



# The Future of Healthcare in Rushcliffe

Paul Midgley, Chair  
Representing Rushcliffe GP  
Practices Patient Participation  
Groups (PPGs)



**Partners Health**  
STRONGER TOGETHER

# Aims

For local people registered with Rushcliffe 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 Rushcliffe residents

# Longer term goal

- Enhance health, wellbeing and resilience for individuals and local services
- Develop a shared vision for the future health of Rushcliffe 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



## 1.35 Overview of health & care changes in Rushcliffe

- Dr Matt Jelpke, David Banks, Carolyn Perry

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

- Gwynneth Owen & Sophie Taylor (Social Prescribing Link Workers), Rebecca Dobson (Clinical Pharmacist team leader), Rebecca Goodband (Care Homes team leader), Matt Taylor (First Contact Physiotherapy team leader)

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

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

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

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

**3.30-4.00 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.

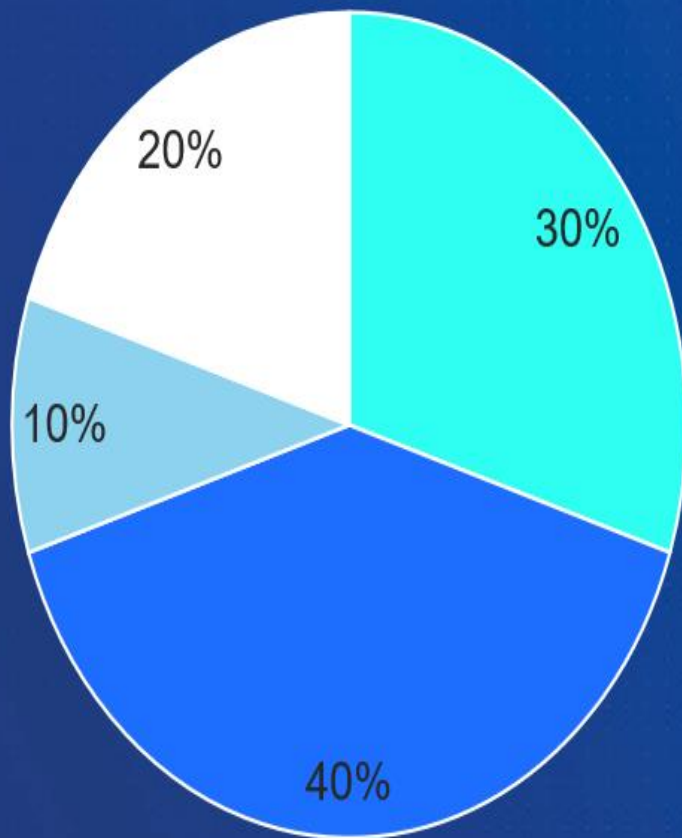
**3rd**

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**



## Overall health factors (modifiable health determinants)



■ health behaviors

■ social and economic factors

■ physical environment

■ clinical care

# Rushcliffe Primary Care Network

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

- 11 General Practices – Central [WB], North [Radcliffe, Belvoir HG, EB], South [VHG, Rudd, Orchard]
- 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' – across the 3 localities, across Rushcliffe, across South Notts 'Place', and Nottinghamshire 'System'



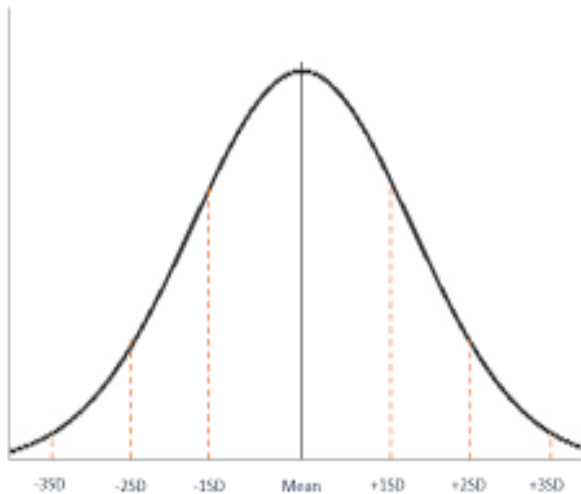
# Context

- 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



# 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

Benefits health	Reduces your chance of	Type II Diabetes	-40%
Improves sleep		Cardiovascular disease	-35%
Maintains healthy weight		Falls, depression etc.	-30%
Manages stress		Joint and back pain	-25%
Improves quality of life		Cancers (colon and breast)	-20%

Some is good, more is better

Make a start today: it's never too late

Every minute counts

## Be active

at least

# 150

minutes

moderate intensity per week

increased breathing able to talk

OR

or a combination of both

at least

# 75

minutes

vigorous intensity per week

breathing fast difficulty talking

*to keep muscles, bones and joints strong*

## Build strength

on at least **2** days a week

### Minimise sedentary time

Break up periods of inactivity

### Improve balance

For older adults, to reduce the chance of frailty and falls

2 days a week



# Partners Health

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# 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
- 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





# 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)



OFFICIAL

# Stronger Together - Supporting the Primary Care Network

Four key themes -

- 1) **Operational delivery** – Joint funded Health Development Officer role working directly on shared health priorities for Rushcliffe e.g. obesity, smoking, dementia etc
- 2) **Communication**
  - a) sharing key ‘health’ messages across our platforms e.g. social media, website, Rushcliffe Reports
  - b) Website connectivity to help residents better navigate health topics and who does what
- 3) **Creating more active health opportunities** – Enhancing Leisure provision i.e. New Bingham Arena, Rushcliffe Country Park development and other open spaces to encourage enhanced social prescribing
- 4) **Continue to tackle the wider determinants of health** e.g. air quality, private sector housing standards etc



# Rushcliffe Community & Voluntary Service





# What we do...

Local infrastructure organisation we provide:

- Volunteering brokerage across Rushcliffe & Broxtowe
- Infrastructure and Community Development support to VCS Groups
- Public & Patient Engagement
- Strategic work / collaborative working and ensuring that the sector is represented and heard



## What we do...

- Provide direct services across South Nottinghamshire to enable older and vulnerable people retain their independence:
  - Voluntary Transport in Gedling and Rushcliffe
  - South Nottinghamshire Befriending and One Step at a Time
  - Handy Housekeepers
- HMP Whatton Visitor Centre



# What we do...involving volunteers

Rushcliffe CVS involve over 200 volunteers in our services:

- Rushcliffe & Gedling Voluntary Transport Scheme
- South Notts Befriending
- Whatton Visitor Centre
- Office Volunteers





# Benefits of Volunteering

**We believe that volunteering has the potential to profoundly change lives and communities.**

Learn or develop a new skill

Feel part of the community

Motivation and sense of achievement

Employability

New interests and hobbies

Increased confidence and self esteem

Health Benefits



# Health Benefits of Volunteering

## **Volunteering has been shown to:**

- Decrease mortality;
- Improve self-rated health;
- Improve mental health, and life satisfaction
- Improve social support and interaction
- Improve healthy behaviours and the ability to cope with one's own illness





# Volunteering Benefits



Research shows that volunteers play an important role in improving people's experience of care, building stronger relationships between services and communities, supporting integrated care, improving public health and reducing health inequalities. – The Kings Fund

1.4 m  
NHS  
paid  
workforce

1.6m  
Social  
Care  
paid  
workforce

3m  
Volunteers

5m  
unpaid  
carers



# Celebrating the Voluntary & Community Sector: Strengths

- The sector is huge and diverse, provides a range of services support
- Strong connection with, and ability to reach in our communities
  - Makes communities stronger; Builds social capital
- Ability to identify and meet community need, and changing needs
- Fill gaps that cannot be effectively delivered by the public sector

**#NeverMoreNeeded**





# Celebrating the Voluntary & Community Sector: Strengths

- Provides essential support to the most vulnerable in society
- Central to the health and well being of communities and residents
- Contributes to the success of Social Prescribing



**#NeverMoreNeeded**





# Celebrating the Voluntary & Community Sector: Challenges

## **Funding**

- Sector needs to be resourced appropriately and proportionally
- Often short term and time limited
- High demand on funding sources / grants – greater competition

## **Volunteers / Volunteering**

- Loss of volunteers during lockdown – older /retired
- There will be a continuing demand for volunteers
  - Continuing demand from the sector for volunteers to lead organisations and support their beneficiaries



# Celebrating the Voluntary & Community Sector:

## Infrastructure / Community Development Support to the VCS

- To rebuild resilience of the sector
- Enhance existing VCS services and new services – increasing impact
- Support to access funding
- Build confidence and capacity to receive social prescriptions





# Voluntary & Community Sector Community Development Support

# **#NeverMoreNeeded**

# The expanded range of support in Rushcliffe Healthcare settings

**2-2.20**

Gwynneth Owen & Sophie Taylor (Social Prescribing Link Workers team leader)

Rebecca Dobson (Clinical Pharmacist team leader)

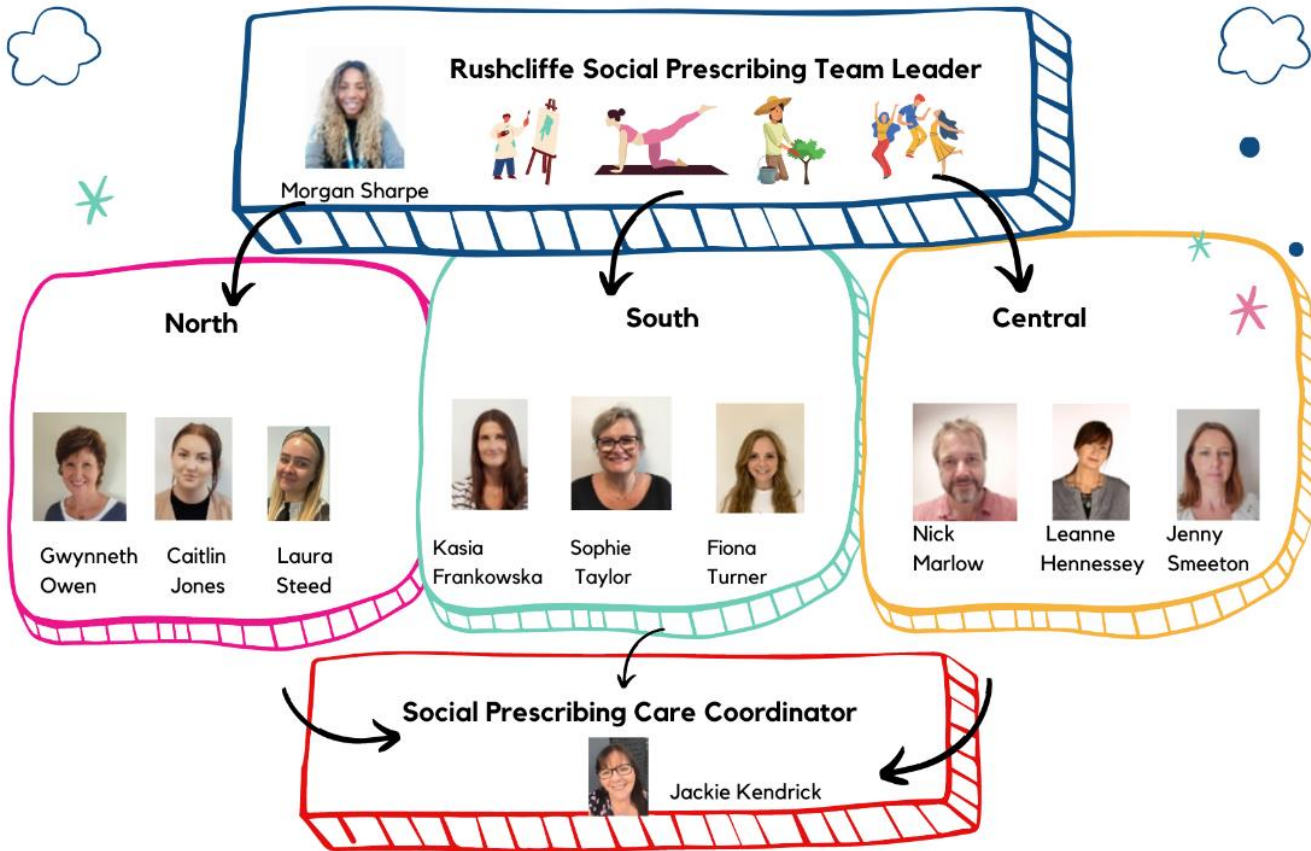
Rebecca Goodband (Care Homes team leader)

Holly Clarke (First Contact Physiotherapist)



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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?**





**Mental Health Peer Support Group**

Information, advice and peer support for people who are experiencing mental health difficulties.

This group is FREE and facilitated by **POHWER** volunteers.

**When?** 2:30 – 3:30pm, Thursday  
30 September, 28 October, 25 November.

Booking not required. Just come along\*

**Location:**  
Rivergreen Methodist Hub,  
Rivergreen,  
Clifton W511 8AJ

\*but if you are able let us know you are coming, we would be grateful as spaces are limited - our contact details are below.

Tel: 0300 030 0093  
Email: [Y.YouChoice@pohwer.net](mailto:Y.YouChoice@pohwer.net)  
Web: [www.pohwer.net/rothingham](http://www.pohwer.net/rothingham)



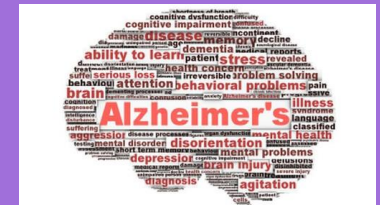

## Social Group

## Mindfulness workshop /

## Housebound Benefits support service

## Anxiety Workshop

## Bereavement group



## Population Health Management

## Allotment & green space projects

## Community Engagement Groups

## Dementia Action Group



# Paradise allotment project

## Rushcliffe Health and Wellbeing Award 2021

April 2021

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### 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.

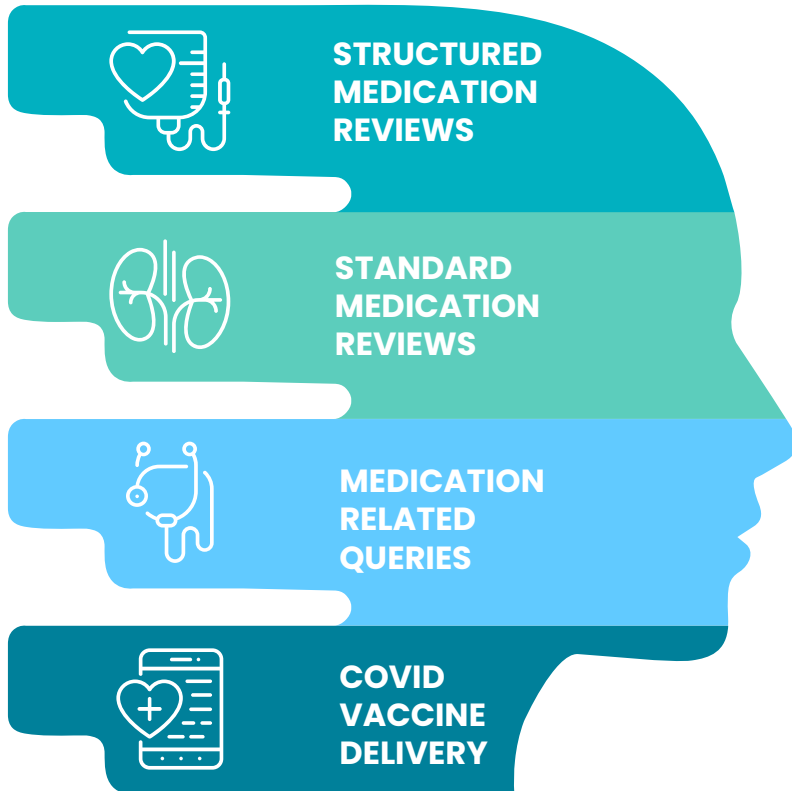




# THE PHARMACY TEAM



# 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**

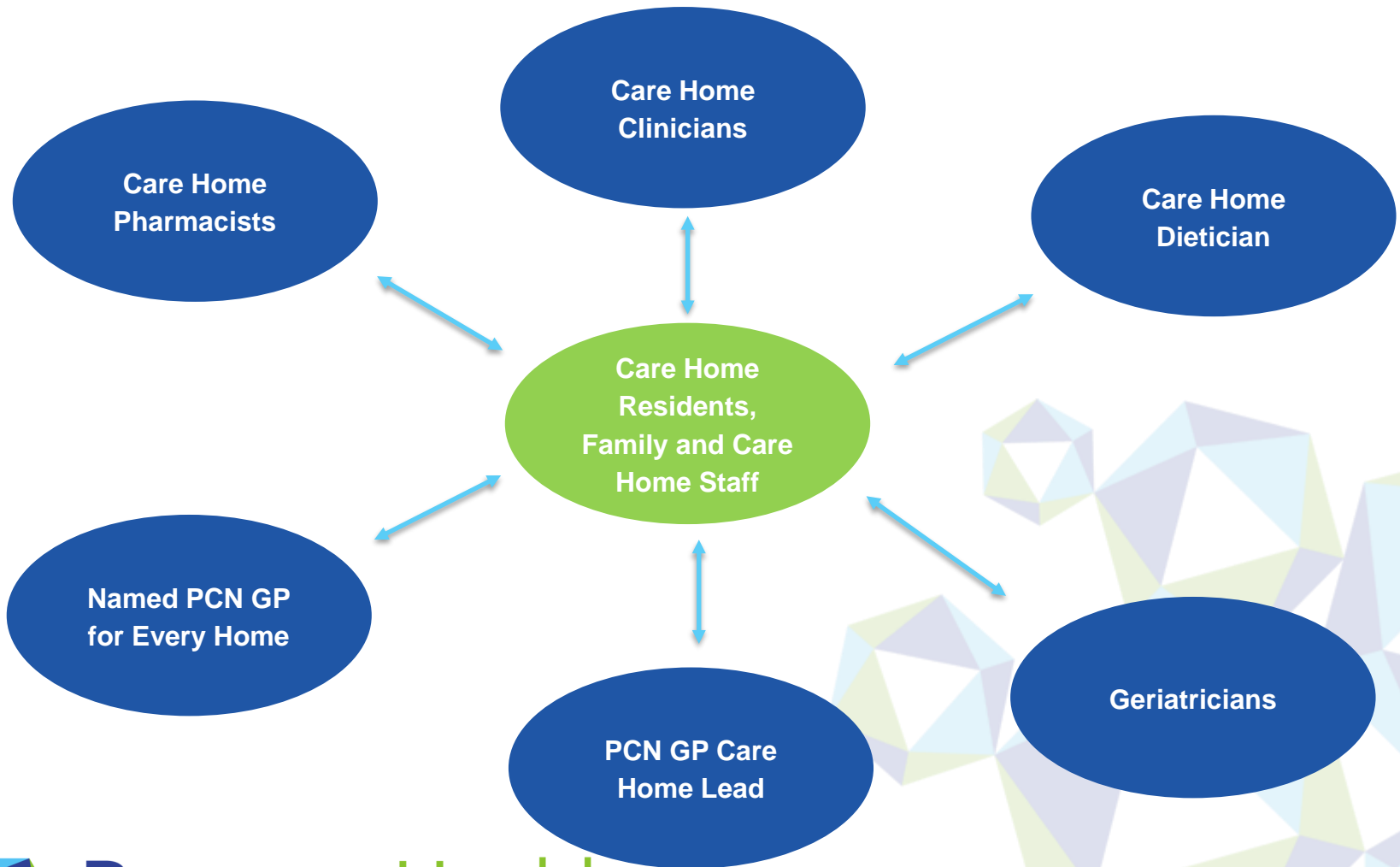


**33,000 CLINICAL  
INTERVENTIONS**

# Rushcliffe PCN Care Homes Team



# 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





# 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

**RESPONSE**  
PHYSIO & SPORTS THERAPY

# 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

## 2.20-2.50

- 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



# Facilitated table discussions

**2.50–3.25pm**

Discuss/provide written feedback to key questions

- 15 minutes to discuss the topic in general
- 10 minutes to write down the key points/questions raised by the group
- 1 minute per table to feedback one key point

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



# What next?

- 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
- Look out for a Survey Monkey email asking for your view on the event – please respond!
- Slides and a summary of questions will be accessible on PartnersHealth website (*you will be sent an email link*)



# Staying engaged and involved in the Future of Healthcare in Rushcliffe

- **Join your GP practice's Patient Participation Group to get more involved on a regular basis – complete one of the slips on your table and leave it on the table and we'll collect it immediately**
- Your feedback will inform the Rushcliffe PCN strategy for 2023 onwards
- We'll post '*you said, we did*' responses on West Bridgford Wire and other local news channels
- *And look out for more local events.....coming soon to your locality*





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THANK YOU!

And to all speakers,  
panellists, facilitators,  
stall holders and the  
CCG organisers  
Richard, Lisa and  
Natalie 😊

# Market Place discussions at stalls/stands

## 3.30-4.00

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*

*Community Pharmacy*

*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*



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