

Welcome to the October edition of Partnership Update, Northamptonshire Health and Care Partnership's monthly newsletter for health and social care colleagues and our community.



This month will see the continuation of our collaborative work to develop our local response to the NHS Long Term Plan. The first draft of the Northamptonshire Health and Wellbeing Plan has just been submitted to our regulators NHS England and NHS Improvement, but there is much more work to be done before the final document is published at the end of November. You can find out more about this on page 2.

As winter moves ever closer we are pleased to be able to reveal details of some exciting new Partnership projects which are helping to improve health and care services for local people.

Our new Rapid Response service, launching in just a few weeks' time, will be helping more of our county's most vulnerable citizens to get the right care in the right place at the right time (see page 3). Meanwhile, a new trial initiative is already demonstrating success in helping frail older people avoid unnecessary hospital stays; and specialist nursing support is being provided to help local GP practices deliver better care for people with respiratory illness (see page 5).

Also in this edition of Partnership Update you can read about the outcomes from some of our recent engagement with professionals, voluntary and community services and members of the public (see pages 2 and 4); we look ahead to the forthcoming launch of shared care records in Northamptonshire (page 3); and there's an update on the expansion of

mental health services for pregnant women and new mothers across the county thanks to a funding award (page 6). We hope you enjoy the October edition of Partnership Update.

Northamptonshire Health and Care Partnership Board

Paul White takes over as Interim Chair for NHCP

Following an open national recruitment process, we are delighted to announce that we have appointed Paul White as Northamptonshire Health and Care Partnership's new Interim Executive Independent Chair.

Paul brings a wealth of chief executive and board-level experience within and outside the NHS. He will bring clear leadership to the NHCP Partnership Board over the next few months as we focus on developing the Northamptonshire Health, Care and Wellbeing Plan and progress our leadership, governance, decision-making and accountability as we work towards becoming an Integrated Care System.

Paul has worked in health and care systems around the UK as well as internationally in both public and private sectors. He was CEO of one of London's largest academic healthcare centres for six years and has experience working in or with most areas of health, social care and the third sector.

He currently sits on the board of the Chicago-based Joint Commission International which operates in over 70 countries, accrediting hospitals and health systems in quality and safety. Paul has also served on a range of national bodies and working groups.

Paul said: "I am delighted to take on the role of Interim Chair and look forward to working with senior leaders and the whole of the health and care team to ensure that our combined talents deliver the best care for the people of Northamptonshire to support a positive lifetime of health, wellbeing and care in our community.

"Health and local government services face multiple challenges but also opportunities which are best seized by combining our collective talents and resources. I am privileged to be asked to lead and support this endeavour."



Paul White



Focus on: Northamptonshire Health, Care and Wellbeing Plan



In recent editions of Partnership Update we have described how our county's health and care organisations are working together to develop the Northamptonshire Health, Care and Wellbeing Plan.

This is our local response to the NHS Long Term Plan – incorporating a refreshed strategy for our county's Health and Wellbeing Board – and sets out our commitment to work collaboratively towards our shared vision for a positive lifetime of health, wellbeing and care in our community.

During September our work on the Northamptonshire Health, Care and Wellbeing Plan has been stepped up considerably and the first draft of our still-developing document was submitted to NHS England / Improvement at the end of the month. We will now continue to work to ensure our plan delivers the changes the people of Northamptonshire really want to see, tackles the challenges facing our health and care services and builds on the progress we have already made together as a Partnership.

Lucy Wightman, director of public health for Northamptonshire and lead for the Northamptonshire Health, Care and Wellbeing Plan, said: "We want everyone to be able to live the healthiest life they can, wherever they are and wherever they live in our county. Our partnership work so far has recognised that we need to do things very differently if we are to achieve this aim – and this means working closely together to deliver the changes that people want to see.

"Although led by local clinicians, our many patients and service users, staff, carers stakeholders and partners have helped to inform this plan, our priorities and approach. Our plan makes clear why we need to work together, what we will do differently, and the improvements you will see as a result."

Listening to your views through community engagement

Engaging with our communities is key to the development of the Northamptonshire Health, Care and Wellbeing Plan – because we cannot plan for the future of local health and care without listening to and understanding people's experiences, priorities and aspirations.

Hundreds of people have already had their say by participating in a public survey launched in the last edition of Partnership Update, and which is now closed. We thank everyone who has shared their views with us in this way.

Earlier on in the year we teamed up with Healthwatch Northamptonshire to host a joint community engagement event inviting local people to discuss and share their Big Ideas for improving health and care services across the county. These Big Ideas are already being built into the work we are doing as a Partnership.

Now we are pleased to announce that we've published a full report detailing the discussions, feedback and outcomes from this successful event, as well as conversations with unpaid carers, people with long-term health conditions and the wider public through Healthwatch's 'What Would You Do' campaign.

This document and our wider community engagement activity are helping us develop the Northamptonshire

Health, Care and Wellbeing Plan, ensuring the voices of our communities are heard as we work together towards a positive lifetime of health, wellbeing and care in Northamptonshire.

You can read this report, together with a summary of our Big Ideas by visiting the NHCP website at www.northamptonshirehcp.co.uk/big-ideas. Here you'll also find a video recap of our successful engagement event as well as a brand new Big Ideas animation.

And the conversations certainly don't stop here! We will continue to provide opportunities for local people to have their say and get involved in our work to improve health and care services. If you want to be a part of this visit www.northamptonshirehcp.co.uk/get-involved.



Involving young people in our conversations



NHCP's communications and engagement team visited Young Healthwatch Northamptonshire to discuss their views about local health and care services. During the interactive session, the young people set out their own priorities for the future, had their say on ways we can engage with Northamptonshire's younger residents in the future, and were encouraged to participate in our public survey. These conversations are contributing towards shaping the Northamptonshire Health, Care and Wellbeing Plan as part of our wider community engagement activity.



Big Ideas

This work responds to the 'Engagement' category of our community's Big Ideas for the future of local health and care northamptonshirehcp.co.uk/big-ideas

Rapid Response team getting ready for action this winter

A new specialist team is set to launch in Northamptonshire next month providing dedicated urgent care for some of our county's most vulnerable citizens.

The Northamptonshire Rapid Response service will attend urgent calls to help frail older people who have suffered falls, as well as people living in care homes with non-life-threatening health care needs – ensuring they can quickly access the treatment and support they need while easing pressure on our ambulance services and hospital emergency departments.

On an average day in Northamptonshire around eight people aged over 65 have to be taken to hospital after suffering falls, while twice that number are taken to hospital from local care homes.

Often these patients end up experiencing long hospital stays even though the care and support they needed might have been better provided where they live. Evidence shows that staying in a hospital bed for longer than is medically necessary results in frail people becoming even frailer – leaving them less able to live independently and stay well.

From 1 November the new Rapid Response team will be ready to attend urgent calls to falls and care homes.

Staffed by experienced specialist NHS and social care professionals with use of a dedicated East Midlands Ambulance Service vehicle, the team will be equipped to quickly assess patients and ensure they get the treatment and support they need without delay.

Northamptonshire Rapid Response will be operational seven days a week from 8am to midnight and will be directed to calls by 999 and 111 services, as well as handling urgent referrals from health and care professionals.

The team will attend seven to eight calls a day with a target response time of under 60 minutes – helping an expected three-quarters of patients get the care they need without having to go to hospital. This in turn will prevent around 11 unnecessary long hospital stays every week.

The Rapid Response service is one of a number of projects developed by NHCP's urgent and emergency care team as part of a [delivery plan](#) to prepare our county's health and care system for winter.

Jane Taylor, head of urgent care for Northamptonshire CCGs, said: "This is just one example of the positive action we're taking in Northamptonshire to ensure local health and care services are better equipped to cope with the added pressures of winter – and, more importantly, to deliver better health outcomes for local people.

"We're confident our new Rapid Response team will make a real difference to the health and wellbeing of some of our county's most vulnerable residents, demonstrating just how effective we can be when we work together in partnership."



Big Ideas

This work responds to the 'Personalised Care' category of our community's Big Ideas for the future of local health and care northamptonshirehcp.co.uk/big-ideas

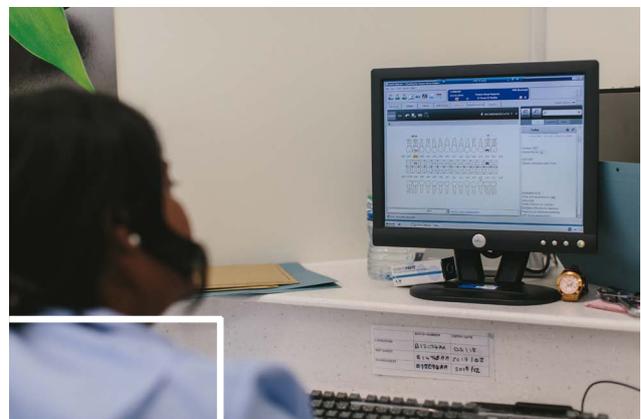
Shared care records are coming soon to Northamptonshire

A major project to modernise the way essential records are shared between organisations providing health and care services in Northamptonshire is set for lift-off in the coming weeks.

The Northamptonshire Care Record will ensure NHS and social care professionals have instant access to the information they need to make decisions about our care.

The project will bring together records currently held by different organisations – including medical histories and information about individual circumstances – to create a shared electronic record that's securely stored and instantly available to those who need it to provide our care.

As well as making it easier for professionals to understand our individual needs and ensure we receive the best possible care, the Northamptonshire Care Record will give patients and service users a more joined-up experience of using local health and care services. Work to appoint a digital provider to deliver the Northamptonshire Care Record is nearing completion and further updates on the project will be communicated soon.



Big Ideas

This work responds to the 'Information' category of our community's Big Ideas for the future of local health and care northamptonshirehcp.co.uk/big-ideas

Spotlight... our engagement toolkit

Celebration event marks launch of resources for engagement

Northamptonshire Health and Care Partnership is committed to engaging people in decisions about our local health and care services, and good engagement is a fundamental part of how NHCP works.

To support our colleagues to understand and lead engagement activities effectively and productively, the NHCP communications and engagement team has developed a new toolkit of guidance and resources through co-production with service users, patients, carers and professionals.

The new NHCP engagement toolkit was launched this month at a special celebration event at Moulton Community Centre. This provided an opportunity for those involved in the development of the resource to be commended for their hard work, as well as the chance for the toolkit's benefits to be showcased to some of the professionals who will use it.

Attendees were welcomed by Tansi Harper, chair of NHCP's Collaborative Stakeholder Forum, while patient, carer and service user representatives spoke about the co-production process.

Carer Sharon Gibbard said: "I think it's an absolutely brilliant resource and it's been a privilege to be involved from the beginning. And for me that's what makes a difference – when you bring people together to co-produce something, then you get the real lived experiences from service users, carers, staff, which is how this toolkit evolved."



 **Big Ideas**

This work responds to the 'Engagement' category of our community's Big Ideas for the future of health and care

northamptonshirehcp.co.uk/big-ideas

To download the new NHCP engagement toolkit, visit www.northamptonshirehcp.co.uk/get-involved

Read the report from our social prescribing engagement days

In June 2019 NHCP hosted three community engagement events around the county to shape the development of a new social prescribing service for Northamptonshire.

You can now read a report summarising the key findings and discussion points from these events, which helped to develop the full business case for a county-wide social prescribing service.

To view the report visit www.northamptonshirehcp.co.uk/social-prescribing. If you have any comments on the report or on social prescribing in Northamptonshire, you can submit them via this web page.

We will continue to engage with our communities as we work towards implementing our social prescribing service, with further engagement events planned for spring 2020.



The social prescribing engagement report

Specialist nurse support aims to improve respiratory care

People living with lung conditions in Northamptonshire are being supported to receive better and more joined-up care under a newly launched Partnership initiative.

Northamptonshire Health and Care Partnership is working with National Services for Health Improvement (NSHI) to provide targeted support for local GP practices and help them improve the care they provide to patients with respiratory illness.

The initiative sees a team of respiratory nurse specialists from NSHI meet patients at their own GP practice to review their respiratory condition and the treatment they are receiving.

The aim of these consultations is to improve the clinical care being offered to each patient by following NHS guidelines, confirming their disease diagnosis and, where appropriate, referring them to additional support services available locally.

This might include a referral to pulmonary rehabilitation, which is proven to have a very positive effect on patients' general wellbeing.

Additionally, the specialist nurses provide education, training and mentorship to GP practice staff to ensure delivery of the best care for people with respiratory illness.

So far through this targeted approach, 14 practices across Northamptonshire have been supported to improve their asthma care and 11 practices for chronic obstructive pulmonary disease.

More than 100 patients have undertaken reviews since the initiative was launched in May 2019.

Az Ali, NHCP's clinical lead for respiratory care (pictured right), said: "We want everyone to be able to live the healthiest life they can, wherever they live in the county.



Dr Az Ali

"When compared to other areas of the country with a similar population, patients with respiratory diseases in Northampton tend to have poorer health and higher rates of hospital admission for their chest problems.

"We know we can do more to improve the health and healthcare of our respiratory patients and, to help us achieve this goal, we have entered into a collaborative partnership with NSHI, who will help us deliver our objectives."

This new initiative is one of a number of areas of work being undertaken in Northamptonshire to improve local respiratory services. For more information about the programme, click [here](#).

Successful trial initiative helps frail patients avoid long hospital stays

Vulnerable older people attending Northamptonshire's A&Es are being helped to get the care and support they need more quickly – and avoid potentially lengthy stays in hospital beds – under a successful collaborative trial programme.

NHCP's new Frailty Assessment Team brings together specialist professionals from a range of services across the local NHS, social care and the voluntary sector. Based in the emergency departments at Kettering and Northampton General Hospitals, they work closely together to provide speedy assessment and treatment for frail elderly patients.

For patients living with frailty, long stays in hospital can result in a further loss of independence – so the team's objective is to make sure that the reason they're attending A&E is addressed as quickly as possible without them needing to be admitted to hospital, wherever it is clinically safe to do so. If they need further support to recover from their illness or injury while retaining their independence at home, the team works to ensure the appropriate assistance can be put in place.

In the first phase of the trial programme, a total of 75 vulnerable patients were seen by the Frailty Assessment Team across the two acute hospitals and six out of every 10 were helped to be safely discharged the same day. Statistics show that these patients might otherwise have been admitted and remained in hospital for between nine and 12 days on average.

Many of the people seen by the team were referred to the county's innovative new Supporting Independence Programme, which is funded by Public Health Northamptonshire and provides personalised support for people living with mild frailty.

Further testing of the Frailty Assessment Team programme will be undertaken in the coming weeks to inform potential plans for it to be introduced on a long-term basis. Feedback from patients and their families has been positive, with many appreciating the simplicity and effectiveness of being seen and supported by a number of different professionals in one place.

"We have had excellent care and prompt treatment today – lots of advice given from everyone," said a family member of one patient. Another said: "Didn't realise all the support available, found it really useful."



Big Ideas

These areas of work both respond to the 'Information' and 'Personalised Care' categories of your Big Ideas northamptonshirehpc.co.uk/big-ideas



Funding award secures expansion for Northamptonshire's perinatal mental health services

More women across Northamptonshire will get help to manage mental health conditions during and after pregnancy – thanks to the expansion of a successful service.

Northamptonshire Maternity Services' perinatal mental health team provides assessment, treatment and support for pregnant women and new mums who are experiencing or at increased risk of moderate or severe mental health conditions.

The team includes two specialist midwives based at Kettering and Northampton General Hospitals working closely with Northamptonshire Healthcare Foundation Trust's specialist perinatal mental health service.

Over the last 12 months the service has provided direct care to more than 390 women and their families, as well as specialist training to 100-plus staff – and additional funding has now been secured to extend its reach further within the county.

The new funding for perinatal mental health services will pay for:

- More training to enable staff to deliver psychological interventions to women and their families
- Engagement with women and families who have previously used the service to develop and improve the care and support provided
- Work to improve access to services for different communities across Northamptonshire, including black and minority ethnic (BME) communities
- New projects with voluntary and community organisations such as parent and infant groups
- Development of peer support roles
- Specialist training for GP practices

Meanwhile an information booklet aimed at helping women to understand emotional changes during pregnancy and following childbirth has been updated and relaunched. Every pregnant woman in Northamptonshire will receive a copy of the booklet, which is being produced in different languages and includes a range of information, advice and useful contacts. More information about maternity services in our county is available at:

www.northamptonshirematernityservices.co.uk



Big Ideas

This work responds to the 'Personalised Care' category of our community's Big Ideas for the future of local health and care northamptonshirehcp.co.uk/big-ideas

Northamptonshire health and care news in brief

- **County people asked which services are most important to them**
People in Northamptonshire are being asked which services they feel are most important to them as the county moves through the process of transforming local services. Click [here](#) to read more.
- **Share your feedback to improve Northamptonshire Adult Social Services**
Healthwatch Northamptonshire is conducting an independent survey to gather views about improving how our county's adult social services are provided for the people who need it. Click [here](#) to complete the survey.
- **Northampton is 'Up for the Cup' with ambitious recycling project**
Northampton General Hospital is teaming up with the University of Northampton and five other Northampton organisations to up the town's green credentials as part of a new recycling campaign. Click [here](#) to read more.
- **NHFT wins prestigious national awards for employee experience and wellbeing**
Northamptonshire Healthcare Foundation Trust's staff experience, engagement and wellbeing work have earned awards from the Chartered Institute of Personnel and Development and the Nursing Times. Click [here](#) to read more.
- **Northamptonshire Safeguarding Adults Board launches new website**
Northamptonshire Safeguarding Adults Board has launched a new website as a one-stop shop for information and guidance about keeping people at risk from harm and abuse safe. Click [here](#) to visit the new website.
- **Generosity helps Gosset ward to refurbish expressing room at NGH**
Thanks to the generosity of local fundraisers of the Northamptonshire Health Charity, a newly refurbished expressing room has opened for new mums at Northampton General Hospital. Click [here](#) to read more.
- **Healthwatch Northamptonshire armed forces work shortlisted for national award**
Healthwatch Northamptonshire has been shortlisted in the finals of the Healthwatch Network Awards 2019 for its work gathering the views and experiences from the local armed forces community. Click [here](#) to read more.

Your NHCP team



Northamptonshire Health and Care Partnership brings together leaders from across our county's health and care system, each with a wealth of experience in a range of backgrounds and disciplines. Each transformation priority and workstream is led by an executive sponsor from one of our organisations, supported by a senior responsible officer (SRO).

Partnership and Delivery Support Unit (DSU)

- Toby Sanders (CCGs)
Partnership Lead (supported by county CEOs)
- Dr Miten Ruparelia
Clinical Lead
- Julie Shepherd (NHFT)
Nursing Lead
- Tim O'Donovan
Assistant Prog Director

System Enabler Leads

- **Estates** – Sponsor: Theresa Grant (NCC)
- **Finance** – NHCP Directors of Finance Group
- **Digital** – Sponsor: Lucy Wightman (NCC) | SRO: Hugo Mathias (NGH)
- **Workforce** – Chris Oakes (NHFT and LWAB*)
- **Communications** – Sponsor: Angela Hillery (NHFT) | SRO: Dionne Mayhew (NHFT)

Transformation Priority Leads

- **Strategic Commissioning**
Sponsor: Toby Sanders (CCGs)
SRO: Anna Earnshaw (NCC), Anna Dorothy (CCGs)
- **Unified Acute Model**
Sponsors: Simon Weldon (KGH), Sonia Swart (NGH)
SROs: Chris Pallot (NGH), Polly Grimmett (KGH)
- **Primary, Community and Social Care**
SROs: David Williams (NHFT), Julie Curtis (CCGs)
- **Urgent and Emergency Care**
Sponsor: Simon Weldon (KGH)
SRO: Eileen Doyle (KGH)



Workstream Leads

- **Cancer**
Sponsor: Sonia Swart (NGH)
SRO: Karen Spellman (NGH)
- **Children and Young People**
Sponsor: Sally Hodges (NCC)
SROs: Kate Barker (CCGs), Sharon Muldoon (NCC)
- **Health and Wellbeing**
Sponsor: Lucy Wightman (NCC Public Health)
SRO: Stuart Mallett (DSU)
- **Learning Disabilities**
Sponsor: Anna Earnshaw (NCC)
SROs: Amy Brock (NCC), Kate Barker (CCGs)
- **Maternity**
Sponsor: Stuart Rees (CCGs)
SRO: Emma Donnelly (CCGs)
- **Mental Health**
Sponsor: Sandra Mellors (NHFT)
SRO: Kate Barker (CCGs)

* Local Workforce Advisory Board



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