



**Integrated  
Care Partnership**  
South Nottinghamshire



# The Future of Healthcare in West Bridgford

27<sup>th</sup> April 2022

Paul Midgley, Chair  
Representing West Bridgford GP practice  
Patient Participation Groups (PPGs)



**Partners Health**  
STRONGER TOGETHER

# Aims

For local people registered with West Bridgford GP practices to get a chance to understand more about the changes to local health & wellbeing services with:

- Local GPs and other health and care experts from the wider NHS family
- Local voluntary sector groups
- Borough Council representatives
- Fellow West Bridgford residents

## Longer term goal

- Enhance health, wellbeing and resilience for individuals and local services
- Develop a shared vision for the future health of West Bridgford with patients and residents as equal partners to the service provided by the NHS and beyond
- Understand how we do this in a sustainable way aligned to the NHS's environmental commitments to achieve net zero by 2045



## 6.35 Overview of health & care changes in Rushcliffe

- Dr Matt Jelpke, Suzy Lyon, David Banks

## 6.50 Explaining the expanded range of support now in West Bridgford Healthcare settings

- Morgan Sharpe (Social Prescribing Link Workers team leader), Harlene Kithoray (senior Clinical Practice Pharmacist), Rebecca Goodband (Care Homes team leader), Holly Clarke (First Contact Physiotherapy team leader)

## 7.10 Panel Q&A session: Closer working across Health & Care – our vision

- David Banks, Carolyn Perry, Dr Matt Jelpke, Dr Joanna Levene

## 7.40 Facilitated table discussions – discuss/provide written feedback to key questions

## 8.00 What's next after this event – staying engaged

## 8.10 Market Place discussions at stalls/stands Talk to a selection of local health and care providers to get your questions answered

# Dr. Matt Jelpke

GP Partner, St Georges Medical Practice

Clinical Director, Rushcliffe Primary Care  
Network

Chair, PartnersHealth



# Health in Rushcliffe is in the top 1% for England

Rushcliffe's Health Index score increased in the year before the coronavirus pandemic.

**110.2**

Rushcliffe has an overall Health Index score of 110.2, which is up 1.2 points compared with the previous year.

**3rd**

The area is ranked 3rd most healthy out of 307 local authority areas in England, according to newly released data from 2019.

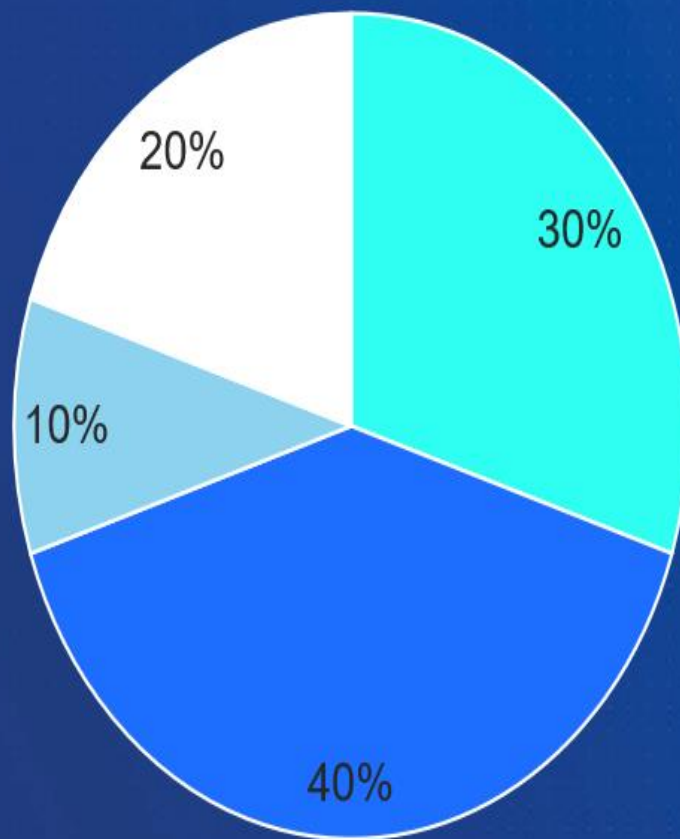
**Rushcliffe is the 3<sup>rd</sup> best borough in England healthwise**



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## Overall health factors (modifiable health determinants)



■ health behaviors   ■ social and economic factors   ■ physical environment   ■ clinical care

# Rushcliffe Primary Care Network – Central neighbourhood (W Bridgford)

Everyone to do with health including a wide array of non-NHS partnerships:

- 5 General Practices – central [WB]
- Borough Council
- Community pharmacies
- Community services (e.g. district nurses)
- Mental health team
- Voluntary services
- Strong patient involvement

New GP contract encourages joint working around our ‘neighbourhoods’ – both across WB, across Rushcliffe, and across South Notts



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# Context

- COVID – the illness itself and our ability to provide services
- Huge increase in demand – mental health (anxiety) in particular
- Ageing demographic
- Increasing population
- Hospitals discharging early / long waits for outpatients / reduced core services
- Workforce – GPs and practice nurses
- Increase in cost of living

So we need to thrive by adapting our health service and developing more self / community care options





# What have we been doing?

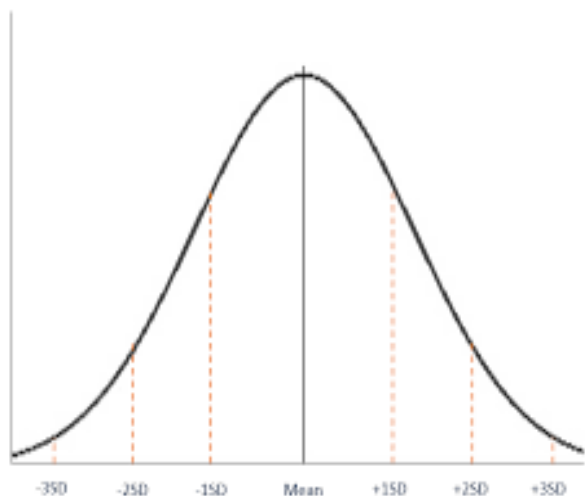
St. George's Medical Practice (13,500 patients) March 22

- Total number of Dr appointments – **4,214 (1,900 in person)**
- Total number of Nurse appointments – **1,135**
- Total number of Healthcare assistant & blood appointments – **770**
- Total number of Physio & Pharmacy appointments – **143**
- Total number of incoming phone calls – **17,922** (equivalent to every patient ringing every 3 weeks!)



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## One take home message – walk everywhere



Mortality in people in the top quarter of the distribution of daily steps was around half that of people in the lowest quarter.

Aim:

Under 60s – 10,000 steps/day

Over 60s – 8000

<https://www.thelancet.com/journals/lanpub/article/PIIS2468-2667%2821%2900302-9/fulltext>



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## Physical activity for adults and older adults



# Suzy Lyon

## Managing Director, PartnersHealth



# What is PartnersHealth?

- GP Federation
- Umbrella organisation for all 11 Rushcliffe General Practices
- 3 objectives:
  - General Practice Resilience
  - Provider offer
  - Place in the system – Primary Care Network (PCN)/South Notts Place based Partnership (PBP)
- Build capacity to enable General Practice to participate in wider discussions

# What is Rushcliffe Primary Care Network (PCN)?

- PH has a 5 year contract for the GP PCN services contract
- Key aspects 2019:
  - Workload issues / workforce shortage
  - Patients' access to care outside of core hours
  - Digital ways to access services
  - Recruit/deliver brand new services – PCN specifications
- Requirements
  - Named Clinical Director / Network Agreement
- PCN ambition

*“play a critical role in shaping & supporting [Notts] Integrated Care System and dissolving the historic divide between primary & community medical services”*



# What has Rushcliffe PCN achieved?

- Better patient care access – 65 hours a week in additional to core surgery hours
  - GP/Nurse/Health Care Assistant appointments
  - Blood Bikes support
- Covid-19 vaccinations
  - Ongoing challenge to core delivery
  - 21,558 vaccinations: 1,062 care homes, 734 housebound
  - 88.4% Rushcliffe residents booster dose
  - Evergreen offer / Spring boosters in 2022
  - Collaboration
  - Volunteers



# What else have we achieved?

- Additional roles:
  - 15 Clinical Pharmacists & Pharmacy Technicians
  - 6.25 First Contact Physiotherapists
  - 9.6 whole time equivalent (wte) Social Prescribers
  - 6.5 wte Care Homes Team (nurses/Occupational Therapy/dietician/care coordinators)
- What does this mean for West Bridgford/Rushcliffe patients?
  - Over 60,000 patient contacts delivered by the new teams in 21/22
  - Expansion of general practice offer to patients – support for GPs
  - Greater opportunity to connect patients with key partner organisations – PCN/Rushcliffe Borough Council funded post focusing on population health management





Rushcliffe  
Borough Council



# Rushcliffe Borough Council

## Rushcliffe Borough Councils Role in Supporting Health

### Dave Banks

Dave Banks Director of Neighbourhoods, Deputy Chief Executive -  
Rushcliffe Borough Council



**RUSHCLIFFE - GREAT PLACE • GREAT LIFESTYLE • GREAT SPORT**





<https://youtu.be/BcWnQIBTpAA>



# Rushcliffe Borough Council Corporate Priorities

## Four Council Priorities:

### Quality of Life

- Engaging with our residents to ensure they are involved in decisions that affect their quality of life and are also sufficiently informed to enable them contribute to the debate
- **Protecting our residents' health and facilitating healthier lifestyle choices**

### Efficient Services

- Reviewing service delivery models to ensure that residents are receiving consistently excellent services either delivered directly by the Council, or by our arm's length companies, or by private and public sector partners

### Sustainable Growth

- Delivering our Empty Homes Strategy which will prioritise action on long-term empty homes
- Ensuring our residents across the generations have the skills they need to succeed in the workplace
- Protecting the most vulnerable in our communities

### The Environment

- Reviewing our policies and ways of working to protect natural resources, and to implement environmentally beneficial infrastructure changes
- Encouraging developers to deliver carbon neutral homes
- Working to achieve a carbon neutral status for the Council's operations



# Health & Physical Activity

## Health Development

- Active Rushcliffe Action Plan
- Covid-19 Support: Household Support Grants & Community Support Hub
- Reach Rushcliffe Social Isolation Project
- Food Environment/ Insecurity
- Holiday Activities and Food Programme
- Social Prescribing links
- Supporting the PCN's key priorities
- Campaigns: Breastfeeding Friendly, Refill Rushcliffe, HOT
- Concessionary Leisure access for care leavers

## Sports Development

- Club & Coach Development
- Provision of grant support
- Place-based Physical Activity Work (Keyworth)
- FANS, Coach Scholarship etc
- Advice for sports facilities development
- Campaigns: Major sporting events







# Environment & Health

## Environment & Health

- Domestic energy efficiency programme (LAD2)
- Warm Homes on Prescription
- Food Safety
- Implementation of the Rushcliffe Nature Conservation Strategy and Nottinghamshire Biodiversity Action Plan
- Management of the 'Trees across Rushcliffe' project, including free tree schemes and Tree Wardens
- Pollution
- Rushcliffe Climate Change Strategy – Carbon Neutral
- Planning Policy and Development Control advice, training and consultation responses
- Licensing
- Housing & Grants
- Waste Management
- Housing Support and Development
- Disabled Facilities Grant





# Active Rushcliffe Health Partnership

**Comprised of key partners and organisations involved in health in Rushcliffe, the partnership has identified 5 priorities in which we consider will have the greatest impact on health and wellbeing:**

Increase year on year participation in physical activity and sport with a focus on the inactive

Contribute to a reduction in the prevalence of obesity with a focus on the food environment

Contribute to a reduction in substance misuse (alcohol & drugs), smoking, and the number of people exposed to smoke

Contribute to the improvement of mental wellbeing including dementia

Drive improvements in the wider determinants of health, tackling inequalities and enabling healthier environments.  
(Crosscutting)





# Key Service Delivery Partners

## Armed Forces Covenant

- Shared post with Charnwood and Melton
- Programme of community outreach and advocacy
- Employer Recognition Scheme Gold Award

## South Notts Community Safety Partnership

- Reducing crime and the fear of crime in neighbourhoods throughout South Nottinghamshire
- Local authorities, Nottinghamshire Fire & Rescue, Primary Care Trust, Nottinghamshire Probation Service
- Promoting Safer Communities, reducing the misuse of drugs and alcohol and the associated problems.

## Rushcliffe Community & Voluntary Service

- Delivery of volunteer centre
- South Notts Befriending Scheme



## Physical Activity Providers

Nottingham Rugby Club

- Community activities programme targeting health

Trent Bridge Community Trust

- Positive Futures programme (Healthy Hearts & Mental Health)
- YouNG programme
- Forget Me Notts
- Notts in Mind

## Rural Community Action Nottinghamshire

- Rural Officer post
- Co-ordination of annual Parish Forums and Parish Conference
- Funding advice and community support

# Explaining the expanded range of support now in West Bridgford Healthcare settings

**6.50-7.10**

Morgan Sharpe (Social Prescribing Link Workers team leader)

Harlene Kithoray (senior Clinical Practice Pharmacist)

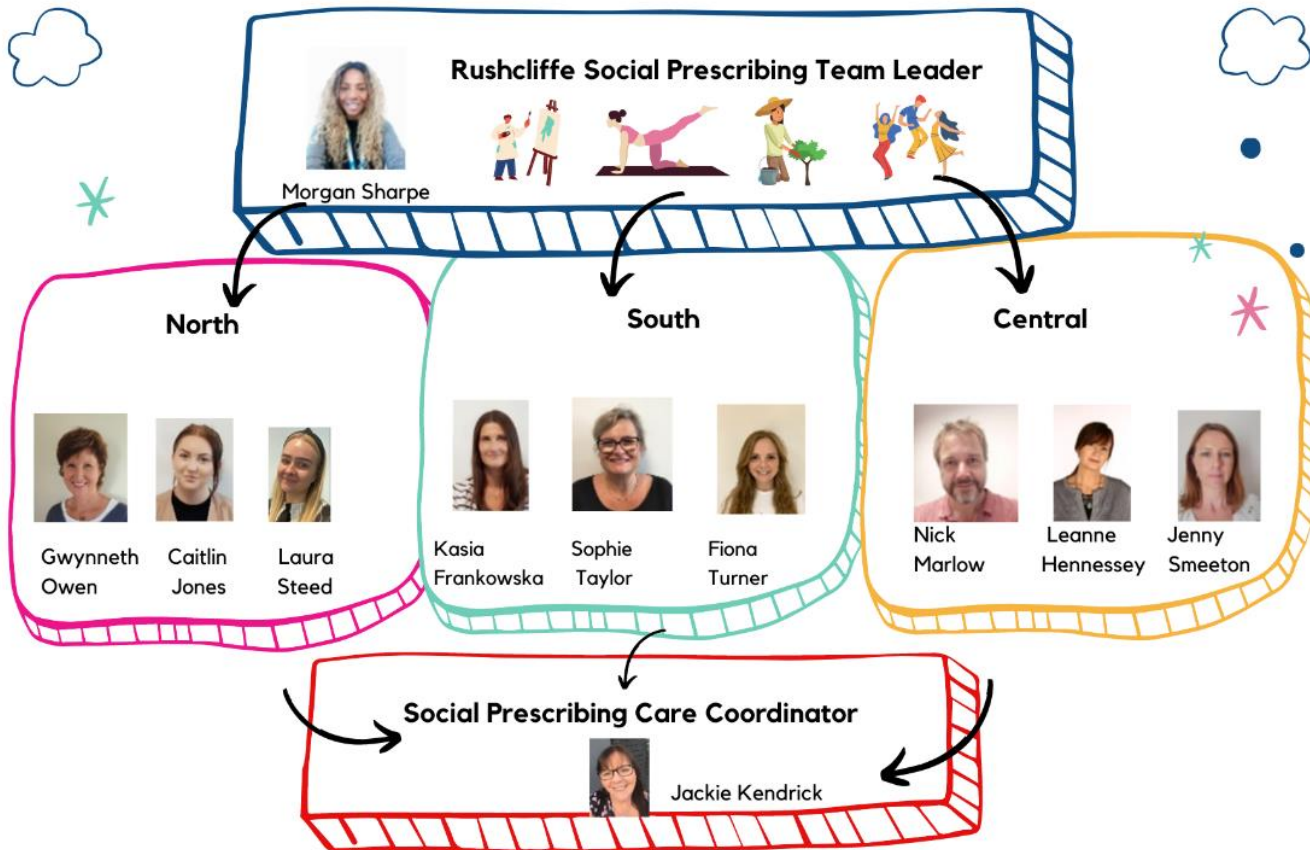
Rebecca Goodband (Care Homes team leader)

Matt Taylor (First contact Physiotherapy team leader)



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# Social Prescribing Team







# What do Social Prescribing link workers do?

- Work with people 1-2-1
- Give time - to tell their story
- Sign post to other agencies & services
- Health coaching approach based upon 4 pillars to health
- Reconnect people back into their communities
- Set up new groups

# Who do we work with?

Referrals are via the GP



**Social isolation and loneliness**

**Lifestyle changes – smoking cess, alcohol reduction, weight management**

**Frequent** attenders (GP and hospital)

**Poorly managed** long-term health **conditions - diabetes**

Mild-moderate mental health issues (e.g stress/anxiety/low mood)

Support with social welfare e,g housing, debt, benefits.





**Don't medicalise  
Socialise**



**What other options  
are available?**





## Three stylized leaves are arranged in a cluster. The top leaf is blue with a white outline and a few white spots. The bottom-left leaf is yellow with a green outline and a few green spots. The bottom-right leaf is green with a yellow outline and a few yellow spots. The leaves are set against a solid light green background.

A photograph of two young men laughing together outdoors. The man on the left is wearing a dark jacket over a plaid shirt and a white t-shirt. The man on the right is wearing a dark jacket over a plaid shirt and a white t-shirt. They are both smiling and laughing, with their heads tilted back. The background is a blurred outdoor setting with trees and buildings.



Open Minds is a wellbeing service for people with a learning, physical disability or mental ill health



"Come along to our Talk Chat and Café"



"I love the cooking session where we eat what we make and sit and relax - it's fun"

OUR GROUPS GET PEOPLE TOGETHER TO  
 LEARN NEW SKILLS, CREATE FRIENDSHIPS,  
 HAVE FUN AND ENJOY THEMSELVES

WE SUPPORT YOU TO FEEL CONNECTED TO A  
 WIDER WORLD AND YOUR LOCAL  
 COMMUNITY



"IT'S A BIT OF EXTRA SUPPORT  
 THAT MAKES A BIG DIFFERENCE"

Interested in finding out  
 more?

 07863 476430

 [info@openminds.org.uk](mailto:info@openminds.org.uk)

 [www.openminds.org.uk](http://www.openminds.org.uk)

 [openmindsindstingham](https://www.facebook.com/openmindsindstingham)

Reg. Charity No. 1073069

**TuVida**  **Nottinghamshire  
Carers Hub**

**FREE Respite Service for  
Nottinghamshire Carers**

If you have been unable to access or get breaks during the COVID crisis you may be eligible for up to 12 hours of respite over an 8 week period

**The Respite Service can provide an experienced care worker to sit with the person you care for whilst you:**

- Have some time away from home to re-charge your batteries
- Visit a friend
- Go for a walk or shopping

Available 7 days a week 7am–10pm (no night sits)  
Contact Nottinghamshire Carers Hub to find out if you are eligible:

0115 824 8824 / [nottinghamshirehub@tuvida.org](mailto:nottinghamshirehub@tuvida.org)

**NHS**  **Nottinghamshire  
County Council**

 **Rushcliffe Ramblers**  
www.rushclifferramblers.org

## SHORT HEALTH WALKS

### SHORT WALKS ON TUESDAYS

Start times are 10.30 and repeated 11.30  
Each walk is about 45 minutes  
Meeting place:  
Junction of Gresham Park Road and Wilford Lane (near the mini roundabout). Car parking is available in places on the Gresham Park Road.

*Please let us know if you are likely to come.*


**PLEASE CONTACT US TO –**

- Improve your health
- Relax
- Enjoy the company
- Add vitamin D!

**DO CONTACT US AND JOIN US –**

If you have any questions or concerns about the walks, please contact:  
Jeremy Pratt , Walk Leader  
0115 981 0420 or Mobile 0775 145 8041

Rushcliffe Ramblers full walk programme is available at  
[www.rushclifferramblers.org/walks/walks-programme](http://www.rushclifferramblers.org/walks/walks-programme)




**WE KNOW COVID-19 HAS HAD AN IMPACT ON EMPLOYMENT IN OUR LOCAL COMMUNITIES. INSPIRE LEARNING IS HERE TO SUPPORT YOU.**


If you're unemployed or looking for work, our **WAY2WORK** team can provide you with:

- Careers or career change advice
- Tips on writing or updating your CV
- Job application advice and help with application forms
- Work preparation and interview skills support
- Advice on self-employment
- Volunteering, work placements and apprenticeships
- Information on courses and learning and skills opportunities
- Qualifications in Maths, English and IT


**WAY2WORK** can even help you with the costs of starting a new job\*  
\*needs assessed




European Union  
European Social Fund



way2work  
Inspire Learning  
Inspire Learning  
Inspire Learning



WAY2  
WORK



Inspire  
Learning





April 2021

**RUDDINGTON ALLOTMENT PROJECTS**

Benefits of community growing on mental health and wellbeing.

Community gardening promotes community empowerment and "offers a learning environment that goes beyond the skills associated with horticulture to include individual health, self and community wellbeing and democratic citizenship."

Just 30 minutes of gardening a week has a beneficial effect on mental health.

Research shows that nature calms the body, lowers blood pressure, cholesterol and has many more benefits.

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## Paradise allotment project

### Rushcliffe Health and Wellbeing Award 2021



# Population health management (PHM)

**PHM Calendar** --- NHS Calendar, RBC Calendar coordinate public health messages through our links to community groups on social media, PPG's to services that we are in partnership with and screens in GP surgeries.

**PHM INTERVENTION CALENDAR**

SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY
<p><b>Target Area:</b> Target Area 1: 10-15% of the population with high risk of cardiovascular disease.</p> <p><b>Intervention:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p> <p><b>Outcome:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p>	<p><b>Target Area:</b> Target Area 2: 10-15% of the population with high risk of cardiovascular disease.</p> <p><b>Intervention:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p> <p><b>Outcome:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p>	<p><b>Target Area:</b> Target Area 3: 10-15% of the population with high risk of cardiovascular disease.</p> <p><b>Intervention:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p> <p><b>Outcome:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p>	<p><b>Target Area:</b> Target Area 4: 10-15% of the population with high risk of cardiovascular disease.</p> <p><b>Intervention:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p> <p><b>Outcome:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p>	<p><b>Target Area:</b> Target Area 5: 10-15% of the population with high risk of cardiovascular disease.</p> <p><b>Intervention:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p> <p><b>Outcome:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p>	<p><b>Target Area:</b> Target Area 6: 10-15% of the population with high risk of cardiovascular disease.</p> <p><b>Intervention:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p> <p><b>Outcome:</b> High risk of cardiovascular disease. High risk of cardiovascular disease. High risk of cardiovascular disease.</p>

## Active Practice Charter

Interventions to Increase wellbeing & PA GP teams their communities



## Green Impact for Health, RCGP

This free online toolkit lists over 100 actions that can improve the environmental sustainability and quality of any general practice.

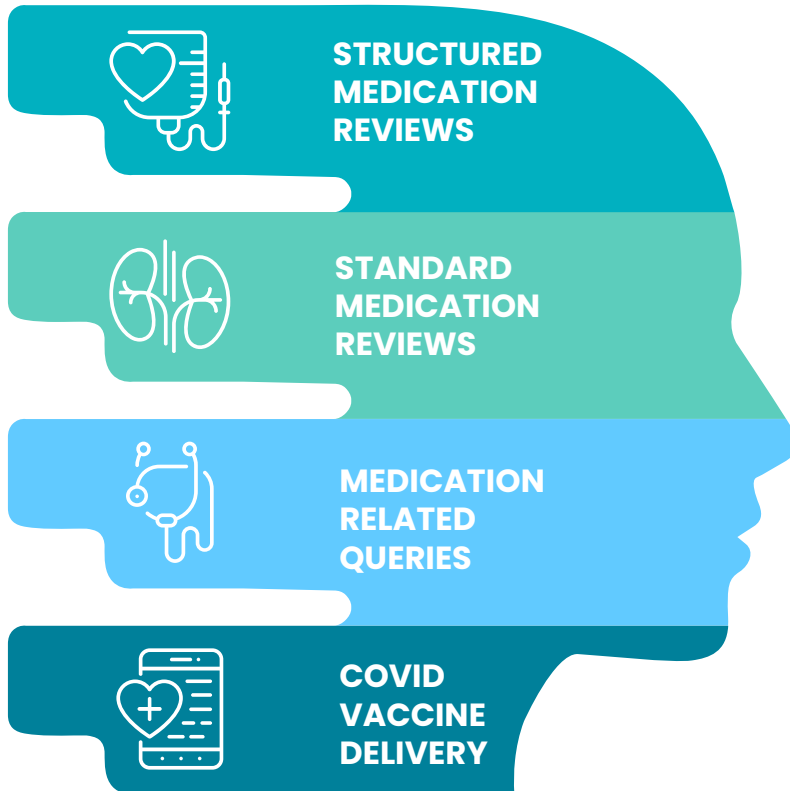


# THE PHARMACY TEAM





# OUR ROLE



-  **STAFF TRAINING**
-  **HYPERTENSION, ASTHMA & MINOR AILMENT CLINICS**
-  **AUDIT & QUALITY IMPROVEMENT**
-  **PROCESSING DISCHARGE SUMMARIES & HOSPITAL LETTERS**

# 2021-22 ACHIEVEMENTS

**4,500 STANDARD  
MEDICATION REVIEWS**



**15,500 PRESCRIPTIONS  
ASSESSED & SIGNED**



**100s OF STRUCTURED  
MEDICATION REVIEWS**



**1000s OF COVID  
VACCINES DELIVERED**



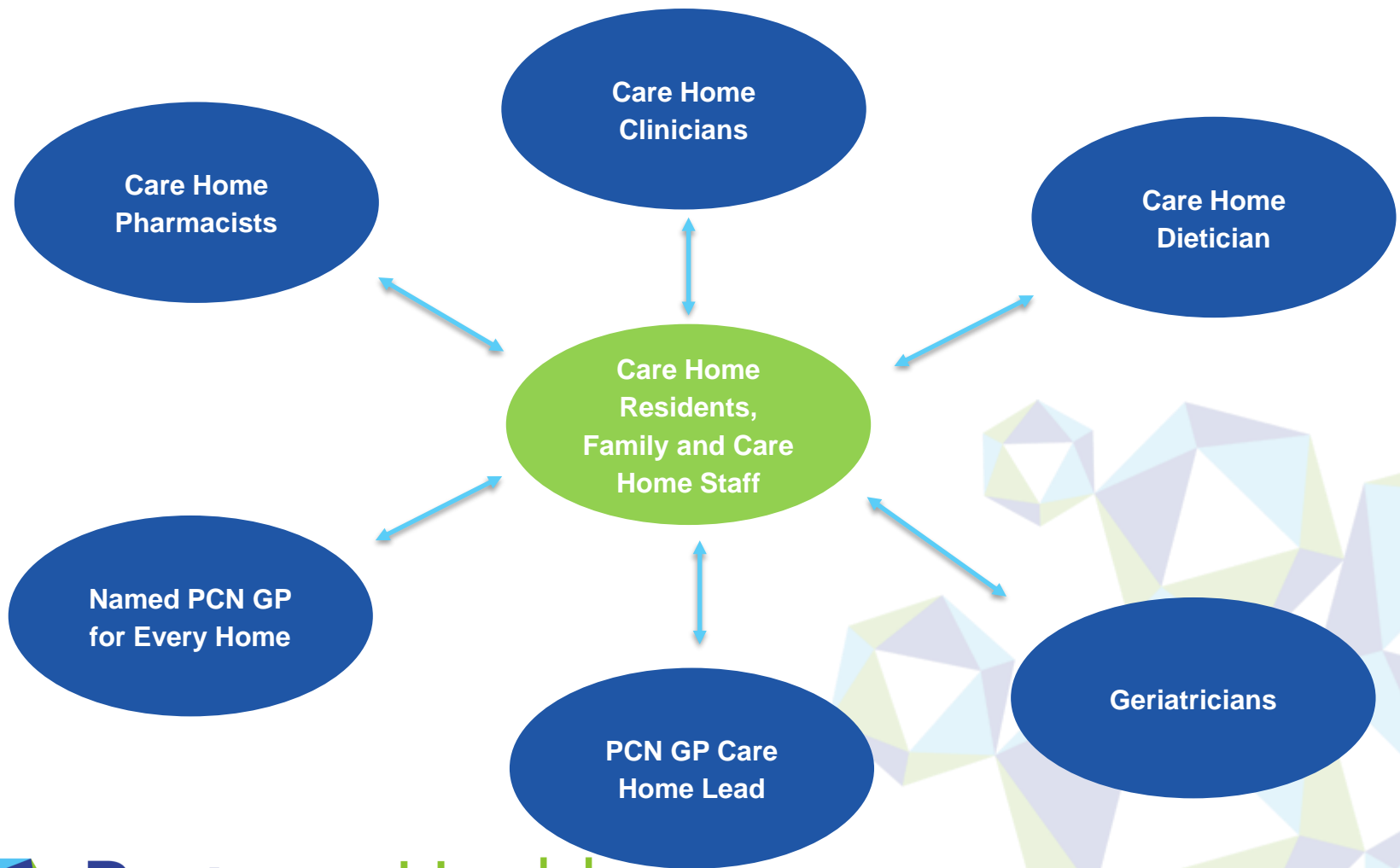
**33,000 CLINICAL  
INTERVENTIONS**

# Rushcliffe PCN Care Homes Team



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# Rushcliffe PCN Care Homes Team



# Enhanced Health In Care Homes

Comprehensive  
Geriatric  
Assessment

Structured  
Medication  
Review

Personalised  
Care and  
Support Plan

Advanced and  
Emergency Care  
Planning-  
ReSPECT

Twice Monthly  
Geriatrician MDT

Onward referrals  
to community  
physical health  
services

Onward  
Referrals to  
community  
mental health  
services

Onward  
Referrals to  
Voluntary  
Services

Links with  
specialist  
services in  
primary and  
secondary care



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# First Contact Practitioners

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# Meet the Team

- Matt Taylor – Clinical Director at Response physio Ltd
- Richard Kendall – Regional and FCP Manager
- Holly Clarke - Clinical Lead for the FCP service
- Melanie Thomas – Operations Manager
- Currently a team of 10 FCPs within Nottingham.



EXPERT PERSONALISED CONVENIENT

# What is a First Contact Practitioner?

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First Contact Practitioners (FCP's) are experienced Physiotherapists that have advanced skills to enable them to diagnose and recommend appropriate management of musculoskeletal conditions.

The FCP's can provide services such as:

- General advice and exercises
- Referral on for imaging,
- Refer for further physiotherapy, advanced assessments or to secondary care
- Aid in providing appropriate pain management.



# Who can see a FCP?

Anyone who has a musculoskeletal complaint can be booked in with the First Contact Practitioner (FCP) team as the first point of contact via the medical practice reception team.

## What conditions can they see?

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis – any joint
- Problems with muscle ligaments, tendons or bone e.g tennis elbow, carpal tunnel syndrome, ankle sprains etc
- Spinal pain including lower-back pain and neck pain
- Spinal related pain in arms or legs

# Why see a FCP

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First Contact Practitioners are based within primary care at local medical practices.

Most of the appointments provided by the first contact practitioners will be face to face but on some occasions, where more appropriate, a remote consultation can be given.

Seeing a First Contact Practitioner at the first point of contact, enables patients to get more specialized care quicker.

This in turn has shown to reduce unnecessary referrals for imaging, medication and to secondary care.

# Panel Q&A session: Closer working across Health & Care – our vision

**7.10-7.40**

- David Banks – Deputy CEO Rushcliffe Borough Council
- Carolyn Perry – CEO Rushcliffe Community Voluntary Services
- Dr Matt Jelpke – GP and PCN Clinical Director
- Dr Joanna Levene – lead for Mental Health services, Rushcliffe



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# Facilitated table discussions

**7.40–8pm**

Discuss/provide written feedback to key questions

- 10 minutes to discuss the topic in general
- 10 minutes to write down the key points/questions raised by the group

**Leave your flipchart paper on your desk please!**



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THANK YOU!

And to all speakers,  
panellists, facilitators  
and stall holders and  
the organisers

FYI 30<sup>th</sup> June  
Future of Health in  
Rushcliffe event



# Staying engaged and involved in the Future of Healthcare in West Bridgford

## What's next after this event?

- Slides and a summary of questions will be accessible on PartnersHealth website (*you will be sent an email link*)
- Feedback and questions from table discussions will inform Rushcliffe PCN and West Bridgford practices' plans
- Provide us with consent to keep you updated about future events and opportunities to be involved – today is the start of a long term conversation
- **Join your GP practice's Patient Participation Group to get more involved on a regular basis**

# Market Place discussions at stalls/stands

## 8.10-8.45

Talk to a selection of local health and care providers to get your questions answered

*Patient Participation Groups*

*Digital Notts tech enabled care support*

*School health advisors*

*Diabetes patient support group &  
DESMOND*

*Libraries & health*

*Rushcliffe Borough Council Community  
engagement team*

*Rushcliffe Community Voluntary Services*

*Social Prescribing team*

*Practice Pharmacy team*

*Care Homes team*

*Physiotherapy team*

*Healthwatch Nottinghamshire*

*Mental Health IAPT teams*

*Tuvida Carers support*

*West Bridgford GP representatives*

*Your Health Your Way weight and  
smoking support*

*West Bridgford Children's Centre*

*Healthy Families team*

*The Friary*

*Memory Lane Café*

*Breathe Easy*

*Walking for Health*



# The Future of Healthcare in Rushcliffe

Are you registered with a Rushcliffe GP ? If so, you can find out how health and social care is changing.

**1pm** Registration

**1.30pm** Welcome and overview of health and care changes in Rushcliffe

**1.35pm** Explaining the expanded range of support now on offer

**2.15pm** Panel session and question and answer session: Closer working

across health and care – our vision

**2.45pm** Facilitated table discussions

**3.15pm** Next steps & staying engaged

**3.20pm** Market place discussions at stalls/stands

**4pm** Close

Rushcliffe  
Arena  
June 30, 2022  
1pm to 4pm

Visit [eventbrite.com](https://eventbrite.com) and search for Future of Health in Rushcliffe tickets



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Booking goes Live 9am 28<sup>th</sup> April