

This is an update about the Better Care Together programme which aims to transform health and social care in Leicester, Leicestershire and Rutland. Issued on behalf of partner organisations.

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Welcome to the June/July 2019 edition of the Bulletin – the newsletter from the Better Care Together (BCT) partnership, which is responsible for transforming health and social care in Leicester, Leicestershire and Rutland (LLR).

This newsletter

The Better Care Together partnership includes local NHS organisations working alongside local authorities in Leicester, Leicestershire and Rutland and a range of other independent, voluntary and community sector providers. The partnership's aims are to keep more people well and out of hospital; move care closer to home; provide care in a crisis; and deliver high quality specialist care. This newsletter

details some of the progress being made and how you can get involved and have your say.

Introducing primary care networks

From 1 July 2019, GP practices across the country began working with other practices in their local area in groups called [primary care networks \(PCNs\)](#). The three clinical commissioning groups in Leicester, Leicestershire and Rutland, who oversee the care provided in local GP practices, have recently announced which practices will be grouped together locally.

PCNs were announced as part of NHS England's [Long Term Plan](#) earlier this year. They have been put in place to improve and extend the range of services that are available in the community and join up the care that is provided from different organisations. It is expected that by working together, practices will be able to make resources go further and care for patients more creatively. Each PCN will look after between 30,000 and 50,000 patients.

A much wider team of health professionals is increasingly becoming involved in patients' care in GP practices. Through primary care networks there will be more clinical pharmacists, physiotherapists, physician associates, community paramedics and social prescribing link workers looking after patients day-to-day. GPs and the health professionals in practices will work together with others in their group, as well as with other health, social care and voluntary sector organisations, to plan the care patients need and prevent ill-health in a co-ordinated way. These wider teams will include pharmacists, district nurses and specialists who care for certain types of conditions or groups of patients with particular needs.

GP practices will remain independent. Patients will continue to be registered at their existing GP practice and it will still be the main point of contact for their care. Each primary care network will decide how it will provide care for its patients. Examples could include sharing health professionals between practices or offering

appointments at a different practice in the network to improve access – particularly if they have a non-urgent problem or that practice specialises in an area of care they need. Further details on PCNs, and which practice is within which network, are available from your local clinical commissioning group.

Improving the care and support of community services

Patients, carers, staff and the public have been involved in redesigning community health services in Leicester, Leicestershire and Rutland.

Community health services cover a wide range of care, from supporting patients to managing long-term conditions like complex diabetes or respiratory conditions to treating those who are seriously ill with complex conditions.

Most community health care takes place in people's homes and other out of hospital settings like GP practices. This is support by care in the community hospitals, with teams of nurses and therapists coordinating care working with GPs and social care professionals.

People have been involved in shaping the future service in many ways. Through one-to-one interviews, focus groups, as well as public events, people have shared their experiences and what matters most, as well as their views.

All of these insights have been captured in [three reports](#). The three reports represent a total of 4,712 patients, staff, family carers and stakeholder insights. These rich insights have and will continue to be used to shape changes and develop further options and proposals to improve community services.

We will continue to involve people in redesigning the service and will announce opportunities towards the autumn.

[Read more about the redesign work.](#)

UK first as perinatal team launches mental health text messaging support service



Specialist NHS advice and information to support the mental health of mothers during pregnancy and baby's first year is now available by confidential text messaging. The perinatal mental health service at Leicestershire Partnership NHS Trust has launched the UK's first mental health ChatHealth text messaging service – called *Mum's Mind*. The new confidential service supports mothers and their families across Leicester, Leicestershire and Rutland via a dedicated text line – 07507 330 026.

Operating from 9am to 4pm on weekdays, the *Mum's Mind* ChatHealth line can provide advice on a range of issues ranging from sleep problems, anxiety management and panic attacks to depression, psychosis, obsessive compulsive disorder and medication concerns. The service can signpost service users to other support from GPs, midwives and health visitors, psychological therapies, benefits advisers and social care providers. It can help with practical advice on issues such as mums who may be identifying bonding and attachment issues in pregnancy and after the birth of their baby.

The perinatal service offers specialist perinatal mental health care close to home for mothers referred to them with moderate to severe mental illness, and support and advice for their families. The service also provides training for midwives and health visitors to help them identify women who need mental health care.

Donna Stafford, the perinatal team manager, says: *“Every year our team provides support in the community for more than 400 women who experience mental illness during pregnancy and in the months following birth. Our ambition has always been to ensure that women who need access to perinatal mental health support or expertise can access it. And with technology such an integral part of day-to-day life for so many families today, we hope that the launch of the Mum’s Mind ChatHealth text messaging service will be a step change in expanding that access.”*

The *Mum’s Mind* service is not a crisis service and does not provide general advice on baby care – this is available through the original ChatHealth service on 07520 615381 (Leicester) or 07520 615382 (Leicestershire and Rutland).

Connecting carers to support

The valuable role played by carers has been celebrated by Leicestershire County Council and partner organisations which hosted a special event at County Hall in June to mark Carers Week. Established by Carers UK 25 years ago, Carers Week is an annual awareness campaign which takes place to celebrate and recognise the vital contribution made by the UK’s 6.5 million carers. It is also a time of intensive local activity with hundreds of events taking place across the UK. The drop-in event at County Hall was themed around getting carers connected to advice and information as well as services for carers, support for friends and family, connecting with other carers and the use of assistive technology.

Richard Blunt, cabinet member for adult social care, said: “Looking after someone

can be a hugely rewarding experience, but it is vital that we encourage people to self-identify as carers, as many don't. We need to identify carers in our communities early to ensure they can access the right support and feel valued and respected."

The Joint Carers Strategy 2018-2021, Recognising, Valuing and Supporting Carers in Leicester, Leicestershire and Rutland, was formally launched at this event. Leicester City Council, Leicestershire County Council, Rutland County Council and the Clinical Commissioning Groups (CCGs) for Leicester, Leicestershire and Rutland have signed up to the strategy and are committed to working together to deliver a local vision for carers.

Paul Gibara, chief commissioning and performance officer at East Leicestershire and Rutland Clinical Commissioning Group said: "Being a carer can be very rewarding, but it can also be challenging juggling an unpaid caring role with work and life. It is important that carers are able to access the support they need so that they are able to fulfil their caring role while having a well-balanced quality of life. We will continue to work with our local partners to deliver our local vision and ensure our local carers are properly connected and supported."

Progressing plans in Hinckley and Bosworth

Plans continue to be progressed to transform community health services in the Hinckley and Bosworth area. Architects' drawings have now been talked through with staff delivering services to ensure they meet their needs and, most importantly, the needs of patients now and in the longer term. In recent weeks, the equality impact assessment has been updated to ensure the changes being proposed do not discriminate against any disadvantaged or vulnerable people.

The proposal, to be consulted on, focuses on making better use of all available

existing space in Hinckley Health Centre (Hill Street) and at Hinckley and Bosworth Community Hospital (Sunnyside) by:

- refurbishing Hinckley Health Centre, to accommodate X-Ray/Ultrasound, physiotherapy and increase the number of consulting rooms;
- creating a combined day case surgery and endoscopy unit with day-case beds at Sunnyside, which will provide an increased range of day case procedures and cancer screening services for local patients; and
- Relocation of the out-of-hours primary care service from Hinckley and Bosworth Community Hospital (Sunnyside) into Hinckley Health Centre providing out-of-hours urgent care for local patients.
- Removing services from buildings like Hinckley and District Hospital that are unfortunately not fit for purpose and relocate physiotherapy services into Hinckley Health Centre.
- Relocating some inpatient beds from Sunnyside to provide space for day-case beds

A key next step is for the pre-consultation business case (a document which explains in detail the case for changing and improving services) to go to the board of West Leicestershire Clinical Commissioning Group. It then needs to be approved by NHS England and NHS Improvement, prior to public consultation.

Encouraging support within the community

Plans are being progressed in Leicester, Leicestershire and Rutland to focus on encouraging healthier lifestyles, ending social isolation and preventing ill-health. The old saying of 'prevention is better than cure' is particularly relevant here. Partner organisations are working together under the oversight of a Unified Prevention Board (UPB) to take forward prevention activities and raise awareness of such support among the public. An element of this approach is to encourage the spread of 'social prescribing' – when health professionals

refer patients to support in the community in order to improve their health and wellbeing.

Hinckley and Bosworth, along with North East Leicestershire and Rutland, have been chosen as test sites to see how teams can work together to improve the care of patients with complex needs. [Local area co-ordinators](#), who work with individuals and communities to improve their health and wellbeing, will be working within these areas to help tackle issues of loneliness and isolation in the community and with housing adaptations for residents.

Gaining insights into GP practice visits

Research is being carried out in Leicester, Leicestershire and Rutland to find out more about why some people visit their GP for concerns that do not need a medical response.

The project, called Preventions at Scale, funded by the Local Government Association, is carrying out research, including patient interviews, to see what improvements could be made to ensure that people can access the right information, from the right sources, at the right time. Early insights emerging from the first part of the project include that people respond to solutions when support is from a trusted source such as a GP, friends or family, and that people want a tangible output from the GP or service visit. The interview process is on-going. An updated will be provided in a future Better Care Together newsletter.

Work underway on a new inpatient mental health facility for young people



The start of construction of Leicestershire Partnership NHS Trust's new £8m purpose-built mental health inpatient unit for young people officially got underway on Thursday 13 June, as Trust chair Cathy Ellis symbolically 'cut the first sod' on the greenfield site opposite the Bradgate Unit at Glenfield Hospital in Leicester.

Cathy was joined by young service users and by staff from the child and adolescent mental health service (CAMHS) and colleagues from the hospital school. Interserve Construction Ltd is building the unit, which will open in August 2020, and their national operations director, Andrew Jowett, also took part in the special occasion.

Funding for the new unit, through Better Care Together, was announced in July 2017. The clinical model behind the design of the new 15-bed facility was developed through engagement with staff, service users and families. The current CAMHS inpatient ward is temporarily based at Coalville Community Hospital, and only has 10-bed provision. The new unit will be able to offer

additional beds for young people with eating disorders - previously they had to go out of area for this specialist care.

Share your news

We know that there are loads of great examples of innovative and integrated ways of work happening right across Leicester, Leicestershire and Rutland. If you have a story that you'd like to share in this bulletin [please send us details](#).
