A sharing of best practice workshop was held on 10 July 2019. Over 30 colleagues from both CWPT and SWFT met at Wolston Leisure Centre. The discussions focused on:

- Development of the Integrated Single Point of Access (iSPA)
- Care co-ordination
- Development of Place Based Teams
- Models of Care
- Workforce Culture

The session was facilitated by Rosie McDonnell, Head of Nursing at SWFT.

Anne Coyle, Managing Director of the Out of Hospital Care Collaborative at SWFT and Dominic Cox, Director of Strategy and Development at CWPT welcomed everyone to this special event and shared the many programme achievements in Coventry and Warwickshire and priorities for 2019/20.

**iSPA**
Both CWPT and SWFT have set up iSPA and have clinical triage in place. Both are further developing these to meet the national requirement for ‘Care Co-ordination’ which will replace the term ‘Clinical Triage.’

**Place Based Teams**
The key theme for the development of Place Based Teams is setting up structures for multi-disciplinary working with the newly formed Primary Care Networks and other partners.

In Warwickshire an exemplar for MDT working is being developed based on Vanguard best practice for MDT working. This includes:

- Person centred care
- Physician integration
- Shared goals and objectives
- Shared information technology and access to patient data
- Culture collaboration and shared decision making processes
- Co-location/geographical integration
- Targeting high risk populations
Models of Care

For SWFT the year 1 care pathways that were required were: Frailty, Diabetes and End of Life Care. In year 2 the requirement is Heart Failure and C.O.P.D.

The evidence base for the models of care developed in Warwickshire is based on national best practice guidelines e.g. NICE, Right Care. The model of care developed has focussed on “Living well with …” Becoming Unwell…”, “Really unwell … (Hospitalisation)”, “Recovery” and End of Life Care.”

In Coventry the year 1 requirement was to establish clinical priorities for pathways with PCN’s. The focus was on Frailty and Diabetes.

Workforce and Culture

The two key issues were workforce shortages and culture change requirements.

It was suggested that the Out of Hospital workforce should be seen as a ‘pool’ across Coventry and Warwickshire with natural career pathways being developed across the two organisations.

It was agreed that in order to deliver the necessary changes a whole system culture change is required, that includes partners in PCN’s, Social Care etc. Community teams will need to move from ‘task’ focussed working and instead focus on assessing patients holistic needs including social needs e.g. emotional, financial and cultural.

Anne Coyle said: “This has been both a productive and inspiring event which has celebrated success in year 1 and has established clear priorities for working together in year 2.”

Dominic Cox agreed: “As the main community service providers across Coventry and Warwickshire, this was a great opportunity to bring our teams together to share experiences and learning after year 1 of our Out of Hospital programme. I look forward to our continued working together to improve quality of services for our patients.”

Opportunities for joint collaborative working on common areas and sharing best practice for 2019/20 have been agreed in the following areas:

- Consistent approach to working with Primary Care Networks
- Development of Risk Stratification tools
- Development of Outcome reporting
- Programme evaluation
- Models of Care development
- MDT working
- Nurse Link function
- iSPA improvements
- WMAS model of care linking into iSPA and Clinical triage

Further CWPT and SWFT sharing best practice events will be continue on a quarterly basis to allow further shared learning and opportunities for greater collaboration to successfully deliver STP.
I wanted to take this opportunity to update you on some of the things currently happening in our services to make things better for our patients.

“....at the end of his life we were visited by a nurse called E. She walked in to a situation with a distressed patient and family she didn’t know, and was just lovely. She was kind and gentle, but also so efficient and professional.”

“Just wanted to say a big thank you to all nurses and carers who visited. Fantastic professional service. You always seemed so busy but managed. You helped my wife with dignity in her final days. Thank you.”

I attended the Trust’s Q awards recently and was thrilled some of our teams were shortlisted for awards and even winning a few! Particular congratulations to the PBT Nursing teams, the Community Nursing Team Managers, The Specialist Palliative Care Team. I am aware that many were also nominated and will have the opportunity to attend a celebration lunch later in the year so well done to all.

Congratulations as well to our Parkinson’s Disease Nurse Specialists who have been recognised for a national Parkinson’s Excellence Network Award for their collaborative approach to care as part of the Coventry and Warwickshire Regional Parkinson’s Service.
Latest updates on staffing

Staffing remains a challenge across services; we are determined to do as much as possible, focusing our recruitment activity on vacancies across the nursing and therapy teams. We have welcomed a host of new staff who joined in the last few months; we are very pleased to have them on-board. More staff will be joining us over the next few months, including senior nurses, therapists, who will be supporting the delivery of wound care across the city. We are delighted to have our first Nursing Associates in post and look forward to developing more staff into this role over the next few years.

This regular Out of Hospital Stakeholder Newsletter will give more details about some of the things mentioned as they come online but if there is anything you are not sure about or if you have any questions about anything we are doing, please contact me on: Jo.morris@covwarkpt.nhs.uk

Clinical services to use EMIS – clinical system

In order to support more integrated working between the Trust’s community services and primary care, the OoH services will be moving from CareNotes to EMIS. EMIS is the electronic clinical system that the majority of GPs in Coventry use. The go-live date for EMIS is March 2020 so work is already in progress. Services will be supported throughout the process by the Systems Team and IT staff members, alongside dedicated time from a Clinical Project Manager who will be the conduit between operational services and Systems to ensure that clinical requirements are met by the new system. Further updates will be made available as progress is made.

Coventry Frailty Event

System partners attended the Coventry Frailty Event on the 26 June 2019. The workshop provided an opportunity for representatives from across the system to look at the frailty pathways from first patient contact through to the acute ‘front door’. The event focused on three themes:

- Preventing conveyance/admission, at point of escalation in the home/nursing home/GP surgery/Ambulance
- Preventing admission at the front door of the hospital
- Minimising the stay in the sub-acute care

The workshop identified some system-wide actions to improve patient outcomes. The next steps will be for system partners to define the most appropriate way to take this work forward. Justine Richards, Chief Strategy Officer from UHCW commented: “It felt like we had a very positive day, with some real tangible actions for us to work through as a system, to improve outcomes for patients in the City.”
ISPA Process Mapping Session

Out of Hospital ISPA Process mapping workshop event took place on the 2 July with representatives from UHCW, NHS 111/999 Pathway, Primary Care, Social Care, Care Homes, CCG and CWPT.

The workshop was organised following the first meeting OoH Central Services Steering Group who met in June where system partners agreed it would be beneficial to review and map the various referral pathways and how they link to the CWPT ISPA (ISPA is CWPT’s Referral Management and Clinical Triage function).

Nicola Ward, Interim Business Manager for CWPT – “A really valuable exercise for shared learning which offered the opportunity for improved understanding of processes and challenges across the system. A really excellent basis for co-production going forward which is key.”

Kerrie Manning, Integrated Discharge Team Leader at UHCW commented on the day: “The workshop was a good opportunity to share experiences across the system in relation to the use of ISPA, and to highlight areas of improvement. I hope that partner organisations continue to be involved in the development.”

The process mapping session identified a number of areas of improvement across the various referral pathways into the ISPA. Partners agreed on the following immediate improvement priorities:

- Discharge Letters and pre hospital admission
- Provider awareness and education
- Access to Social Care ‘Care Director’ system
- ISPA Co-production development – e.g. One single ISPA referral form
- Primary Care patient letter
- Develop Directory of Services – Key onward referral agencies

The improvement priorities identified and will be now developed with oversight from the OoH Central Services Steering Group.
Heather Hines, and Theresa Wallis, Nursing Associates talk about their new role

Heather and Theresa spoke with real passion about their new roles as Nurse Associates (NA) within the OoH service for the Trust. The opportunities the role brings to them, their patients and how the role enriches the overall care the Trust provides.

The first Nursing Associates in the country were registered in January 2019 with Coventry and Warwickshire Partnership NHS Trust’s first Cohort registering in June 2019. Both Heather and Theresa form part of that original group.

Theresa took the opportunity to apply for the trainee position with the Trust after seeing an advert. Having spent 34 years as a HCA, whilst balancing her working life with children and family commitments, she felt it was a real opportunity. Theresa commented: “Seeing my children grow up helping them through schooling, and eventually university, I felt I could achieve more myself. Grabbing the opportunity to become a trainee NA with the Trust was something I could totally commit to and achieve success in the role.”

Similarly Heather applied after working for a number of years as a receptionist at the GP Walk in Centre in Coventry before working as an Intermediate Care provider for two years. Heather undertook NVQ qualifications sponsored by the Trust and similarly saw the opportunity to join the first intake of Trainee Nurse Associates in 2017 alongside Theresa.

Heather spoke about the course: “The role is demanding, rewarding beyond words, however, the course and training can be intense but the support from Trust staff, managers and Coventry University was and continues to be first rate.”

Outside of their roles both Heather and Theresa now form part of support network for new cohorts which is really rewarding in itself. Being able to highlight things and experiences to others is a great support to those following in their footsteps and validation to both as newly qualified Nursing Associates (NA) loving their roles.

Heather remarked: “I recently attended an event on the 5 July at Stratford Hospital where the Coventry and Warwickshire cohort of newly qualified NA from all four NHS service providers gathered to mark our registration with Nursing and Midwifery Council (NMC). It was great to see so much support for each other and from senior staff members on the day.”

To read more about this article visit Nursing Associates celebrate their qualification.

The role is designed to supplement nursing teams in all nursing fields, to help build the nursing work force and enable delivery of high quality care. It will also enable Multiple Disciplinary Teams (MDT) to focus on complex care delivery. The training is two years full time with the qualification of a Level 5 Foundation degree. It is a generic course with learning and exposure to all four fields of nursing: adult, mental health, learning disabilities, and children’s nursing. It was identified this new role should incorporate the Principles of Practice and be part of a defined career pathway with a set competency framework and now regulated by the Nursing & Midwifery Council (NMC), who now regulates the courses. On qualification the student NA obtains a band 4 role. There is a preceptorship...
Key Achievements and Next Steps

Key Achievements

• The following briefing papers approved by the OoH Delivery Board on the 11 July on:
  – Proposed role of Integrated Placed Based Team and Network Development Lead (Link Nurse).
  – Clinically engagement pathways proposal

Further detailed work on the briefing paper initiatives will now progress.

• System partners attended the Coventry Frailty Event on the 26 June. The workshop provided representatives from across the system to look at the frailty pathways from first patient contact through to the acute ‘front door’. System-wide actions have been agreed to take the work forward.

• Out of Hospital ISPA Process mapping workshop session event took place on the 2 July with system partners. The process mapping session identified a number of areas of improving the system referral process into the iSPA. Partners agreed on the immediate improvement priorities which will benefit clinicians and patients.

• CWPT/SWFT Joint OoH Programme Shared Working took place on the 10 July to focus on shared learning from Year 1. Opportunities for joint collaborative working on common areas and sharing best practice for 2019/20 have been agreed.

Next Steps

• E-consultation pilot go live with Abbey Park Care Home. Staff from both CWPT and the care home will undertake an e-consultation to support the assessment of care home patient wounds.

Get in touch:

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

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