



Better care together

Leicester, Leicestershire & Rutland health and social care

BCT Bulletin

August/ September 2019



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Welcome to the August/ September 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.

New patient group seeks members for important role in local healthcare

NHS partners in Leicester, Leicestershire and Rutland are inviting people passionate about health and social care to apply to sit on a new public and patient assurance group.

At a very exciting yet challenging time in the history of the NHS it is more important than ever to have the help of vibrant and creative people who can help to ensure that local care is designed around the needs of patients.

People who feel they can review feedback and opinions received about healthcare and decide if they have been listened to and considered, are encouraged to apply to be part of the new Public and Patient Involvement Assurance Group.

Evan Rees, chairman of the Public and Patient Involvement Group said: *“The NHS is precious to me and I want health and care services to be developed with a strong voice for local people and communities. The NHS is used by everyone at some point in their life, often at times when they are feeling vulnerable. It’s crucial that services are planned using the experiences of patients, carers and citizens.*

“I would urge people that if they have a few hours a month to dedicate to this new group, they will be helping the local NHS to provide the best health and wellbeing outcomes for other local people including their family and friends.”

Members of the group will be helping to ensure that better quality care is provided in a way that is important to local residents. They will review information and assure themselves that the views of public and patients have been sought and considered when services are redesigned and delivered. The group will be at the forefront of supporting the design of plans and proposals for Leicester, Leicestershire and Rutland.

Anyone interested should visit the Social Change [website](#) to view the application

pack and details of how to apply. You can also contact Chloe Middleton at Social Change UK, who are managing the recruitment to ensure independence and impartiality, on 01522 775060 or email chloe@social-change.co.uk. Applications close on 6 October 2019.



Citizens to have their say

A new Citizens' Panel is being established to provide an innovative way of obtaining insights and views from patients and the public into future plans for health and care in Leicester, Leicestershire and Rutland.

The panel will complement existing ways we involve the public and patients and engage with many more people from a broader range of communities. It will also ensure an effective forum of well over 1,100 people inputting into the work of Better Care Together partners.

NHS and social care partners in Leicester, Leicestershire and Rutland are committed to greater engagement and involvement of patients, the public and stakeholders in the proposed improvements to services – particularly those that are likely to result in significant changes to the way in which services are delivered.

There has already been significant engagement undertaken with carers, patients, staff, stakeholders and the public into the re-design of services. However, we are aware that this has tended to take place better at a workstream rather than at an over-arching programme level, and sometimes this has been spasmodic and inconsistent. We know that very few of approximately 1.1 million people living in Leicester, Leicestershire and Rutland take part in consultations and those who do respond, often come from similar demographics or backgrounds.

The Citizens' Panel will provide the Better Care Together Partnership with an additional approach to gathering insight and feedback on a range of health and care issues from a much wider population. The things that we learn will be more representative of our local population.

The Citizens' Panel will be an addition to other existing involvement and engagement activities and provide another avenue to reach local people.

To assist with the creation of a representative Citizens' Panel, we are work with Enjoy Digital, an organisation that can provide specialist support to develop the mechanisms for the panel.

We would expect to engage with people who join the panel by:

- Answer polls, requests for opinions or other interactions on various topics
- Answer a small number of questionnaires
- Participate in online surveys
- Participate in face-to-face focus groups (applicable to their stated interest)
- Be sent communications including newsletters to update them of the impact that their feedback has had on various health service design or redesign programmes.

Watch this space for more details of how to apply to join the Citizens' Panel when plans are progressed.

£900,000-plus boost for mental health crisis care



Mental health crisis care for adults in Leicester, Leicestershire and Rutland is to benefit from an annual boost of more than £900,000, thanks to a successful funding bid by local clinical commissioning groups (CCGs) and Leicestershire Partnership NHS Trust (LPT).

The money, from NHS England's community crisis care transformation fund, will be used to expand the size and scope of LPT's crisis and home treatment support for adults. The aim is to provide better access to urgent and emergency mental health assessments and intensive home treatment.

This will help more people to have the support they need in their own home, helping to avoid the need for hospital stays and reducing pressures on emergency departments.

LPT, the CCGs and Turning Point worked together to develop the bid that secured the funding.

The service enhancements that LPT aims to achieve over the coming months include:

- An increase in the number of registered mental health practitioners (including mental health nurses and social workers) and support workers in the crisis service. A recruitment drive is underway with vacancies detailed on NHS Jobs and through LPT's social media channels.
- Increasing the availability of dedicated medical support for the crisis team
- The introduction of a psychologist in the team, providing additional expertise to the service.

- Daily reviews of patients' care by a multi-disciplinary team.
- Helping carers and signposting them to sources of support
- Providing intensive mental health care at home to allow people to safely leave hospital earlier than might otherwise be possible
- Working towards a system of self-referral over the next 12 – 18 months, providing people with direct access to assessment and signposting individuals to support.
- Provision, through LPT's partners at Turning Point, of a city-based drop-in 'crisis café' services, expected to be operating over three nights a week by 2020

LPT service manager for adult mental health inpatient, crisis and liaison services, Chris Crane commented: "We are delighted to have successfully obtained extra funding for the crisis team.

"We are expanding the team significantly, with more registered mental health professionals, additional support workers, increased medical staffing and, for the first time, introducing a psychologist in the team.

"It means we will be able to increase the support we can offer people in Leicester, Leicestershire and Rutland who experience mental health crisis. This will enable the team to offer an enhanced home treatment package for people needing extra support whilst in the community and for people who are leaving hospital after an acute mental health admission, This much-needed boost will benefit adults suffering from mental health issues by improving access and care across Leicester, Leicestershire and Rutland."

Sarah Warmington, associate director of commissioning for Leicester, Leicestershire and Rutland, commented: "Our patients have told us it's really important that they have improved support to manage their mental health when in crisis. Securing funding is a really important step in helping us achieve that locally and we're delighted we've been successful.

“This much-needed additional investment will help ensure greater levels of support for people in the community and away from hospital wherever possible. Evidence shows us this can have significant benefits for patients and we believe this funding, along with the wider investments we’re making to improve mental health services, will make a really positive difference to local people.”

First joint leader appointed for Leicester, Leicestershire and Rutland CCGs

The three clinical commissioning groups (CCGs) in Leicester, Leicestershire and Rutland (LLR) have appointed Andy Williams as their first joint chief executive.

Andy, currently in a similar role for Sandwell and West Birmingham CCG, will take up the role of chief executive for Leicester City, West Leicestershire and East Leicestershire and Rutland CCGs once a formal start date is agreed. He will also lead the Better Care Partnership for the LLR area.

An experienced and hugely respected NHS senior leader, Andy possesses a wealth of experience in both NHS commissioning and provider organisations – both in his native Wales and in England. He has led Sandwell and West Birmingham CCG since its inception in 2013. During his tenure that organisation has twice been awarded the prestigious CCG of the Year accolade at the industry-wide Health Service Journal (HSJ) Awards.

Commenting on his appointment, Andy said: “Whilst I am sad in some ways to leave Sandwell and West Birmingham and will take many great memories with me, I am excited about the scale of the opportunity that exists in Leicester, Leicestershire and Rutland. It is clear to me that there is already much fantastic work taking place across the three CCGs and within the system as a whole, and I believe there is a real opportunity to help LLR move forwards and become one of the best Integrated Care Systems in the country.

“Given the challenges we face across the NHS the time is right to deliver a real step change in how services are organised and delivered so that patients and their families have a better quality and experience of care, while also bringing health and care partners together to address some of the challenges that often get in the way of doing what is best for patients. I will be working tirelessly with the CCG chairs, governing bodies, staff and our system partners to make that a reality.”

Professor Mayur Lakhani, chair of West Leicestershire CCG and speaking on behalf of the three CCGs in LLR, added: “Andy is clearly an exceptional leader with a real clarity of vision and commitment to continued improvement across the organisations that he has led with such distinction. We are delighted that he is joining us and excited by the prospect of working with him going forward to improve the quality of care for all our patients.”

The appointment follows a decision by the Governing Bodies of all three CCGs at the end of last year to move to an integrated management structure. This represents the first of these appointments, with Andy Williams expected to lead the development of an integrated senior team over the course of the coming months.



HOPE hits the road

The HOPE (Help to Overcome Problems Effectively) course which has been successfully run at Leicester's Hospitals is now set to also take place at Loughborough Library. HOPE is a health and lifestyle coaching course supporting people after their cancer treatment. It is a licensed self-management programme developed by Coventry University and Macmillan Cancer Support. Each course takes place over six weeks in weekly two-and-a-half hour sessions. The new pilot programme will take place at Loughborough Library, Granby Street, starting on Monday 4th November 2019. The subsequent dates for the course are:

Monday 11th November 2019

Monday 18th November 2019

Monday 25th November 2019

Monday 2nd December 2019

Monday 9th December 2019

Further wellbeing events are being planned with the Libraries Service running into 2020. For further information please contact Richard Moody, Macmillan Patient Information Officer - Richard.Moody@uhl-tr.nhs.uk

Tell us about your experience of cancer care

Last month's newsletter included a story asking for people who are undergoing treatment for cancer or have recently completed treatment to complete an online survey about their care. The survey, put together by Leicester's hospitals, Macmillan Cancer Support, GPs and other healthcare professionals, is still open to provide your views on improving care.

Dr Paul Danaher, GP and clinical lead for cancer at Leicester City CCG, said: *“More people than ever before are living longer after a cancer diagnosis, with numbers set to double in the UK over the next 20 years. There are various possibilities for how people can receive support. In some parts of the country, cancer information clinics in the community have worked well, others find that social media forums, like Facebook, work for them and others prefer to join self-help and fitness groups. As we develop our local support, we want to hear from as many people as possible who are living with cancer, or who have received treatment in the past, to find out what matters to them and how we can improve our services.”*

You can find out more on the Leicester City CCG [website](#). To share your views, complete the [online survey](#), pick up a survey form at your local GP practice, or request a survey form by calling 0116 295 1116.

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 would like to share in these newsletters [please send us details](#).



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