the new team below.

Dominic Cox
Director of Strategy and Business Development

Fiona McGruer
Associate Director of Operations for Community Health and Wellbeing directorate

Jo Morris
General Manager, Community Health and Wellbeing directorate

Nicola Ward
Interim Business Manager, Community Health and Wellbeing directorate

Get in touch:

If you have any feedback or suggestions regarding content for this newsletter, please email to communications@covwarkpt.nhs.uk and give your email heading ‘Out of Hospital Communications’. We would love to hear from you.

www.covwarkpt.nhs.uk