

# Primary Care Network Plan

## Aldershot

### Clinical Lead and contact details:

*Dr Karen Robinson*

[krobinson1@nhs.net](mailto:krobinson1@nhs.net)

### Author and contact details:

*Dr Karen Robinson/Dr N Hughes*

[krobinson1@nhs.net](mailto:krobinson1@nhs.net)

Date: October 1<sup>st</sup>2018

Version: 1.2

## Contents

### Section 1 Overview

Network Overview.....	3
Maturity Matrix Summary.....	4
Priority Changes .....	5

### Section 2 Narrative on Maturity Matrix Pillars

Building the vision.....	8
Integrated Working.....	14
Targeting Care.....	31
Managing Resources.....	38
Empowering Primary Care.....	44

### Section 3 System Support

Network development needs.....	45
ICS support required.....	48

Appendix A: Frimley ICS Network Maturity Matrix.....	49
Appendix B: Network Action Plan.....	50

## Section 1: Overview

### Purpose

- The purpose of this section is to provide basic details on your network, where the network is currently against each of the 5 pillars and an overall summary assessment, plus the network's level of ambition by the end of March 2019
- Following the submission of the plans a peer review process will be organised for networks to share their plans and ambitions.
- This section also provides a summary of the top 5-8 changes that general practice is committing to delivering by the end of March 2019 including 3 areas where a clinical variation in outcomes or access will be targeted.
- Detailed action plans should be included in Appendix B.

### 1.1 Network Members

Please list the practices within your network and the number of patients on each of their lists with a population total for the network.

Practice Name	Patient Numbers (Q1 Raw list size)
The Cambridge Practice	23006
The Border Practice	9106
Princes Garden Surgery	8900
The Wellington Practice	3266
<b>Total Number of patients in Aldershot network</b>	<b>44728</b>

### 1.2 Maturity Matrix Summary

Please rate your current and planned position on the maturity matrix on a scale of 1 to 3 (see Appendix A) against each of the pillars and provide and rating of your overall position across all 5 areas.

## Aldershot Network Plan

Pillar	Baseline Maturity (now)	Maturity Ambition (end March 2019)
Right Scale	2	2 (3 for everything apart from estates)
Integrated Working	2	3
Targeting Care	0	2
Managing Resources	1	2
Empowered Primary Care	1	3
Overall position assessment	6	12

### 1.3 Priority Change Areas (5-8)

Please confirm the three key areas where you are planning to deliver some reduction in variation across the network in access or clinical outcomes **before the end of March** (more detail in Targeting Care narrative section ...). Remember to think about aligning with national/ICS priority areas and work that is already in existing plans.

Please confirm 2-5 other key focus areas for your network for delivery **before the end of March**.

The aim of this section is to see at a glance what is most important for your network and where you have buy-in from your practices to make a difference. The description should be outcome focused and measurable by the end of March we will deliver “x” quality improvements for our patients and/or staff.

The purpose of limiting to 5-8 is to give focus for the remainder of this year. Delivery of these priorities may have a number of actions (see Appendix B) and it is expected that the plan will have additional priorities (additional to the 5-8) that will start this year but will not deliver tangible improvements until after the end of March.

Priority Change Area	Description	Rationale for Choice	Measure (How will you know you've made a difference)
Reducing variation 1.	Learning Disability health checks – wide variation across networks –	Identified as wide clinical variation – this group of patients often not well	LD health check figures – easy to count target is at least 75%

## Aldershot Network Plan

	either support practices to be able to provide service or set up a network clinic.	provided for – achievable within next six months.	
Reducing variation 2.	Atrial fibrillation – wide variation in both identification and optimal treatment of AF.	Significant variation in care between practices identified- important/ common condition - adequately treating patients with AF prevents stroke – fits in with existing cardiovascular CCG project - achievable within the next six months.	Clinical staff will keep record – figures collated by Salus ICT admin staff how many cases of AF identified
Reducing variation 3.	Falls – ensure all ICT and home visiting patients are receiving optimal falls advice/intervention	Rushmoor identified as an outlier for falls causing injury and fracture Important cause of morbidity, loss of independence and hospital admission. ICT team has existing expertise - achievable in the next six months.	Record of fall interventions both by ICT staff and Hampshire Fire Service.
Priority 4	Maintain and develop existing paramedic workforce. Increasing the resilience of the service to allow time for staff training/CPD whilst at the same time being able to maintain a good level of service delivery especially over the winter months.	New models of care – if we had to give everything back apart from one service; practices would probably elect to keep the paramedic home-visiting service. It provides a great service for patients; it has really helped to unload GP's and has shown a demonstrable benefit to the local health system.	This service has already been closely evaluated and this should continue. Regular meetings with and review of staff job satisfaction/need for development. Wessex Academic Health Science Network has evaluated via detailed interview – could be repeated. Practice satisfaction survey has been done – can be repeated.

## Aldershot Network Plan

			On-going monthly CCG metrics re emergency admissions – under continual review.
Priority 5	Maintain and develop existing Clinical Pharmacist workforce with particular reference to enhancing the impact on practices and providing useful input into our Integrated Care Teams.	NHSE pilot 1 <sup>st</sup> wave pharmacists – 2 years into the scheme – Mandatory training and Independent prescriber courses complete – increasing cost to practices – need to really start to prove the model. Huge need for medication review/rationalisation medication particularly for our population living with frailty – polypharmacy evidence-based cause of morbidity/hospital admission.	Continual evaluation already underway – regular data collection for NHSE and Federation collecting data to measure impact on general practice – not a simple measure of numbers of patients that would otherwise have seen another clinician within the practice but also are there quality of life benefits for GP's and improved safety for patients?
Priority 6 (optional)	Integrated Care teams (ICT's) a work in progress – developing and building on what we already have. Over the next six months we need to improve practice engagement with the ICT's – the message has to be that this work is good for patients and can mean less work for GP's (handing over complexity). We need to implement existing on-going plans for frailty, introduce	Much work has gone into ICT's over the last couple of years, it has felt like an uphill struggle at times – we firmly believe that the Coordination/management of ICT's is best placed done from within primary care and feel that we are finally starting to prove the point with other providers – need to really maintain the momentum.	Continue with present on-going evaluation. Use of R outcomes to measure patient satisfaction with the service. Continue present contract review process with CCG. Continual review of on-going monthly evaluation metrics – are we keeping people out of hospital?

## Aldershot Network Plan

	<p>new staff, increase GP and pharmacist clinical input into the ICT's. Start to use the long-awaited risk stratification (IPA) tool – choose patient groups to target and design effective interventions.</p>		
Priority 7 (optional)	<p>Develop Health Coach model which started in February 2018 with biggest focus on obesity as primary prevention of many long-term conditions and secondary prevention for those patients who already have long term conditions.</p>	<p>Increasing rates of obesity in Aldershot from children to adults. R-Outcomes feedback already showing success in Health confidence, Personal wellbeing and Self-care scores in comparing those starting the 12w programme to their score on completing the 12w or less time if less time was needed to achieve the 2 goals set by the patient themselves. The largest improvements was for 'I manage my weight well' followed closely by 'I manage my diet well' and 'I manage my physical activity well'.</p>	<p>Continue with present on-going evaluation. Use of R outcomes to measure patient satisfaction with the service.</p>
Priority 8 (optional)	<p>Back office services – further develop services for practices to add to GP resilience/sustainability and help to make general practice feel better. Can we start to help with CQC?</p>	<p>Some work already underway but now Federation has achieved a certain critical mass really should be accelerating progress.</p>	<p>Feedback from practices.</p>

## Section 2: Narrative Section (Maturity Matrix Pillars)

### Purpose

- The purpose of this section is to describe for each of the 5 pillars the network's current arrangements, its future aspirations and how these have been developed and agreed. Your narrative needs to align with your maturity summary on page 5.
- Each pillar includes a question to be answered and some guidance on what should be covered.
- The detailed actions of how the network plans get from its current position to its future position should be detailed in Appendix B. Please ensure there is a read through from this section to Appendix B i.e. if there is a planned change in section 2 there is a subsequent action (s) in Appendix B.

### 2.1 Scale: Building the Vision

**How will network governance, decision making, communication and engagement work now and into the future?**

## Aldershot Network Plan

**2.1.1 Governance and decision making:** *Aim: Clear processes in place to make **collective decisions** and the nature of the relationships between network members understood by all.*

- Is there a mechanism for collective agreements to be made within the network already in place? Please describe briefly and attach any relevant documents if available.

One of the first tasks on setting up the Salus Medical Services GP Federation was to try and fully understand the problems facing our constituent practices. Salus were tasked by our local Vanguard program to ‘take the temperature’ of local general practice. During three months of the winter of 2015/16 Salus visited all 23 practices within our CCG area, listened to their problems, asked them to fill in a questionnaire and presented them with some solutions all of which involved working at scale across practices. Salus then presented their responses back to the practices during a large engagement event sharing a platform with Dr Nigel Watson (LMC Chair) and Prof Sam Everington (Tower Hamlets CCG chair). Local problems largely mirrored the national picture. 80% of local GP's felt that general practice had to change and had to change significantly, a similar proportion were happy to be represented by a GP Federation.

We have been holding Aldershot Network (Aldershot Locality) meetings intermittently over the past two years. Unfortunately we have not had clear clinical leadership. Dr Karen Robinson, GP Partner at The Cambridge Practice, was appointed Aldershot Network Lead in July 2018. The 4 Aldershot practices met at the end of August 2018 to understand the need for an Aldershot network plan and the benefits this would bring to reducing variation both within our network and between our network and other networks within the ICS. We agreed on a new model of Aldershot network meetings. We have set a calendar of monthly meeting dates pre-planned for the next 12 months to include 2 lunchtime meetings followed by an evening meeting on a repeating cycle and rotation of days in the week. This pattern was a compromise to accommodate preferences of times and days for the meetings. Organising meetings for 12m in advance means that more health care professionals and managers from the 4 practices will be able to attend. In order to reach out to and engage all members of the Aldershot network, the invites to meetings have been sent directly to all GPs (partners and salaried drs) and practice managers. We have asked the practices to ensure that at least one GP and one practice manager/senior member of staff attend all meetings; ideally to have at least 1 GP Partner and 1 salaried GP plus the practice

## Aldershot Network Plan

manager present with as many other GPs and allied health care professionals attending as possible within the confines of daily practice duties.

The meetings are arranged by Salus who provide admin support. The meetings are chaired by the Aldershot Network Lead.

**See Appendix C**

- What is the current form of the (business) relationship between network members /are there any written agreements in place?

Relationships between the four practices within the Aldershot Network work on an informal basis. Our collaborative working relationships are all under the umbrella of the local GP federation Salus Medical Services and all local practices are shareholders in Salus.

**See Appendix D**

Salus holds an annual AGM for shareholder practices and invites colleagues from NEHF CCG and other local provider organisations.

**See Appendix E**

- To what extent does the network lead currently have a mandate to represent the voice of practices within its geography?

The Aldershot Network Lead has confirmed a mandate during our August and September 2018 Aldershot network meetings at which all practices were represented.

- Do you envisage the governance, decision making and business relationships between network members to have changed by March 2019 and how?

Our new model of pre-planned monthly Aldershot network meetings with rotation of days and lunchtime, evening together with direct invitations being sent to all GPs and practice managers should result in a more cohesive structure to enable decision making

## Aldershot Network Plan

and stronger business relationships by March 2019. We also intend to have a secure digital site where all members of the Aldershot network can communicate between meetings with their thoughts and ideas and can contribute agenda items even if they are unable to attend a network meeting.

### **2.1.2 Practice communication and engagement: Aim: *Two way communication process in place. Network plan is owned and developed by all practice staff.***

- Please describe how your engagement process with practices is going to work. Are there any existing forums that you are going to use/new structures being put in place?

One of the problems with meetings is that it tends to be GP partners and practice managers who attend. We need to try and engage more widely with practices including with practice admin staff and particularly with practice nurses and some of our younger GP's who rarely seem to attend meetings.

We also intend to have a secure digital site where all members of the Aldershot network can communicate between meetings with their thoughts and ideas and can contribute agenda items even if they are unable to attend a network meeting.

Salus has just produced the first of what will be a regular 'ICS Newsletter'. Practice managers will be asked to circulate this as widely as possible.

#### **See Appendix E**

- How do you currently engage with the wider primary care/community team e.g. community matrons etc?

Salus circulates a monthly newsletter to colleagues in other organisations already and this will now include a regular ICS update slot.

## Aldershot Network Plan

Salus ICT and management staff have been active participants in regular organisational development (OD) days for the Integrated Care Team staff in each locality (network). These OD days have been running regularly every couple of months for nearly two years. Salus presented the Vanguard Locality plan to the ICT staff members at an OD day. It is envisaged that the OD days will continue certainly until the end of 2018/19 and probably beyond this. Joint OD days for ICT team members in the Aldershot, Farnborough and Fleet networks are planned for November 2018 and January 2019. We will present our Aldershot network plan to the teams in November and provide an update on progress in January.

There will be an ICT System leaders OD day in October and this will be another opportunity to discuss the network plans with senior colleagues from other provider organisations.

Salus has recently submitted a business case to provide a Locality Access Point (local single point of access) in Aldershot, Farnborough and Fleet. The business case has been approved and funding agreed by North East Hampshire and Farnham CCG. Implementing the plan will involve meeting with colleagues from social care, community services and mental health and these meetings will be on-going over the next few months.

- **What is your thinking about how you will ensure that practices and your wider community team are appropriately involved/sighted on your network plan, agree with your vision for the future and this will help you deliver the changes required?**

See above. We are finalising the draft of the network plan following 27<sup>th</sup> September Aldershot Network meeting and after peer review will circulate via email to all members of the network.

- **How will you manage ongoing communication with member practices on the development and delivery of your network plan?**

See above

## Aldershot Network Plan

**2.1.3** Population communication and engagement: *Aim: Two-way communication in place. Local population is engaged and sighted on key changes planned in general practice.*

- Please describe your key mechanisms for engaging with your local population currently? E.g. PPGs, CCG/locality events
- Are there any plans to change the means that this engagement takes place with the emergence of networks e.g. network wide PPG?

We will hold an engagement event and invite members of all PPG's across Fleet, Farnborough and Aldershot networks – this will work well if co-produced with colleagues from NEHF CCG communications team. As part of our local Vanguard program, 80 community ambassadors representing different patient groups were appointed, we would include them in this engagement event. We will use social media, text messaging and paper forms in waiting rooms to invite our community to the engagement events and use monkey survey for online contributions.

- How has the network engaged with its population on the development of this plan to date?

In so far as this plan is a continuation of work already undertaken during our local Vanguard program see above.

The extended access engagement evaluation has provided us with some important messages particularly regarding introducing a clinical skill mix into local general practice.

- What were the key messages from your population and how have these shaped your plan? Note: Previous engagement activities can inform this plan.

**2.1.4** Population and general practice benefits of networks: *Aim: Clear articulation of network benefits for general practice and local populations*

## Aldershot Network Plan

- Please describe the local benefits that you have identified of networks for general practice (including staff), your local communities and the wider system (other providers, the ICS system)

Salus aims to have high quality services for patients but at the same time making general practice feel better for those of us working within it. We also aspire to achieve better health for our local population, better healthcare for our patients and to achieve this at a reasonable cost to the local health system. The problems faced by general practice are well documented for example,

([https://www.kingsfund.org.uk/sites/default/files/field\\_publication\\_file/Understanding-GP-pressure-Kings-Fund-May-2016.pdf](https://www.kingsfund.org.uk/sites/default/files/field_publication_file/Understanding-GP-pressure-Kings-Fund-May-2016.pdf)).

This has been confirmed by engagement work with local practices done by Salus and more recently by NEHF CCG.

To summarise – workload, workforce including recruitment and retention, demographic changes, the increasing intensity of GP work and not enough time to spend with patients with complex needs. Working at scale via networks has enabled Salus to employ a wider range of staff to meet the needs of our patients and help lessen the strain on local general practices. The development of network ICT's has allowed us to start to provide improved/joined up care for our patients and help general practice hand over/cope with complexity. These changes to the way we work have been evaluated closely and the benefit to patients and the local health system have been demonstrated. Funding for these services for the first year came from our local Happy Healthy at Home Vanguard program but these services are now commissioned by North East Hampshire and Farnham CCG (NEHF CCG).

### See Appendix F

Further details of our new network service delivery models can be seen below in Section 2.2

## 2.2 Integrated Working

### What at scale care (service) delivery models are in place now or that you aim to develop as part of this plan?

- 2.2.1** What “at scale” service delivery models are network members collaborating on **now** & a brief description of each? Available documents can be attached and referenced with a brief description. This is so we can evidence progress already made.

## Aldershot Network Plan

### Paramedic Home Visiting Service

We have two paramedic practitioners working across the four Aldershot practices. They provide home visits for patients in hours. All visits are triaged by GP's and the paramedics have full access to the patients' full GP (EMIS) record via laptop computers. Once the visit is completed the paramedics have quick access to practice GP's to discuss diagnosis, management and arrange treatment. The service combines the very thorough assessment skills of paramedics with the clinical knowledge and risk management skills of experienced GP's. The service has been hugely successful with good feedback from patients and very grateful GP's.

See **Appendix H** – a presentation prepared by the paramedics themselves which explains the service including the important liaison work they do with colleagues in the ambulance service and results of a practice satisfaction survey.

See **Appendix I** – what do the paramedic's think of the new role?

### Musculo-skeletal (MSK) Assessment Service

In the summer of 2016, a pilot was run in one of the Farnborough practices to evaluate the viability of using physiotherapists from first appointment onwards to assess and treat patients with musculoskeletal problems.

The pilot:

- Provided a high-quality service for patients;
- Delivered this at a reasonable cost;
- Saved money on referrals to the existing physiotherapy service, and secondary care orthopaedics (the service more than paid for itself).

Because of this NEHF CCG agreed to fund a service for all NEHF practices, the service is delivered by some of our existing AQP Physiotherapy providers and the contract has been managed by Salus.

## Aldershot Network Plan

The service is staffed by highly qualified extended scope practitioners. Across Aldershot, there are 8 clinics a week – each clinic lasts 4 hours, appointment lengths are 15 minutes. Patients can be booked directly into the clinics following signposting by practice reception staff. Signposting training is provided by Salus. Waiting times are short generally only 2-3 days, the clinic is an assessment clinic with a strong emphasis on giving patients the tools to deal with their own problem e.g. advice on exercise/rehab. Over 50% of patients are dealt with in one appointment. The practitioners can also refer on to existing physiotherapy treatment services, perform joint injections, request further investigations or refer to secondary care (rarely).

We know that up to 20% of GP appointments are for MSK problems; this service has proved very popular with patients and has really helped to reduce the load on GPs. It is a high-quality cost-effective service which also reduces demands on secondary care.

### Clinical Pharmacists in General Practice

Salus employs 6 clinical pharmacists working across practices within NEHF; 3 of the four Aldershot practices have a clinical pharmacist working within their practice with the hours roughly proportionate to list size. The pharmacists were part of an NHSE first wave pilot and four of them have now completed their mandatory training and qualified as independent prescribers. The service is subsidised (60%, 40%, 20%) over the first three years with practices funding the shortfall. The pharmacists perform a range of tasks within practice to some extent according to the needs of the practice:

- Prescribing administration
- Medication enquiries
- Liaison with community pharmacy
- Medication reviews
- Chronic Disease management
  - Vitamin D
  - Lipid lowering
  - Hypertension
  - COPD

## Aldershot Network Plan

- Asthma
- Diabetes

### Enhanced Integrated Care

Aldershot now has an established integrated care team (ICT) with local general practice at its centre. The GP Federation has the contract for co-ordinating integrated care in Farnborough, Fleet and Aldershot. Staff are employed by Salus with the Associate Director of Nursing providing clinical leadership.

ICT staff employed by Salus:

**ICT manager** – operational manager working across 3 ICT's (Farnborough, Aldershot and Fleet).

**Senior (Band 7 Community nursing experience) nurse** – leads the clinical team, undertakes complex assessments of patients with complex needs, goes into Frimley Park hospital to facilitate discharge planning, liaison with community nurses, social care and other agencies, liaison with GP practices, leads the weekly MDT meeting in each of the 3 localities.

**Band 6 nurse with community experience** – new post – to support senior nurse with above.

**Band 5 clinical associates x3** planned 2 members of staff in post one with a community nursing background and one with a social care background. Their main duties are to assess patients in their own home and then liaise with all the other agencies e.g. GP, community nurses, social care. We have a very open access policy for referrals into the ICT but at present the main sources of referrals are from general practice and the paramedics working for the home visiting service.

**Band 3 administrators x3** one per network – general admin duties maintaining a tracker for each patient on the ICT caseload – which records details of each patients' problems/needs and what actions are needed from the multi-disciplinary team that makes up the ICT's.

Salus have just been awarded a contract from NEHF CCG to provide a Network Access point service. The new service will provide a single point of access in for health and social care professionals in each of our three networks. Very importantly hospital clinicians will just need one email address/telephone number to arrange community services prior to a patient discharge from hospital.

## Aldershot Network Plan

There is a weekly multi-disciplinary team meeting held in each network – attendees:

Clinical Lead (Salus Medical Services) – Chairs meeting

- Full time (band 7) nurse (Salus Medical Services)
- Business manager (band 5) – shared with Aldershot Locality (Salus Medical Services)
- Clerical administrator (band 3) (Salus Medical Services)
- Community Matron (Frimley Health NHS Foundation Trust)
- Social services representative (Hampshire County Council)
- Mental Health Practitioner (Surrey and Borders Partnership Trust)
- Making Connections Coordinator (Social prescribing, Hart Voluntary Action)
- Allied health professional (Frimley Health)
- Community Nurse specialist (Frimley Health)
- Enhanced Recovery Service representative (Frimley Health)
- GP's from each practice – each practice is given a time for a weekly phone call during the MDT meeting.

This is an increasingly successful service. It means that the work of the Integrated Care Teams is organised and co-ordinated from within local general practice. In addition to administrative staff Salus has employed clinical staff. If a GP is concerned about a patient they can only ask for a home assessment from for example, a community nurse if the patient has established nursing needs. By having their own staff, if GP's, carers/patients' families, or other health and social care professionals are concerned, the patient can be quickly and comprehensively assessed. This means that we are working more proactively to ensure that local people are looked after in their own homes whenever possible.

When the service was first introduced some of our local GP's were worried that it would mean more work for hard pressed general practice, but this has not been the case. Instead of having to make several referrals to different agencies one simple referral to the ICT team who have full access to the patients' full GP record is all that is needed. Local GP's can 'hand over' the complexity.

**See Appendix H - an Independent Evaluation of the Aldershot ICT but please note the evaluation is now nearly a year out of date and the ICT has developed considerably since.**

# Aldershot Network Plan

## Extended Access

The Aldershot practices have been working together to provide extended access for patients for nearly a year now.

Extended Access hours are 6:30 to 8:00 pm weekday nights and 9am until 12pm on Saturday mornings. During these hours there is always one practice in Aldershot open providing a mixture of appointments – GP routine and on the day, Practice nurse appointments and health care assistant appointments. The service was co-designed with colleagues at NEHF CCG, other NEHF networks and our local out of hour's provider. On Sundays a service is provided by North Hampshire Urgent Care. During the design of the service we worked hard to understand the needs of our patients – see **Appendix F**.

Practices have access to patient GP records using a local Salus version of EMIS (IT system used by all practices).

## Health Coach pilot

We currently have one full time Health Coach who works within all the four Aldershot practices. This is a pilot which started in February 2018. The Health Coach service is a one-to-one patient focussed approach with support, guidance and education to help a patient achieve their goals for effective sustainable and lifestyle changes. It is a 12w programme. The Health Coach records R-outcomes data at the start of the first appointment and at completion of the 12w so that patients can see the impact of their goals on their physical health and wellbeing and to provide anonymised data to the Wessex AHSN who are analysing the data so that we can determine the benefits of the service. The service is available for anyone registered with an Aldershot GP if the patient and/or family members (including children) would benefit from weight loss, increased fitness and/or better nutrition and is not already being helped in these areas by another health care professional. The biggest focus is on reducing obesity as primary prevention of many long term conditions and secondary prevention for those patients who already have long term conditions. The Health Coach uses the technique of motivational interviewing which has resulted in several amazing anecdotal successes.

**See Appendix L for the Health Coach leaflet given to patients to explain the service.**

## Aldershot Network Plan

See Appendix M for the Salus newsletter that contains an introduction from the Health Coach with an anecdote of one of her success stories.

**2.2.2** What new “at scale” service delivery models are network members planning to develop as part of this plan. Please add a brief description of any, including planned benefits to patients, practices/staff, and ICS delivery. Benefits should link to where there are known local issues and/or variation in care. (NB National/ICS priority areas)

Rather than developing new ‘at scale’ delivery models we feel that we need to develop some of the existing service delivery models. We feel that in order to transform general practice a new workforce is essential.

### **Paramedic Home Visiting Service**

This service has been extremely successful with proven benefits for patients, local general practice and the local health system.

(See appendices G, H and I)

Salus has developed a paramedic workforce with over a years’ experience of working in general practice providing a home visiting service. We need to maintain and develop this very valuable workforce. Salus now employs eight paramedic practitioners and two paramedics. Recent recruitment experience has suggested that most of the paramedic practitioners wanting to come and work in general practice have already done so and the last two appointments have been paramedics with a view to training up to become practitioners over the next couple of years. We recognise the need to be involved in training to maintain and develop the workforce.

One of the paramedics is about to start a course at St George’s and a second paramedic will be looking to embark on similar course in six months’ time. This will involve them attending university for a day a week over the next 2 years.

Up until this year paramedics could not become independent prescribers but the necessary changes in legislation have now been made and from Autumn 2018 they will be able to embark on prescribing courses. We think it is best not to do this during the winter, but our plan would be for one paramedic from each of our four networks to begin an independent prescriber course from next April onwards. This will involve them being away from clinical duties for a day a week for six months. We will need to also arrange mentors

## Aldershot Network Plan

from amongst our local GP's. The role of GP mentors will need discussion between practices within networks, if we could all agree to take a fair share in accommodating and teaching the paramedics it would really promote the cause of working collaboratively to maintain and develop each networks workforce.

We will not be able to completely maintain our present service delivery and carry out the above training activity without employing more paramedics to backfill absence due to training. We would need to employ two more paramedics to cover for training absence, they would then of course embark on training themselves once others complete their courses.

Further enhancing our paramedic service and improving staffing ratios in some networks will be of great benefit to patients and will also help to reduce local variation in care.

### **Musculo-skeletal (MSK) Assessment Service**

This service had a difficult first few months. Salus chose our local acute trust as the provider for Aldershot, Farnborough and Fleet. Staffing difficulties were experienced, clinics cancelled at the last moment and a service which we felt was more aligned to a complex secondary care MSK setting. Since April 2018 Salus has appointed providers who have engaged with our general practice focused model of MSK assessment and this is now producing a reliable, successful service.

We need to maintain this service and have identified significant variation in uptake between different practices. We have discussed this with practice managers; practice engagement with the service and the ability of reception staff to signpost patients to the service is variable. There is some turnover of practice reception staff and a need for regular training opportunities to give them the skills and confidence they need to signpost patients into the service without needing to see a GP first. Respectfully asking patients why they need an appointment must become second nature if we are to successfully introduce a skill mix into general practice.

One would not normally think of this as part of a prevention strategy (an ICS national priority). However, many GP's would agree that it is important to not allow often self-limiting MSK conditions become chronic. Our approach in these clinics is early intervention with a positive, helping patients to help themselves approach. There is an evidence base for this, we have all seen how patients can easily become anxious, depressed and overwhelmed by their pain. Chronic back pain for example blights patients' lives and is a huge drain on system resource.

## Aldershot Network Plan

### Clinical Pharmacists in General Practice

Aldershot has two Salus Clinical Pharmacists working in 3 of the four practices. Most of the pharmacists are coming to the end of their first three years of the NHSE first wave pilot and from April 2019 onwards the full cost of the pharmacists will be borne by the practices. Recently there has been push back from some NEHF practices that the pharmacists are an expensive luxury that they cannot afford, and we have had to re-allocate to other practices. Our challenge to this view would be that they do increase capacity in general practice, the service is valued by patients and considerably increases patient safety; importantly in addition to this we feel that they really do unburden GP's i.e. there is a strong quality of life argument.

The recent national evaluation of Clinical Pharmacists is supportive of their role in general practice – 'The introduction of pharmacists has led to increased capacity in practices. Although the role requires financial commitment from practices, most GPs believe the role to be sustainable and most will keep the one they are working with after the funding expires'.

(<https://www.nottingham.ac.uk/pharmacy/research/divisions/pharmacy-practice-and-policy/research/cpigg.aspx>).

However, we need to increase their impact on practices. One of the difficulties has been that what the pharmacists can usefully do depends on the size of the practice and therefore the number of sessions they work. In a small practice with one clinical pharmacy session a week it is difficult to have much impact on repeat prescribing, whereas in a larger practice with three or more sessions a week they can really help with repeat prescribing/prescription administration. Practices also have very differing needs when it comes to chronic disease management. We have therefore made sure that our pharmacists are equipped with core chronic disease management skills (see above), our impression is that practices are still underutilising this aspect of their role.

Increasing impact and planning for development of the Clinical Pharmacist as the NHSE pilot come to an end will involve initially engaging with our local practices and the pharmacists' GP mentors. We will need to review progress so-far and understand future needs and expectations. Now the service is further developed there may also be a need for an education event for GP's and practice staff.

We feel that there is a really pressing need for clinical pharmacy input into our Integrated Care Teams and this is already happening in the Yateley network. Yateley have a pharmacist working within the ICT. We know that there is a strong link between polypharmacy and avoidable hospital admission (<https://www.pharmaceutical-journal.com/news-and-analysis/news/polypharmacy-linked-to-unplanned-hospital-admissions-for-people-with-fewer-conditions/11132980.article?firstPass=false>). Employing additional pharmacy time to work within the Aldershot ICT will

## Aldershot Network Plan

align well with the National ICS priority area of urgent and emergency care and help to reduce the local variation we are seeing in emergency hospital admissions.

We are increasingly interested in some of the work done by Primary Care Home practices to work with community pharmacies.  
<http://napc.co.uk/wp-content/uploads/2018/05/Community-pharmacy.pdf>.

The relationship between general practice and local community pharmacies is not always as functional as it could be. **Salus clinical pharmacists within Farnborough have set up a social media group for local practice pharmacists and community pharmacists.** The practice pharmacists have also taken on the role of liaison with community pharmacy enthusiastically. We now have improved working relationships and communication and it is time to start exploring the possibilities of building on this.

The first steps will involve meeting with community pharmacy colleagues and our local CCG medicines management team.

## Aldershot Network Plan

### Enhanced Integrated Care

Increasingly Salus ICT staff are working across the ICT's in three networks – Farnborough, Fleet and Aldershot. Initially our Enhanced ICT service was funded by one off funding from our local PACS Vanguard (Happy and Healthy at Home). This service is now commissioned by NEHF CCG with a contract in place for 2018/19. We are still not fully staffed to run the service and we are in the process of recruiting another band 3 administrator, a band 5 clinical associate and a band 6 community nurses. A new ICT manager has just joined the team and at the time of writing is completing her induction.

As the Farnborough and Aldershot ICT's have developed we have identified a need for a specialised drug and alcohol worker. Our ICT's deal with anyone with complex health and social care needs and this includes patients with mental health/substance misuse problems. We have just presented a business case to NEHF CCG for funding and it has been approved.

NEHF CCG working with local general practice, community providers and Frimley Park hospital have identified the need for Locality/network points of access. A particular need was to enable the hospital to easily contact and then navigate 'the community' including general practice when planning discharge from hospital. Salus have just been awarded the contract to provide this service across Farnborough, Fleet and Aldershot. (See [Appendix M](#)).

IT/IG has been a huge problem in the setting up of this service – Salus ICT staff have access to the patients full GP (EMIS) record but we still after over a year do not have full access to some community/hospital IT systems. This for example makes it difficult to ensure that the work of the community nursing teams and Salut ICT staff is not duplicated.

Frailty – we are about to start working with consultant colleagues from Frimley Park to try and introduce some elderly care consultant input into our ICT MDT meetings to advise on the care of some of our patients living with frailty.

It has been expected that using a risk management tool to start to work more proactively especially with patients who are not at immediate risk for hospital admission but may be in the next few months. A year ago, we did some work to look at the evidence base for case management, shared our thoughts with colleagues locally and in Slough and finally held a workshop with the participation of secondary care colleagues. (See [Appendix N](#)).

## Aldershot Network Plan

We have not been able to start this proactive work because of information governance problems with the use of the chosen risk stratification tool (IPA tool). We have been told that a solution is in sight.

Once we can use the tools we will need to finally decide on which patient groups we need to identify and what sensible achievable interventions may look like. We will need to discuss the effective use of a risk stratification with colleagues in other networks both locally and more widely and would value an ICS wide discussion of the evidence based use of risk stratification tools.

Going back to our initial 2016 practice engagement work there was very strong support amongst local GP's for integrated practice and community nursing teams. This was further confirmed by work done by the CCG in 2017 (See **Appendix O**). NEHF CCG are presently engaged in a consultation process for a new community services contract. This is some time in the future but our ambition is to be in a position to bid for this contract perhaps in a years' time and probably in partnership with another larger provider organisation.

### **Health Coaches in General Practice**

Obesity, diabetes and cardiovascular disease are the biggest health problems in Aldershot, directly linked to the high level of deprivation for both the indigenous population and to the relatively larger numbers of the elderly ex-Gurkha Nepalese community compared to other areas within the ICS (as the Gurkha regiment are based in Aldershot).

Our Health Coach is seeing pre-diabetics from the Nepalese community as many of them speak Hindi and she is fluent in English, Hindi (and French). There is currently no provision in the NDPP (NHS Diabetes Prevention Programme) for those Nepali pre-diabetic patients who do not understand/speak English. If we had more Health Coaches, they would be able to also provide this service for other pre-diabetics who cannot attend the 9m NDPP and for poorly controlled diabetics who would benefit from her technique of motivational interviewing. The Health Coach service benefits patients in particular reducing rates of obesity which will contribute to primary and secondary prevention of diabetes and cardiovascular disease. The service is increasingly recognised by GPs and nurses within practices as being of benefit, which is evidenced by her waiting list already into November in two of the four practices. Her role is complementary to that of the practice clinical team in that she sees patients who would not be receiving her input from another healthcare professional. One Health Coach spread over a population of 44,728 patients is not enough and as more data is gathered, I would like to see a larger team of 3-4 Health Coaches across the 4 Aldershot practices, and ultimately to be rolled out across the ICS.

## **Co-locating mental health therapists in Primary Care**

Co-location gives an opportunity for intervention at an early stage to help break a patient's poor physical and mental health from affecting each other and becoming a vicious cycle. Talk Plus has effectively worked in Yateley developing a model for patients diagnosed with COPD. Talk Plus therapists communicate with GPs and practice nurses when a patient is first referred to them and during treatment which supports shared decision-making. Having the therapists available in the patient's own surgery offers a broader range of services to both patients and to the primary healthcare team working and receiving self-referrals from patients and referrals from GPs, clinical pharmacists, practice nurses and HCAs in the same way as the Health Coach model. Co-location facilitates mutual learning for both mental and physical health care professionals working with a patient-centre approach to reduce inequalities between mental and physical health care in long term conditions and group sessions for courses such as Living with Pain, Insomnia, living with IBS which encourage self-care and self-management so reducing requests for medication and dependence on recurrent GP appointments for these common issues thus reducing primary care workload. We intend to start a similar programme in Aldershot.

**2.2.3 Where are these models in their development (an initial idea, designed and tested, fully embedded and benefits evidenced? Please share any documented evidence.**

See above.

**2.2.4 The footprint of these models (may be bigger than some of the smaller networks/in collaboration with other networks or may be structured at a sub-network level for some services) Please describe how you are going to deliver the right scale if not the existing network footprint.**

See summary table below.

**2.2.5 Please add any actions you need to take in Appendix B**

**Optional Summary Table (Detail of actions in Appendix B)**

## Aldershot Network Plan

Description of "at scale" service	Development Stage			Footprint	Benefits
	New-Idea	Current-Designed and tested	Current-Fully operational and benefits evidenced		
Paramedic Home visiting service working at scale across practices in five networks Farnborough, Fleet, Aldershot, Yateley.	Training Paramedic Practitioner Course for non-practitioners and prescribing courses for practitioners. Extra staff to cover working across networks whilst practitioners attend courses.	Home visiting service fully established.	Monday to Friday home visiting service in place and benefits evidenced.	Work across 4 NEHF networks to deliver the service	Timely visits for patients combine assessment skills of paramedics with knowledge and risk management skills of GPs. Has really helped to keep people in their own homes wherever, possible and safe. Service has really helped to unload local general practice. Vanguard metrics have shown reduced emergency admissions to hospital especially for ambulatory care sensitive admissions. Very valuable workforce and need to maintain and develop. As workforce so important Federation needs to be committed to training and developing staff however, need to maintain service delivery whilst clinicians take time out for training.
MSK Assessment Service	Hold regular practice staff training sessions.	MSK assessment clinics fully established.	Benefits evidenced, monthly figures collected and scrutinised and 2 monthly contract review meetings with providers.	Work across Farnborough Fleet and Aldershot	This service depends on practice reception staff having the training and the confidence to signpost patients into the service. Needs to become second nature for us to successfully introduce skill mixed teams into local general practice.
Clinical Pharmacists in General Practice	Engagement/Planning event with practices	Clinical pharmacists now fully established in practices	Benefits evidenced but push back re value for money/impact from practices	Work across all five NEHF networks	Increase impact on general practice – further increase capacity and patient safety

## Aldershot Network Plan

Clinical Pharmacists in General Practice	Clinical Pharmacy Input into ICT	Local model available and CCG doing similar work with pharmacist for nursing homes but no dedicated pharmacy input into ICT's.	Not yet fully designed and not locally evaluated but evidence base for reducing polypharmacy impacting patient well-being safety and rate of hospital admission good.	Work across three NEHF networks – Farnborough, Fleet and Aldershot ICT's	Improvement to patient safety and wellbeing – System benefit reduced hospital admissions/use of resources.
Working with community pharmacy	Develop Integrated working between local community pharmacies and local general practice	Not yet designed and not yet tested locally	Not yet designed and not yet tested locally but good examples from elsewhere in the country	Initially very local just within Farnborough but scaled up rapidly if working well	Possible more effective, safer chronic disease management benefiting patients, reducing GP workload and with system benefits via reduction of iatrogenic harm.
Enhanced Integrate Care team	Achieve full staffing as per original Vanguard locality plans	Enhanced ICT designed and tested	Fully operational and benefits evidenced but we have taken on staff as the workload has increased full staffing as per original vanguard network plans is now a pressing need and recruitment under way	Working across 3 networks Farnborough, Fleet and Aldershot	Co-ordinated integrated working between providers of out of hospital health and social care. Joined up sensible system for patients with easy access to full GP record. Easy access to patient centred care; looking after patients in their own homes whenever possible and safe. Unloading GP's by handing over the inter-agency complexity. System benefits from more effective use of community resources and reduced hospital admissions and lengths of stay.
Enhanced Integrate Care team	Drug and alcohol worker to work within ICT team	Not yet fully designed and not tested.	Recruitment process due to start	Work across Farnborough Aldershot initially because that is where we have identified most need but help and advice also available to Fleet and Yateley networks.	Substance misuse problems affect a wide range of patients – problem drinking is common, including amongst our frail elderly population it has a hugely negative effect on their health and wellbeing – harm reduction work amongst this group of patients could also unload general practice and secondary care.

## Aldershot Network Plan

Locality/Network Access Point	A single network point of Access to community services for health and social care professionals	Fully designed and approved not yet tested	Recruitment process underway and discussions re implementation with other stakeholders in progress	Across 3 networks Farnborough Fleet and Aldershot	A single conduit to facilitate the safe and efficient transfer of care by building on the relationships already established by the ICT in the local healthcare community Facilitates joined up care for patients and efficient and timely discharge from hospital, helps to reduce delayed transfers of care.
Fully inter-operational IT between at least the health provider members of the Integrated Health Team	Not a new idea but a source of considerable frustration	Systems fully designed and tested but access still a problem	Systems fully designed and tested but access still a problem	Across 4 networks Farnborough Fleet Aldershot Yateley	If we cannot see for example what the community nurses are doing very difficult to co-ordinate care and ensure that work is not duplicated.
Frailty workstream working with consultant colleagues from the Frimley park Frailty service	Monthly meeting and clinical discussion – to discuss patients living with frailty – elderly care consultant – network GP advisor to ICT and ICT members	Fully designed – model tested and helpful in Yateley network	Service about to start	Across 4 networks Farnborough Fleet Aldershot Yateley	Add the benefit of expert frailty advice to the care of patients on ICT caseload.
Use of Risk Stratification Tool to work more proactively within Integrated Care Teams	Start to use a risk stratification tool to work proactively to identify patients on the second tier of the Kaiser Pyramid and provide effective interventions to maintain patients' health, wellbeing and independence	Some preparatory work done on evidence base but not yet implemented and not tested PDSA likely to be important	Risk stratification tool shortly to become available benefits may take time to evidence – careful evaluation will be important	Use across 3 networks Farnborough Fleet and Aldershot	Maintain patients' health, wellbeing and independence. Action taken before the crisis happens and benefit the system by reducing social care need and emergency hospital admission.
Integrated Community and Practice Nursing Teams	Strong local support for developing integrated practice	CCG consultation exercise on going	Future ambition Be in a position to bid next year.	Across all 5 NEHF networks	Wide range of skills between both practice and community teams – pooling these skills so that we are

## Aldershot Network Plan

	and community nursing teams				putting the right clinician in front of the patient irrespective of whether at home or being seen in the practice would mean an efficient use of the workforce we have – good for patient and system benefits.
Health Coaches in General Practice	Employ more health coaches initially for Aldershot and as more evidence is gained, to roll out the model of health coaches working as part of a multidisciplinary team in General Practice.	1 Health Coach working across all 4 Aldershot practices in a Aldershot locality/network pilot which started in February 2018.	Currently in the evaluation stage being carried out by the Wessex AHSN using R-outcomes to measure patient satisfaction with and benefit from the service. GP practice questionnaire being designed to gain feedback from all members of our 4 practices, both clinical and non-clinical.	Work across Aldershot currently within GP practices.	Focus on primary and secondary prevention of long-term conditions will result in a healthier population in the short term, less pressure on primary and secondary care in the medium term and financial savings in the longer term.
Co-locating Mental health therapists in Primary care	Support Talk Plus in starting Co-located clinics in Aldershot GP practices		Has worked effectively in the Yateley locality.	Work across Aldershot within GP practices	Facilitates mutual learning for both mental and physical health care professionals working with a patient centred approach to reduce inequalities between mental and physical health and less pressure on primary care in the medium term and financial savings in the longer term.

## 2.3 Targeting Care

**How and where should variation in care and outcomes be reduced across the network and how can increased practice level engagement in the development of these network plans made delivery of improvements more likely.**

### 2.3.1 Network level “needs assessment” summary

Network to pull together in one document; (CCG staff likely to be able to help with this, particularly around data sourcing)

- A description of the population covered by the network and key features. This can use available intelligence e.g. JSNA, existing CCG or locality plans Local Health Profiles but should also be sense checked with practices and be informed by local knowledge.
- Summary of the key areas of health and wellbeing needs and areas of inequality
- How network working will improve understanding of needs of local population

### 2.3.2 Network level “clinical variation” summary

A description of areas where there is **variation in care, access to services and outcomes**. Again, there is a lot of information already available to support this analysis.

- Networks should consider variation in NHSE/ICS priority areas outcomes by populations groups/communities and practices: cancer, MH, urgent care (access to general practice, A&E attendances, emergency admissions, care home admissions etc) and children (including A&E usage)
- Areas of variation in **clinical practice or access** that could be reduced to improve outcomes and workload in general practice. (long list –may be more than 3)

Aldershot is a town in the [Rushmoor](#) district of Hampshire (which encompasses the communities of Aldershot and Farnborough) and is in the extreme northeast corner of the county with a population of around 45,000. Aldershot is known as the "Home of the British Army". The military base in Aldershot has meant that significant migration has occurred to this area. Within the area of the Frimley Health and Care ICS, 21 wards have been identified as being in the worst quintile (the worst 20%) for different health problems. Five

## Aldershot Network Plan

Aldershot wards are found in many of these lists. All these are directly related to income deprivation. The level of deprivation is indicated on a map showing the Index of Multiple Deprivation 2015 (IMD 2015).

- **Emergency admission for stroke** - North Town 109.4 (compared with Wrecclesham and Rowledge who have lowest rate at 47.9) - over a two-fold variation.
- **Emergency admissions - COPD** - Aldershot Park 197.8 is the worst in the whole ICS compared to Sunningdale 26.2 (in WAM). A seven-fold variation. Wellington is 110.9.
- **Incidence of lung cancer** - Aldershot Park 153.4, Wellington 151.6, Manor Park 117.6, Rowhill 117.2 compared with Farnham, Wrecclesham and Rowledge (29.7). A five-fold variation.
- **Under 75 deaths from circulatory disease** - Rowhill 132.6, North Town 127.9, Wellington 109.4, (compared with Farnham Bourne 26.3). A five-fold variation.
- **Disability-adjusted life years:** 37.2% of the total is due to 8 conditions: LBP and neck pain 8.8%; IHD 6.5%; skin and subcutaneous 4.1%; vision/hearing 3.9%; dementias 3.8%; CVD 3.7%; lung cancer 3.4%; COPD 3.0%
- **Limiting longer illness or disability:** Aldershot Park 18.5% is the worst, Rowhill 17.7% compared with Warfield Harvest Ride (BF) 5.7% A three-fold variation.
- **Emergency admissions for all causes:** Aldershot Park 128.2, Rowhill 114.4, North Town 114.0, Wellington 110.2 compared with Binfield/Warfiled (BF) 63.6. A two-fold variation.

Overall in the table of health inequalities across the ICS - Britwell and Northborough in Slough 1152.3 is the most challenged, Aldershot Park is the 5<sup>th</sup> most challenged ward 969.3, North Town 834.4 is the 12<sup>th</sup>, Rowhill 795.6 is the 15<sup>th</sup> compared to the wards least challenged across the whole ICS the least being Farnham Bourne 366.7, the 3<sup>rd</sup> least being Farnham, Wrecclesham and Rowledge 400.

Demographic data for Other Asian ethnicity, which includes Nepali residents is available for Rushmoor (Aldershot and Farnborough). People of Other Asian ethnicity made up 7.6% (n=7,107) of Rushmoor's population in 2011. 6.0% are aged between 65 and 84, a far lower proportion than for Hampshire or England overall. There is evidence that cardiovascular disease and diabetes affects Nepali residents at a younger age which may affect the age Nepali people start using local health services.

## Aldershot Network Plan

From its Joint Strategic Needs Assessment, the Hampshire Health and Wellbeing Board observes that psychiatric problems are the main disabling conditions for which people receive the Personal Independence Payment in Rushmoor and that mental health accounted for a greater proportion of payments than in England and Hampshire (2015 data). It also notes that the number of hospital admissions caused by self-harm amongst young people is significantly higher in Rushmoor than in England and the South East.

Public Health England observes that life expectancy is 6.3 years lower for men and 4.5 years lower for women in the most deprived areas of Rushmoor than in the least deprived areas. The level of deprivation is indicated on a map showing the Index of Multiple Deprivation 2015 (IMD 2015). The most deprived areas in Rushmoor are primarily within Aldershot. The numbers of obese children in Rushmoor (19%) is lower than national figures (19.8%) but significantly above the rest of Hampshire (16.5%)(2017 data). PHE observes the health areas significantly worse in Rushmoor than the England average is hospital stays for self-harm (2016/17 data), new Sexually transmitted infections (2016/17 data) and new cases of tuberculosis (2014-16 data).

The Hampshire Health and Well-Being Board highlights a problem with the rate of hip fractures and injury from falls in the over 65's. Rates of fracture and injury are increasing and they comment on a likely significant impact on individual mobility, quality of life and health care resources. Rates are significantly higher in Rushmoor than in England and the South East (700 over 65 hip fractures per 100,000 cf 580).

<https://www.rushmoor.gov.uk/CHttpHandler.ashx?id=18678&p=0>

If we look at NHS England Right Care data for North East Hampshire and Farnham a number of areas can be highlighted as priorities.

- Trauma and Injuries/MSK – injuries due to falls in over 65's and fractures in the over 80's.
- Lower GI cancer late diagnosis.
- Poor smoking quit rates when compared with other similar CCG areas.
- A high prevalence of Chronic Kidney Disease when compared with other similar CCG areas.
- A high rate of emergency admissions in over 65's with dementia when compared with other similar CCG areas.
- A lower proportion of patients with serious mental illness who have had their recommended health checks when compared with other similar CCG areas.
- We are currently not hitting the achievement target for dementia diagnosis – 63.4% against target of 66.7%

## Aldershot Network Plan

- We score poorly for early diagnosis of breast cancer when compared with other similar CCG areas.
- NHS England Right Care Commissioning for Value where to look pack:  
<https://www.england.nhs.uk/rightcare/wp-content/uploads/sites/40/2017/02/cfv-north-east-hampshire-and-farnham-jan17.pdf>
- Long term condition pack:  
<https://www.england.nhs.uk/rightcare/wp-content/uploads/sites/40/2016/08/cfv-north-east-hampshire-and-farnham-ltc.pdf>
- Cancer focus pack:  
<https://www.england.nhs.uk/rightcare/products/ccg-data-packs/focus-packs/focus-packs-for-cancer-mental-health-and-dementia-msk-and-trauma-may-2016/>
- Mental Health and Dementia pack:  
<https://www.england.nhs.uk/wp-content/uploads/2017/07/cfv-north-east-hampshire-and-farnham-mhidp.pdf>

Looking at our local CCG's performance pack we can see that we are not achieving the target for annual health checks for people on our practice learning disability registers. We can also see a wide variation in care just within the Aldershot network.

- CCG performance dashboard and IAF indicators  
<https://www.nhs.uk/service-search/performance/search>

If we look at Quality and Outcomes framework (QOF) data across the Frimley Health and Care STP (2016/17):

- Over a third of practices are significantly below the national figure for proportion of over 45 year old patients with a recorded blood pressure.
- Rushmoor also scores poorly compared with other local authority districts in the Frimley STP area for adults eating their '5 a day'.
- Rushmoor has the worst figures for overweight or obese adults (65.7%) compared with other local authority districts in the Frimley STP area

## Aldershot Network Plan

- There is a wide variation in the % of hypertension diagnosed as compared with expected prevalence amongst NEHF practices – highest 62.7% cf lowest 51.9%
- There is a wide variation in the % of hypertension treated to QOF target amongst NEHF practices – highest 51.6% lowest 38.6%
- There is a wide variation in the % of atrial fibrillation diagnosed as compared with expected prevalence amongst NEHF practices – highest 100% and lowest 59.2%
- There is also considerable variation in the % of patients who should be receiving anticoagulation treatment compared with those that are amongst NEHF practices highest 96.1% and lowest 71.9%
- The highest rate of exception reporting for high risk AF patients anticoagulated amongst NEHF practices is 23.4% and the lowest 1.9%



### Three priority areas for working on collectively – what is achievable by the end of 2018/19

1. **Learning disability (LD) health checks** – we have noted a wide variation between some practices who see nearly all the patients on their LD register to some that are undertaking very few or no LD health checks. We need to assist practices that are struggling to provide this service. This could be just helping them with administration and nurse training or it could mean setting up a network LD health check clinic.
2. **Atrial fibrillation** – we have identified a significant variation in care; both in diagnosis and then anticoagulation treatment. We will obtain practice specific data and from the CCG for discussion at locality meetings. We have embarked on a project working with Wessex Academic Health Science network and NEHF CCG to supply Alivecor devices to some of our clinical staff (paramedics and pharmacists). This will allow them to screen easily for atrial fibrillation. An educational update on AF and the management of AF together with the training for the use of these Alivecor devices is planned for the end of October 2018. The paramedics and clinical

## Aldershot Network Plan

pharmacists who attend the training will be provided with the Alivecor devices. If AF is identified, an agreed protocol will be followed that has been written by the local GPWSi AF clinic which will provide guidance on anticoagulation and further management.

3. **Falls** – we have identified Rushmoor as having a high rate of injury and hip fractures in the frail elderly. One of our clinical associates has developed a high level of clinical expertise in this area and has worked locally with the Hampshire Fire and Rescue service. We need to formalise this service and make sure that all our ICT or home visiting service patients are getting appropriate fall advice/interventions.

Additional areas for targeting are listed in appendix B.

- A description of how clinical practice and outcome variation is going to be benchmarked and discussed at a network level on a regular basis and how educational needs/support from secondary care will be identified and shared with the ICS to inform educational programmes. This may be building of what is in place currently. May require new reports to be produced/better access to information.

We will introduce a clinical variation slot at each Aldershot network meeting and discuss. We need to engage with practices in a supportive way – if there is clinical variation why? What are the problems and what might be the solutions? Educational needs can be discussed with the CCG. NEHF CCG hold a TARGET afternoon every two months. TARGET has been very well received and attended by GP's and other practice clinicians from across the whole CCG area.

- A description of how working in the network will improve the traction/buy-in to the clinical behavioural changes required to reduce variation in outcomes.

Our experience of working together as a network is beginning to show that shared problems lead to shared solutions.

Extended Access working required very considerable clinical behavioural change.

## Aldershot Network Plan

### 2.3.3 Population segmentation summary

- Describe how and where population segmentation is being used currently) and any future plans to better match population need and service delivery e.g. frailty tools, complex case management etc

Salus are about to embark on a project which involves identifying and better managing frailty (see frailty work stream p30). The Rockwood Frailty Score has been chosen as a measure and our clinical staff are all encouraged to use this scoring system when clinically appropriate. We are also about to start using the IPA (similar to ACG) risk stratification tool.

## 2.4 Managing Resources

### How does the network plan to use working at scale as part of future workforce planning, greater practice resilience and creating economic benefits?

- **2.4.1 Workforce resilience, skill mix and staff development**

Please describe:

- Any current arrangements within the network for sharing roles, expertise and development opportunities for staff
- Any plans to broaden the skill mix and/or increasing resilience through the pooling of staff and/or arranging overflow support. Describe any new/additional roles that you are planning to develop/or spread across the network.
- What are the key benefits you aim to realise through “at scale” workforce solutions e.g. its easier to broaden skill mix options when working at scale, aim to retain more staff through offering portfolio careers across the network etc.

Note:

- Practices will be working with CCGs over the summer to develop practice level plans. Please use the output from this work
- Include any ICS support you will need to deliver your workforce vision in Section 3.

All practices that form the Aldershot Network are shareholders in Salus Medical Services Limited the CCG wide GP Federation. Salus was formed with 4 specific objectives in mind:

- To be a credible service provider delivering Primary Care at scale.
- To stabilise, sustain and shape plans for the development of Primary Care locally.
- To Provide a unified voice for Primary Care in North East Hampshire and Farnham.

## Aldershot Network Plan

- To ensure high quality education and training for all practice staff and students

Now in its fourth operating year and directly employing 30 staff Salus has delivered on these aims and intends to continue developing 'at scale' solutions and innovative delivery models to make General Practice more resilient. In a lean operating model, all but 4 of the staff employed by the Federation are in patient facing or service delivery roles and as set out in 2.2 above currently cover Integrated Care, Pharmacists, Paramedics and associated administrative support. In total 4 are employed in whole-time posts supporting Aldershot practices exclusively with a further 9 whole-time staff engaged in roles that cover Farnborough and two other networks. We anticipate developing this skill mix as set out 2.2.5 above in the short to mid-term. We employ a mix of funding solutions with some contracts being fully supported by the CCG and others with funding shared between commissioners and practices.

The successful delivery of jointly funded posts has made General Practice more willing to consider funding specialist capacity from GMS resources and many now recognise the benefits inherent in paying for a share of an 'expert' employed by the Federation compared to the cost and risk of continuing to do everything in-house. At its simplest level two dedicated people operating across a network of 50,000 patients provide a more resilient and better resourced service than a person in each practice devoting half their time to the role. Implementing this through a federation wholly owned by the practices it serves engenders a sense of stability and confidence.

We particularly recognise the benefits in training and education that accrue from this workforce model and, for example, as the employer of 8 paramedic practitioners Salus is able to set up meaningful development sessions and is even using its experienced staff to mentor new starters through university and practical on-the-job training which will see them achieve 'practitioner' status in time. This model also helps to reduce clinical variation and service inconsistency by promoting a homogenous workforce with a common employment model, common training profile, shared SOPs and a wider peer support network.

We see this 'pooled resource' approach becoming the backbone of both 'at scale' services and many gains in back-office efficiency. In particular, we are considering working with practices to re-model elements of the Practice Nurse role and improve integration with Community Services to elevate skills in LTC management through cross-practice working. IT advances now facilitate the delivery of more specialist clinics from locations outside the patient's home GP and the Aldershot

Network already uses this capability to deliver GP Extended Access from some locations which see patients from a mix of surgeries.

## Aldershot Network Plan

- **2.4.2 Back office efficiencies and economies of scale**

Economies of scale can be realised in areas such as purchasing supplies and services, shared functions and more efficient approaches to specialist functions such as HR, estate management, finance, services improvement and redesign, project management, clinical governance, information management and IT.

Please describe:

- Any current arrangements within the network for sharing back office functions or purchasing efficiencies blue stream
- Any plans to broaden/ develop these arrangements across the network.
- What are the key benefits you aim to realise through this approach?
- Include any support you need from the ICS in Section 3

It is only in the past 12 months that Salus has started to look seriously at providing shared support services to member practices, but these are already starting to show results with demonstrably reduced costs and improvements in consistency. Specifically, we have delivered:

- A federation wide discounted purchase of Bluestream Academy on-line training resources.
- A group purchase scheme for Mjog SMS messaging services
- A shared Data Protection Officer and harmonised GDPR documentation
- Harmonised data entry Templates for practice EMIS Systems to support Local Contracts
- Harmonised local and enterprise level EMIS reporting to support Local Contracts.
- Regular BLS and Medical Terminology training for member practice staff

We expect to see significant developments in this area with practices starting to share resources more readily, particularly those that are more specialised but not supported by mainstream outsourcing services. We believe that HR and Financial Services will continue to be outsourced where appropriate and as there are many options available this is unlikely to be viable for delivery at scale by a single

## Aldershot Network Plan

provider in the short term. Locally estates continue to be a mixed picture with some excellent facilities and some woefully inadequate. In Aldershot, we are fortunate to have the Aldershot Centre for Health, however some of the smaller surgery buildings such as the Lower Farnham Road branch surgery of The Cambridge Practice needs some work on the premises area to make it more accessible for the disabled, and given the complexity of both local planning regulations and NHS funding criteria we believe this work is best delivered at CCG level. There are however a number of back-office opportunities that we will be exploring with partner organisations, each of which has the potential for cost reduction through shared resources:

- CQC (policies and processes)
- Clinical Governance (policies and processes)
- Digital Transformation (web development, online services, etc)
- Training services and staff development
- Utilising cloud-based services to centralise document management and clinical typing.

We firmly believe that in addition to cost reduction, working at scale on back office services will yield better consistency, less clinical variation (arising from more efficient admin systems) and a more homogenous look and feel across the local range of practice services.

- **2.4.3 Managing resources at network level: budget for care services, staff (capacity), activity (demand).**

Please describe:

- How your network can currently identify the demand on general practice and the capacity to deliver general practice services?
- What additional information/support would you need to better manage the fluctuations in demand or unexpected changes in staffing across your network? Is this part of your plan for this year?
- What is the best way to provide information to the network on activity and spend in order for you to have a grip on the progress against the delivery of your plans?

## Aldershot Network Plan

The question of identifying demand in General Practice is anything but simple and any concept of balancing demand across a network of GP services is relatively novel. Whereas in many services demand is easily measured by the number of ‘customers’; which in NHS terms often translates to the number of patients referred and may even be predictable using national models of disease prevalence, in General Practice this is rarely possible. There are several factors contributing to this:

- a) The need to see and reassure the worried well.
- b) Variation in the threshold between ‘urgent’ and ‘routine’
- c) False demand created by patients who could not get an appointment.
- d) The breadth of services available all accessed through the same input system.

The CCG has deployed the Alamac Kitbag across all practices, a tool that aims to capture the urgent demand and appointment availability across the system. The Alamac Kitbag produces reports at practice and CCG level indicating the fluctuation in demand and appointment availability. It also provides some indication of the uptake in Rapid Home Visiting and its impact on visits made by GPs. Kitbag has been used successfully in other settings but seems at present to have limited potential in Primary Care principally because of the wide variation in appointment systems in operation. Practices account for and manage urgent and on-the-day demand in different ways making any direct comparison of little value. The tool is also a retrospective view making any demand balancing to reduce daily pressures impossible. A final limitation is that the Alamac tool only compares appointment availability with actual bookings thus does not take account of total demand that will include patients unable to secure an appropriate appointment and those who abandoned the process.

Modern telephone systems can assist by providing data about the number of calls answered, number of calls abandoned etc. and comparing this to actual appointment availability gives some measure of when and by how much demand exceeds appointment capacity. Patients do of course call the surgery for many other reasons and perhaps longer term a network level (or even multi-network level) call centre may offer a solution with calls answered quickly, patients seeking results, appointment confirmations, advice etc being routed directly to a specialist team, urgent need directed straight to clinical triage and the remainder being given

## Aldershot Network Plan

appointments even some weeks ahead. Serving the patient ‘first time’ would eliminate frustration for both reception teams and patients alike, whilst reducing call traffic appreciably.

The possibility of balancing demand through offering an appointment at another surgery may also be possible in time and Salus already has the technology support in place in the Farnborough Network to facilitate this through EMIS Clinical Services and Docman Share. Expected enhancements to support eRS, EPS and direct access pathology from within EMIS will make this option more attractive to both clinicians and patients.

Given that any call-centre based solution is some time away, we believe our existing pooled resource approach goes some way to helping the Farnborough network achieve a measure of demand balancing. The Paramedic Home Visiting service allows practices to triage and effectively outsource home visits to the Salus team on a case by case basis. The team then operates as an additional staff resource for the practice for the duration of each visit, liaising with the GP team and writing notes directly in the practice EMIS system from 4G enabled laptop devices. This service is now well established and popular across the community. It provides a unexpected benefit by strengthening links between the ICT team, Community Nursing and General Practice thereby enhancing service integration.

We are currently working with the CCG to deliver a Locality Access Point which aims to provide an improved link between secondary care and community-based services by providing clinicians with a single point of access when discharging patients. This facility will be provided through our Integrated Care Teams and operate across the Farnborough, Fleet and Aldershot networks. The LAP will be operational 08:00 to 20:00 Monday to Friday and be able to coordinate care between the various agencies required and staffed by an administrator and a Band 7 nurse.

We would welcome business information in any available format that provides an accurate measure of agreed activity, cost, performance etc. Historically we have found a ‘dashboard’ approach the best way to provide information in a way that is easily communicated to those who are less close to the process. As service providers, however, we need to be very clear about how and where data is acquired to ensure that decisions are properly informed. We therefore welcome processed information but would

## Aldershot Network Plan

prefer also to receive raw data to enable more specific and detailed local analysis where necessary. Microsoft Excel or a cloud-based data warehouse such as Power BI with access to downloadable source files would be ideal.

### 2.5 Empowered Primary Care

- How would you envisage communication between networks and your representative GP providers on the ICS Board working?

GP provider representative will be invited to attend relevant network meetings.

Planned meetings of NEHF network leads.

Regular ICS newsletter with opportunity to feedback via email.

Dedicated space on Salus website for network members to share views/ideas.

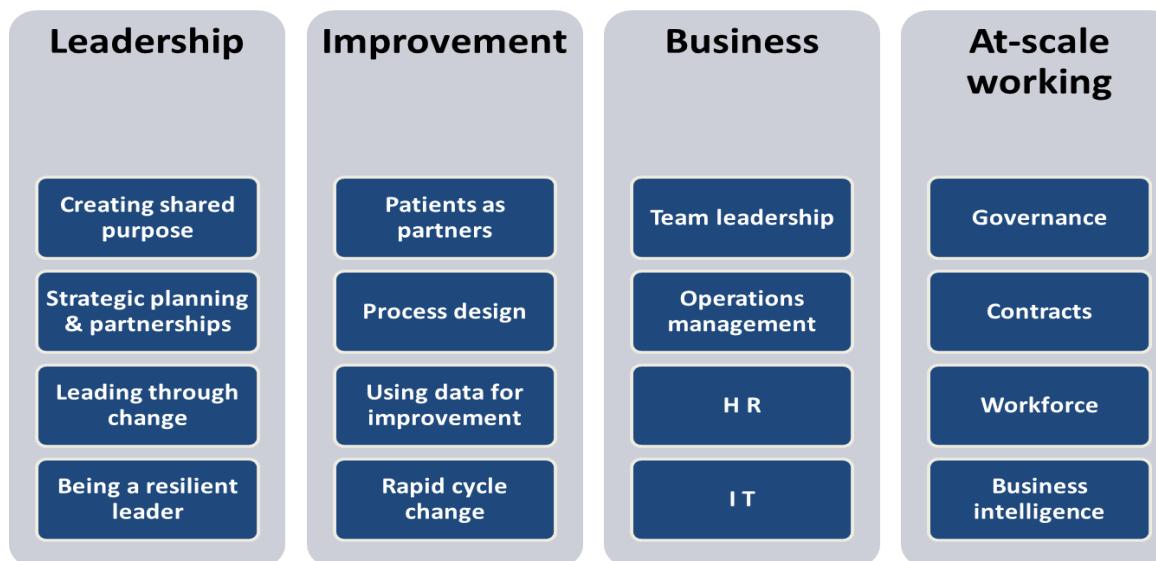
- Are there any other (in addition to the ICS Board) system-level decision making meetings that the network believe should include a general practice provider voice?

Yes, probably. Will be able to answer this when we have a better understanding of how networks sit within the ICS.

## Section 3: System Support

### 3.1 Network Development Needs

- Please describe any development needs that might be required to deliver this plan. This might be for individuals or groups. The framework below is a useful framework for thinking about these needs.
- Which of these do you feel comfortable delivering internally and where might some support be required?



# Aldershot Network Plan

## Leadership

Across the five NEHF CCG networks we are fortunate in that three of our network leads have now been involved in driving forward GP transformation for at least the last four years and have therefore developed considerable experience. This is now complimented with two new network leads with considerable experience in working for NEHF CCG. Our new models of care range from a large merged practice, through working very closely together in a locality, to a more ‘federated’ way of working over a wider footprint. There is much to be learnt from each other and it would be helpful to be able to take some time out to facilitate these discussions both within the NEHF networks and more widely with all the ICS network leads. We are all still working clinicians so funding for backfill may be important if we are all going to be able to attend.

This could also be an opportunity to introduce some ‘light touch’ leadership training.

## Improvement

As we design and implement new models of care we should be committed to ‘patients as partners’ this has taken some time to gain full acceptance amongst GP colleagues. The fear is that patient’s will always ask for service that we simply do not have the resources to provide. However, our experience has been that patients’ suggestions are usually extremely sensible and that they do take into account limited resource. It was interesting to note the output from our extended access engagement – routine appointments on a Sunday afternoon were no more popular with patients than they were with doctors.

We have already discussed how we intend to engage with our patients in the future and explained some of the work already done. Support from communications experts at our CCG was invaluable during this process and we would suggest that this sort of work is much better co-produced; it reflects the fact that the CCG’s are responsible for representing their population and the federations represent the practices.

During the preparation of network plans it has been instructive to look at some of the data surrounding variation and it is clearly a good exercise to get networks to start thinking about the needs of their populations and the needs of practices if variations in care are to be reduced.

The provision of data packs and then meeting with the CCG was very helpful and leads us to the thought that commissioners have much more experience and expertise in this area.

## Aldershot Network Plan

We have discussed some of the work already done last year with regard to what might be effective evidenced base interventions for patients once risk stratification tools are operational. Our work suggested that the evidence base for case management in an NHS setting was hard to find. Most GP's will have some knowledge of how to interpret original research but we cannot claim to be providing an expert opinion. 'Expert' support across the ICS networks to review the evidence base and then input into the planning of the necessary proactive work could be very helpful. How do we use the data to provide effective new services and then how to we continually evaluate and improve the service via rapid PDSA cycles?

We have learnt the importance of continual evaluation during the local Vanguard and the CCG continuing to supply us with monthly performance data as was done with the monthly Vanguard metrics is extremely helpful.

### **Business**

Our business Salus Medical Services has been up and running for some time, it is tempting to think that we have most of the areas in this section covered but we must avoid complacency. Both HR and IT have been a problem.

We have needed HR advice but have found the available advice both expensive and inconsistent. HR advice for federations at scale would be an important resource – could this be provided by Commissioning Support Units at a reasonable cost?

Information technology has been extremely difficult and frustrating at times. Some of our problems have been finally solved by commissioning our own professional IT support. However, we do still have challenges with regard to interoperable systems, if this is to change it will need driving forward at a senior level amongst ICS provider partners.

### **At-scale working**

Workforce is the huge issue here. We have described how we are starting to be involved in training our own work force. We need to be thinking about maximising training and development opportunities for practice and federation staff across the ICS. Transforming general practice so that it becomes a much more attractive place to work will help, so will easily accessed affordable training and as we have said 'you tend to keep the people you train'. Most of our new young GP's trained with local practices.

## Aldershot Network Plan

Finally our managers advise that training, support and advice on Business Intelligence tools would be very useful. To this I would also add making use of technology it is becoming increasingly obvious that local general practice cannot ignore new technology based ways of working for example Babylon. The new Health Secretary would seem to agree.

### 3.2 ICS Support/Actions

- The section should be used to identify areas where the ICS system needs to take responsibility for actions which are outside the control/influence of the network and general practice.
- It is your opportunity to articulate the people, technology, estate, and resources required to develop this plan. (See appendix B for more detail)

See Appendix B

## Appendix A: Frimley ICS GP Maturity Matrix: Plan on a Page

**Aims:** - Improved care quality \* Sustainable general practice \* Strong voice within system

NHSE Pillars	Foundations for transformation	End State Step 1	End State Step 2	End State Step 3
<b>Right Scale</b>	<b>Plan</b> There is a plan in place to achieve full geographical coverage articulating a clear end state vision and steps to getting there, including actions required at practice, network and system level.	Practices identify partners for network-level working. Full geographical coverage across the ICS. Year 1 plans agreed.	End state <b>business, relationship</b> between network partners is discussed and stepped plans developed.	Agreed business model at network level fully operational.  Interoperable systems.  Shared workforce and optimum estate usage.
<b>Integrated Working</b>	<b>System responsibilities to include:</b> <ul style="list-style-type: none"> <li>Articulation of system wide network benefits</li> <li>Development needs identification</li> <li>Resources to support: money, people, technology, estate</li> <li>Agreeing levels of ambition and baseline and pace of change with general practice</li> </ul> <b>Engagement:</b> GPs, local primary care leaders and other stakeholders believe in the vision and the plan to get there.	Opportunities and benefits for integrated care delivery are identified. Form part of year 1 plans	New care delivery models are agreed, designed and tested. Fully functioning integrated care teams covering all networks.	New care delivery models embedded and benefits evidenced.  Person level data is linked and shared between service delivery partners
<b>Targeting Care</b>		Outline plans to reduce unwarranted variation in care & outcomes identified . Inform year 1 plans. Development /educational needs are identified.	Process to analyse & discuss variation between practices have been agreed and acted upon. Required data and analysis support is available.	Networks can track population resource usage using real time data and information.
<b>Managing Resources</b>		Opportunities for shared skills, workforce planning and delivery discussed and agreed. Clinical and back office. Form part of year 1 plans	Plans implemented. <b>Career opportunities</b> across the network described.	Networks have the opportunity to take collective responsibility for funding.
<b>Empowered Primary Care</b>		Relationship between the networks and the provider voice on the ICS Board described.	General Practice as a provider has a seat at the table for all system-level decision making	Single voice from general practice represents the views of networks (internal relationships) and influences system decision making (external relationships).

## Appendix B: Network Action Plan

NHSE Pillar	Action Ref	Description	Benefits	Start date	Finish date	Owner	Support Required
RIGHT SCALE	1	Regular monthly network meetings Initial meetings to present ICS network plans and then subsequent meetings to keep practices in touch with plan as it evolves	Practice buy in to plan, much more likely if they are fully informed and involved in shaping the plan and maintain Network Lead mandate	Sept 2018	On going	Network Lead	Nil at present
	2	Regular ICS Newsletter for practices, circulated widely to try and reach those unable to attend meetings. Dedicated space on Salus website where practices can feedback as network plan develops	Practice buy in to plan, much more likely if they are fully informed and involved in shaping the plan and maintain Network Lead mandate	Sept 2018	On going	Network Lead Salus Business Manager	Nil at present
	3	Engagement with wider community partners – presentation of network plans to ICT OD days	Key theme of plan is enhanced ICT driven by general practice so very important that community partners understand plan and buy in.	Oct 2018	Jan 2019	Network Lead Salus Associate Director of Nursing Salus ICT Manager	Nil at present
	4	Working towards optimum estates usage – continue to be fully involved in shaping development	The Lower Farnham Road branch surgery of The Cambridge Practice needs disabled access in order to become DDA compliant.	Jan 2018	On going	Network Lead Salus Associate Director of Nursing	Fully supported by NEHF CCG at present
INTEGRATED WORKING	5	Paramedic 1 Paramedic Practitioner course	Develop and maintain workforce – ‘tend to keep people you train’	Sept 2018	June 2020	Salus HR manager	Funding for backfill to maintain service delivery

## Aldershot Network Plan

NHSE Pillar	Action Ref	Description	Benefits	Start date	Finish date	Owner	Support Required
	6	Paramedic 2 Paramedic Practitioner course	Develop and maintain workforce – ‘tend to keep people you train’	April 2019	June 2021	Salus HR manager	Funding for backfill to maintain service delivery
	7	Network discussion on role of GP mentors for prescribing course paramedics – will networks share the work e.g. paramedics sitting in with GP surgeries or will we need to appoint paid GP mentors	Promotes practices working collaboratively within a network to develop and maintain workforce.	Nov 2018	Feb 2019	Salus Clinical Lead Network Leads	Funding will be necessary if we need to appoint paid mentors
	8	One paramedic from each of 4 networks (Farnborough, Fleet, Aldershot, Yateley) to attend six-month independent prescriber course	Develop and maintain workforce – ‘tend to keep people you train’	April 2019	Oct 2019	Salus HR manager	Funding for backfill to maintain service delivery
	9	One paramedic from each of 4 networks (Farnborough, Fleet, Aldershot, Yateley) to attend six-month independent prescriber course	Develop and maintain workforce – ‘tend to keep people you train’	Oct 2019	March 2020	Salus HR manager	Funding for backfill to maintain service delivery
	10	MSK assessment service. Regular training sessions for practice reception staff	Reduce variation in uptake of clinic appointments so all patients benefit from the service. Promote signposting skills necessary to introduce skill-mix into general practice	Oct 2019	On going	Salus Clinical Lead and HR manager	NEHF have provided some signposting training for practices which was well received. In the future there maybe an ICS wide need for this training.
	11	Clinical Pharmacists in General Practice Future planning as pilot comes to an end – what do practices feel they need and how can we improve the service	Practice Engagement/Education event	Oct 2018	Feb 2019	Salus Clinical lead Salus Senior Pharmacist	Discussion with and learning from other networks within the Frimley ICS who

## Aldershot Network Plan

NHSE Pillar	Action Ref	Description	Benefits	Start date	Finish date	Owner	Support Required
		for patients and maximise the benefits for general practice				and HR manager	also have clinical pharmacists working in GP will be helpful to develop this model of care
	12	Clinical Pharmacists in General Practice Working within ICT's Planning and discussion with a view to funding application	Improve patient care and safety reduce avoidable hospital admissions and reduce local variation in care/outcomes	Oct 2018	Dec 2018	Salus Clinical lead Salus Senior Pharmacist Salus Associate Director of Nursing	We are not funded for this role at present and so new sources of funding would need to be found – could it be done as a closely evaluated pilot that ICT's across the ICS could learn from?
	13	Working with Community Pharmacy - Engagement/feasibility meetings with local community pharmacies and CCG medicines management team	Possible more effective, safer chronic disease management benefiting patients, reducing GP workload and with system benefits via reduction of iatrogenic harm.	Oct 2018	March 2019	Salus Clinical lead Salus Senior Pharmacist	Support and advice from CCG medicines management team.
	14	Enhanced Integrated Care – achieve fully staffed ICT teams as per original Vanguard Locality plans and complete staff inductions.	See above p 27	In progress	Nov 2018		Contract with NEHF CCG in place and regular monitoring/contract review meetings on-going
	15	Drug and alcohol worker to work with ICT's Recruit and induct into role Discuss with other local providers and ensure work not duplicated.	Harm reduction to improve patient health and well being reduce load on system – GP, acute trust and social care.	Oct 2018	Jan 2019	Salus Associate director of nursing Salus HR	Funding has been agreed but if other networks have any experience of this type of service we

## Aldershot Network Plan

NHSE Pillar	Action Ref	Description	Benefits	Start date	Finish date	Owner	Support Required
						manager	would be grateful to share learning
	16	Implement Network Access Point Plan	Efficient seamless transfers of care facilitate timely hospital discharge and reduced delayed transfers of care	In progress	Go live end Oct 2018 Fully staffed Jan 2019	Salus Associate director of nursing Salus ICT manager	Funding has been agreed but if other networks have any experience of this type of service we would be grateful to share learning
	17	Full IT access to community systems for Salus ICT staff	More efficient joined up work in ICT's	In progress	On going	Salus Business Director Salus ICT manager	If escalating this within the ICS could be helpful we would be most grateful
	18	Frailty MDT meetings	Expert frailty advice to inform the work of the network ICT's	Oct 11 <sup>th</sup> 2018	On going	Salus Associate director of nursing Salus ICT manager Farnborough GP advisor to ICT	Funding has been agreed but if other networks have any experience of this type of service we would be grateful to share learning
	19	Start using risk stratification tool to work more pro-actively within ICT's	Maintain patients' health, wellbeing and independence. Action taken before the crisis happens and benefit the system by reducing social care need and emergency hospital admission.	Nov 2018 If IPA Available for	On going	Salus Clinical Lead Salus Business Director Salus	How do we effectively use a risk stratification tool, is there an evidence base, what is working

## Aldershot Network Plan

NHSE Pillar	Action Ref	Description	Benefits	Start date	Finish date	Owner	Support Required
				use		Associate director of nursing Salus ICT manager	already in the ICS networks? This could be the subject of a half day workshop to inform future development and planning.
	20	Integrated Practice and Community Nursing Teams – continue to build relationships with CCG and other potential provider partners	Wide range of skills between both practice and community teams – pooling these skills so that we are putting the right clinician in front of the patient irrespective of place of consultation would mean an efficient use of the workforce we have – good for patient and system benefits.	June 2018	Oct 2019	Salus clinical lead Salus Business Manager Salus Associate Director of Nursing	If other networks have any experience of this type of service we would be grateful to share learning
	21	Health Coaches in General Practice Future planning as pilot comes to an end – what do practices feel they need and how can we improve the service for patients and maximise the benefits for general practice	Focus on primary and secondary prevention of long-term conditions will result in a healthier population in the short term, less pressure on primary and secondary care in the medium term and financial savings in the longer term.				
	22	Co-locating Mental health therapists in Primary care	Facilitates mutual learning for both mental and physical health care professionals working with a patient centred approach to reduce inequalities between mental and physical health and less pressure on primary care in the medium term and financial savings in the longer term.	Oct 2018	On going	Network lead	Funding may be needed to hire rooms within ACfH if not enough space for 1 to 1 sessions and in particular to have group meeting. Needs engagement from each surgery

## Aldershot Network Plan

NHSE Pillar	Action Ref	Description	Benefits	Start date	Finish date	Owner	Support Required
							and Talk Plus. Discussion and learning from Yateley network and talk plus.
<b>TARGETING CARE</b>	23	LD Health checks assist practices so that all are achieving the 75% target or better	Reduce variation in care important way of reducing inequality for vulnerable group of patients	Sept 2018	March 2019	Network lead Practice managers	No immediate need already supported by NEHF CCG
	24	Increase number of patients accurately diagnosed with AF and then appropriately treated	Reduce incidence of stroke	Oct 2018	March 2019	Network Lead Salus Clinical Staff	No immediate need already supported by NEHF CCG
	25	Falls – increase the proportion of ICT and rapid home visiting patients receiving fall advice/intervention	Falls significant cause of injury/morbidity	Oct 2018	March 2019	Network Lead Salus Clinical Staff	No immediate need
	26	Improving mental health of young people by working with local group including Young Persons Safe Haven (Just Wellbeing) , The Source and engaging with young people	The benefits of this approach have been shown by how the service Safe Haven in Aldershot was set up in response to the community needs. Benefits will include reduced self-harm, reduced suicide attempts in young people and reduced alcohol and drug use to cope with mental health problems	Oct 2018	On going	Network Lead, Salas Business lead	Funding for engagement projects and to procure new or extension of current services as required
	27	Improving education of Community via multi-disciplinary awareness days, working with Rushmore Borough Council. Include NHS health checks, quit for life, Weight Watchers etc. (COPD awareness day, One You Wellbeing Day followed by two-week festival across the borough)	Increased knowledge of how smoking, fitness, nutrition, weight can affect population health as well as health of individuals. Increased knowledge of self -care, self-management of specific conditions giving focus for patients / carers / friends and family of patients with those conditions. Increased knowledge of when to use services	Oct 2018	On going	Network Lead, Salas Business lead, Salas comms and engagement	Funding for locations, admin time and for communications / advertising

## Aldershot Network Plan

NHSE Pillar	Action Ref	Description	Benefits	Start date	Finish date	Owner	Support Required
			including 111 / out of hours GP will reduce admissions in COPD for example. Prevention is better than cure. Focus on primary and secondary prevention.				
	28	Expand Community Champions service.	The model has been shown to be effective for cancer, working with Cancer Research UK, ICS Projects run by Diabetes UK / CCG / Rushmore Healthy Living. Started in September 2018. Educational events for the Nepalese will help reduce cardiovascular events as well as diabetes and cancer plus increased compliance with medication and treatment.				Funding for Rushmore Healthy Living. Could look for support from British Heart Foundation for example
	29	Work with Quit4Life to increase accessibility for our patients by having clinics / open sessions in surgeries	Increased smoking quit rates with a consequent reduction in ill health, example cancer CV disease, COPD.	Oct 2018	On going	Network Lead	Funding may be required for accommodation within surgeries
	30	Increase provision of NHS Health Checks for over 40's and in certain groups in over 35's (examples, smokers, obese). Specific health checks would include hand held spirometry.	Prevention and earlier detection of hypertension, AF, Diabetes, COPD	Oct 2018	On going	Network Lead	Funding for hand held spirometers, POC, fingerprint cholesterol testers, HCA training
	31	Social media promotion and inclusion of members of the community to drive communications and improve education. Web link with local practices to improve promotion of services (examples Blog, Facebook, Twitter)	Primary and secondary prevention of illness. Health promotion sign posting to public health services	Oct 2018	On going	Network Lead, Salas IT lead	Funding for IT
	32	Promoting the National chlamydia	Increasing detection of chlamydia at	Octo	Ongoin		Working with GUM

## Aldershot Network Plan

NHSE Pillar	Action Ref	Description	Benefits	Start date	Finish date	Owner	Support Required
		screening programme	an early stage. Could consider how to provide free condoms available on the NHS	ber 2018	g		clinic, Comms and engagement.
MANAGING RESOURCES	33	Develop digital services to act as an enabler for enhanced back-office collaboration.	Enable better sharing of resources using digitally enabled cloud-based services and common web technologies.	Oct 2018	On going	Salus and CCG/ICS staff	Collaboration across providers
	34	Develop the 'pooled resource' employment model.	Facilitate the employment of more shared resources to build clinical and non-clinical specialist expertise across the network and potentially across multiple networks as appropriate.	Oct 2018	On going	Salus & Network leads/ICS Board	No immediate need
EMPOWERED PRIMARY CARE	35	Provider Rep to attend network/locality meetings when invited/meetings with network leads NEHF and ICS					
	36						
Development needs	37						
ICS Support actions	38						

## Appendix C – example of agenda and notes from Aldershot Network/Locality Meeting



Ald Minutes  
27.09.18.pdf

## Aldershot Network Plan

### **Appendix D – Salus Shareholder Agreement**



Shareholder  
Agreement.doc

### **Appendix E – Presentation from Salus AGM 2017**



AGM 2017.pptx

### **Appendix F – Patient Engagement Evaluation**



Extended Access  
Engagement

### **Appendix G – Month 12 Vanguard Dashboard March 2018**



M12 201718 -  
Vanguard Dashboar

### **Appendix H – presentation prepared by Salus paramedic practitioners**



Salus Community  
Paramedic Practitione



Copy of Aldershot  
Paramedic Practice fe

### **Appendix I – Independent evaluation of the Paramedic Home Visiting Service**



NEHF Aldershot  
RHV Evaluation Fina

## Aldershot Network Plan

### **Appendix J – Inpedendent ICT Evaluation**



Aldershot ICT  
Evaluation Report D

### **Appendix L – Health Coach Information**



Health Coach  
referral criteria.pdf

### **Appendix M –**



NetworkAccessPoint  
BusinessPlanfinal1.

### **Appendix N – clinical pharmacists**



Stepsdiscussion.doc

### **Appendix O –**



NEHF CCG survey  
results.pptx