

Neath Port Talbot

Community Network News

Issue 1

January 2012

What are Community Networks ?

“A system of empowered localities which will be developed around natural communities as a key platform for local service planning and delivery”

Setting the Direction - Primary & Community Services Strategic Delivery Programme (Page 22)

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Welcome to our newsletter

Welcome to the first issue of Neath Port Talbot Community Networks newsletter. The Community Networks have been working towards improving the health and well being of the local population.

We know that in Neath Port Talbot, as in other parts of Wales, we have a growing population of older people and that there is an increasing number of individuals who have chronic conditions. We also know that many people do not want to go into hospital unless they have to and our patients have made it clear to us that they would like more services in the community and closer to their own homes.

The modernisation of the health service in Wales continues and the emphasis is not only on treating ill-

ness but very importantly on prevention and health promotion. The health service cannot do this alone and has to work with the Local Authority and other partners including the voluntary sector.

We must involve the people we serve in designing and evaluating services to ensure that we are providing the right service at the right time and in the right place.

This is what we aim to achieve through our community networks by developing and implementing better ways of working, by improving partnership working and sharing informa-

tion across primary, community and social care services. We

want to provide high quality appropriate integrated services and to support our population to develop confidence in their ability to manage their own health through improved information, knowledge and self care.

Each Community Network has a core team which is led by a local GP.

This newsletter is intended to keep you informed of progress in Neath Port Talbot and we hope that you will contribute to this work. We are all in this together!



Hilary Dover
Locality Director
Neath Port Talbot



Know your Networks

Neath Port Talbot has been divided into 3 Networks around the GP registered populations. Each Network is led by a local GP with support from other local GPs and staff of the Health Board, the Local Authority, Public Health Wales and NPT Council for Voluntary services.



Upper Valleys	Neath	Afan
Pontardawe HC	Briton Ferry Health Centre (Lethbridge)	Glyncorwg Health Centre
St James Medical Centre	Briton Ferry Health Centre (Muir)	Cymmer Medical Practice
Meddygfa Cwm	Skewen Medical Centre	Cwmafan Health Centre (Davies)
Vale Of Neath Practice	Tabernacle Medical Centre	Cwmafan Health Centre (Penney)
Dulais Valley Practice	Alfred Street Primary Care Centre	New Mount Surgery
	Victoria Gardens Surgery	Fairfield Medical Centre
	Castle Surgery	Riverside Surgery
	Dyfed Road Health Centre	Kings Surgery
		Morrison Road Surgery
		Llysmeddyg

Focus on Upper Valleys Network

The Upper Valleys Community Network covers a GP registered population of just under 31,000 people and has a large geographical spread bordering with neighbouring Health Boards in Carmarthenshire (Hywel Dda) and Powys and the Swansea Locality of ABMU Health Board.

Dr Chiranjib Gosh (Meddygfa Cwm Practice) is the GP Lead for the Network. The other core team members are *Sara Forster*, Senior Management Team Lead, *Kevin Duff*, Planning Lead, *Rhys Howells*, Medicines Management, *Bridget Ruggerio*, Community Nursing, *Jacquie Charles* (Public Health Wales) and *Lorraine Flowers* (Pontardawe Health Centre) as Practice Manager Lead.

As the Network develops we will draw in representation from key partner agencies such

as the Local Authority, Police, Fire and the Voluntary Sector, as well as carers and service users.

The Network has been established to provide an environment for effective leadership for the planning and delivery of high quality integrated services for the population in the community. Eventually the Network aims to reduce unnecessary hospital admissions, minimize the length of stay in hospital and to provide active rehabilitation of citizens back into a home or community environment.

Dr Ghosh said, 'Creation of the Network gives us all, whether we are in the Health Board, Primary Care, partner agencies or service users, a much needed opportunity to engage with



Chiranjib Ghosh
Network GP Clinical lead

each other and plan developments for a more manageable population size. The core team is enthusiastic to start a discussion with practices and partners around some of the ideas we have and to hear what they have to say. As well as looking at local solutions we will also be able to communicate and feed back our needs and ideas to the Health Board, influencing discussions at the executive level?.

For further information about the Upper Valleys Network and associated developments please contact Kevin Duff at the ABMU Health Board NPT Locality Team (01792) 326500 or e-mail:

Kevin.duff@wales.nhs.uk

Pulmonary Rehabilitation in the community

Upper Valleys and Afan networks are piloting the delivery of Pulmonary Rehabilitation (PR) in GP Practices. PR is aimed at reducing symptoms and improving the functional independence of people who have Chronic Obstructive Pulmonary Disease (COPD).

It incorporates a programme of physical training, disease education, nutritional, psychological, and behavioural interventions and encourages social interaction. The programme is run over 8 weeks by a multi-

professional team, including Practice Nurses from the participating GP Practices and Specialists from the COPD team. It is tailored to meet the patients' individual needs and actively involves the patients' family and carers.

Providing this evidence based treatment in GP Practices aims to improve the accessibility for patients, increase the number of patients accessing the service and increase the expertise of GP practice staff in supporting patients with this disease. Feed-

back from patients who have participated in the programme indicates a high level of satisfaction with the service and the team. Patients are already reporting benefits from the programme including increased confidence, better control of breathing, better management of stress and anxiety, and better mobility and balance. The COPD team is now looking at delivering more programmes in suitable community venues so that more people can participate.

Focus on Neath Network

The Neath Community Network covers over 56,000 patients and involves the 8 GP practices in Neath, Skewen & Briton Ferry. It shares its borders with the two other networks in Neath Port Talbot.

Heather Wilkes is the network GP Lead & works with a core team including *Fiona Reynolds* Senior Management Team Lead, *Andyrew Griffiths*, Planning Lead, *Bethan Rogers*, Medicines Management, *Shan Tanner*, Community Nursing, *Gill Day* from Public Health Wales and *Steffan Gimblett* (Castle Surgery) as Practice Manager Lead.

‘The overarching aims of the network’ says Dr. Wilkes, ‘are to maintain the health and wellbe-

ing of our population and to provide care & support to those of us when we need it, as close to our homes and families as possible and at the highest standard possible. We are all aware of the current gloomy economic climate & the severe financial restraints this brings but I am sure that working today with shared goals & resources, we can make a difference to the people of Neath’.

The network core team have regular meetings with wider network colleagues from Local Authority, Emergency Services & the Voluntary Sector to try and clarify the needs of the local population & how, in partnership with each other, those needs are best met. The network has already forged links be-

tween organisations to improve communication & understanding and hopefully have a sound base to move forward from.

As Dr. Wilkes says, ‘We are not doing this in isolation and aim to work closely with the people of Neath, other networks in NPT & ABMU as a whole’.

For further information or to be involved please contact Andrew Griffiths at the ABMU Health Board NPT Locality Team (01792) 326500 or e-mail:

Andrew.Griffiths8@wales.nhs.uk



Neath Network continues to drive change

Neath network continues to make progress in identifying local priorities which will improve the health and wellbeing of patients.

The Network has been working on a number of clinical priorities including improving early diagnosis and treatment of patients with heart failure, improved management of patients with diabetes within a community setting and piloting a diagnostic template for Deep Vein Thrombosis (DVT).

A phlebotomy service for housebound patients delivered by health care support workers has also been set up in order to free up District Nursing time.

Concerted effort has gone into improving the uptake of flu vaccines in the network and this will be evaluated shortly.

In addition to this, the network is building links with Neath Port Talbot College which has carried out some research on the Emotional Health and Wellbeing of their students. One of the out

comes from their engagement is that students identified that they do not often access primary care services when they have certain problems.

The network is also fostering better engagement with the 3rd sector so as to gain an understanding of areas of mutual interest and to explore opportunities for joint working. A further workshop has been arranged for February with voluntary sector organisations providing services to older people.

Focus on Afan Network

"Afan Community Network has been established to provide an environment for effective leadership for the planning and delivery of high quality integrated services for the population within the network. The network will aim to develop schemes and services which maximise independence and choice and which provide active rehabilitation of citizens back into a home or community environment."

This is the Vision Statement for the Afan Community Network.

The Network clinical lead, *Dr Sanjay Challisery* of New Mount Surgery, together with the core Network team, made up of *Karl Murray*, Head of Operational Services; *Krysia Groves*, Planning Lead; *Ellie Daniels*, Medicines Management, *Elizabeth Collier*,

Community Nursing Operational Lead, *Amtar Ali*, Public Health; and *Farida Patel* (Llysmeddyg) Practice Manager Lead is establishing a means of close working with health, social care and well-being services within the network, with neighbouring networks and with partners across the ABMU community as a whole.

Much work is already progressing in the Network but a recently revised approach to the Network Team structure is designed to bring a breath of fresh air and means of picking up momentum for improvement and change. Isaac Newton knew a good



*Sanjay Challisery
Network GP Clinical lead*

thing when he saw it! When first trying to change, it seems like it takes an abundance of energy, there is pushing and pulling, grunting and groaning, and all, it seems, for little gain. With enthusiasm, the energy that builds momentum, more momentum is picked up and the greater is the effect on business. Afan Network is now enthusiastically set to deliver.

For further information or details of ongoing developments contact Krysia Groves at the ABMU Health Board NPT Locality Team (01792) 326500 or e-mail:

Krysia.groves@wales.nhs.uk or watch this newsletter space".

Making engagement a top priority

Effective clinical engagement has the potential locally to improve services, enhance the patient's experience and outcomes, boost staff morale and aid recruitment and retention; however, clinical engagement must amount to more than just a vague sense of belonging. It must actively involve primary and secondary health care staff and social care practitioners as well as the wider community.

Afan Community Network is intent on getting communities involved in decisions that affect them, and wants to inspire and build the will, enthusiasm and commitment among clinical and social communities to acknowledge and adopt system-wide quality im-

provement methods to enhance the patient experience, quality of clinical care and sustainable wellbeing.

The active involvement of clinical staff is an essential component of quality improvement in any organisational setting, yet in the past quality improvement initiatives in the NHS have not generally secured the full engagement of clinicians. Engagement is one of the Afan Community Network's core values and the Network Team will strive to overcome the complex barriers that can arise from a mix of cultural, social, economic and political factors.

Afan Community Network is focused on facilitating clinicians' involvement

in, and ownership of, more systematic approaches to care of people with long-term medical conditions to ensure the integration of health and social care and to reduce the need for hospital admission. This will be encouraged by taking an open door approach to engagement - whereby GP Practices needing support or advice can contact any member of the core Network Team at any time.

"Our intention is to build a solid relationship with GPs in the area and to develop a continuous cycle of engagement which involves communication, refreshing formats and feeding of data back to GPs. Most importantly the engagement process will celebrate success."



Please contact us if you have any views comments or suggestions. We would love to hear from you.

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Wellbeing Networks

Neath Port Talbot Public Health team is working very closely with Communities first, NPT Council for Voluntary services and other partners to develop three Wellbeing Networks coterminous with and complementary to the work of the Community Networks. These groups will identify common problems or goals in their areas and influence the development of Community network priorities. They will also empower communities and individuals to improve their health and well being.

For more information please contact Gill Day
Gillian.Day2@wales.nhs.uk

Local Support for Homeless people

The British Red Cross hosts TOAST, (Think, Opportunity, Advice, Support and Trust) a local homeless service, which offers a contact point for people living street based lifestyles enabling them to access help and advice on housing, healthcare and support services as well as offering a light breakfast consisting of a hot drink and toast - which helps to encourage individuals to engage with the Project.

The project is run by the Local Authority in partnership with a number of key organisations working within the field of homelessness, alongside nursing and podiatry staff from ABMU LHB and local policing staff from Neath Police Station.

The Project also links itself to the Emergency Provision Scheme which supplies rough sleepers with provisions such as sleeping bags, hats, gloves and socks. It also refers rough sleepers to the Food Bank Scheme where those in need can obtain 3 days worth of emergency food.

Staff from NPT Hospital, the Community Drug and Alcohol Team and the locality office have joined other public spirited individuals and organisations to donate money, homelessness packs and food to support the project.

Annie Delahunty, Director of Public Health for Neath Port Talbot and chair of the Homeless and Vulnerable Groups Steering group for Neath Port Talbot and Bridgend said, "A very small amount of personal kindness and support can make a great difference to the lives of some of our most vulnerable citizens. TOAST delivers this locally – and it is something that we can all offer in our daily life and work."

There is a box for donations in the locality office in Llandarcy, so if you would like to support the project please drop by the office (address above). To find out more about the project, please contact the Local Authority lead, Hayley Bearman: h.bearman@neath-porttalbot.gov.uk

