

Frimley Health and Care



Newsletter - Issue 6

A year in review, by Sir Andrew Morris

2018 was another positive year for health and social care across the Frimley Health and Care Integrated Care System.

We continued to make the most of the opportunity to reshape the way that local people can stay well, access care and treatment, and remain out of hospital with the right help and support that they need. Staff from across all of our partners are having a real impact on how we commission and deliver services differently and are embracing new ways of working that benefit our residents, patients and staff alike.

Frimley Health and Care remains at the forefront of health and care changes across the country and has been successful in the first wave of reaching Integrated Care System status.

We are now moving towards becoming self-assuring, where we are given the space to challenge ourselves as partners to deliver on our commitments, with less involvement from NHS England. Working together to support itself and can channel resources to where they will make the most impact, focusing on outcomes for people and not organisational targets.

We have to ensure we have strong financial management and are well placed to embrace this with our collaborative relationships, understanding, and a single operating plan to align our organisational ambitions. The system has benefitted from additional national investment to ensure we continue to deliver services in new ways and at pace, and we have a number of some exciting projects moving forward that will challenge us to think afresh about how we support local people to live well and stay well.

As ever there is still lots of work to do, and as I move into my role as a non-executive director of NHS Improvement I look forward to seeing you all make 2019 another strong year. It has been a pleasure to lead the Frimley Health and Care ICS, working together with organisations across health, care and voluntary sector organisations to make a real impact in supporting people to stay well, get the right treatment in the best place for them, and to remain in their own homes as long as possible.

Going forward I am confident that the system has effective leadership and relationships which will continue to drive innovative sustainable services fit for the future.

After a great deal of thought I concluded that I should step down from the lead role following a long association with the patch. It has been a real privilege to work with the dedicated workforce and passionate local communities. I hope I can use these experiences to play a positive part in shaping national policy for the NHS, and am delighted to be working with NHS Improvement to help ensure that the integration of health and care services is at the heart of national thinking and development.

Work is ongoing to find a new lead for the system and an announcement will be made in the new year. I wish you all a very happy Christmas and best wishes for the future.



Sir Andrew speaking with NHS England Chief Executive Simon Stevens (right) at Aldershot Centre for Health in 2017

A banner for NHS Help Us Help You. The left panel shows a hand holding a teacup with the text 'Popping round for a cup of tea could really help an isolated older person'. The middle panel has the text 'HELP US HELP YOU STAY WELL THIS WINTER'. The right panel has the text 'The right medical attention when you urgently need it' and 'CALL 111'. The NHS logo is in the top right of the right panel.

Digital leadership all on the same Wavelength

Technology is not just an essential tool for today's health and care services, it is shaping the services of tomorrow.

The Frimley Health and Care ICS has committed itself to harnessing the benefits of digital technology, launching Wavelength to develop the leadership required to do this.

Wavelength brings together clinical, operational and IT staff from across the ICS to support them to break down barriers both inside and between organisations, to explore possibilities for improving the health and care delivered to communities by aligning digital strategies, developing a network of role models and investing in people.

The end result is intended to be closer partnership working on digital matters, a network of technology role models that spans the ICS, and a professional digital culture across the system.

Recruits were selected following applications from across the ICS' partner organisations to take part in the course, which focuses on leadership development, on learning through experience - with support from local corporate, community and academic organisations - on building a digital community and on mentoring and coaching.

Programme Director Sharon Boundy said: "I'm utterly inspired by the conversations that have been sparked and I'm really pleased at how it's going.

"This is a great opportunity to work in partnership with healthcare and digital leaders in the way we transform and provide healthcare to residents, and as we move into working more as an Integrated Care System we need to be in a space where all of our leaders take responsibility for thinking: 'How can we do this digitally?'"



'Wavelengthers' at the programme's launch event at Microsoft's UK headquarters

Four-pronged approach to tackling respiratory conditions

The ICS is committed to improving access to high quality services for everybody living in the system and is working to ensure that treatments for respiratory conditions reflect this.

There are four priorities within the respiratory work programme:

- Ensuring early and accurate diagnosis of patients with respiratory diseases - including ensuring clinicians are fully trained and qualified to carry out diagnosis correctly.
- Use the pulmonary rehabilitation service to offer support to patients with Chronic Obstructive Pulmonary Disease (COPD). Service delivered by the Adult Integrated Respiratory Service, BOC and Virgin Care.
- Ensure best clinical practice is delivered to patients i.e. anybody admitted to hospital with a lung condition is reviewed within 24 hours and receives a discharge bundle.
- Avoiding hospital admissions. By working with existing service providers to treat patients' health and social care needs and using consultant-led clinics in primary care, patients can be supported before they become unwell.

The National Service for Health Improvement (NSHI) has been commissioned to provide a COPD review service across the Frimley Health and Care Integrated Care System. This service will provide expertise in assessing, diagnosing, treating and reviewing patients with COPD or asthma.

As of November 2018, 37 GP practices had signed up for the service and delivered 100 clinics for patients. We are actively seeking more GP practices to sign up to this approach.

Accurate diagnosis of COPD has risen from 71% to 80%, with a patient self-management plan provided to people who have been through the service. Uncertain diagnoses have dropped from 24% to 14%.