

Wirral Neighbourhoods Update

March 2019



WIRRAL

Working in partnership:

Wirral Clinical Commissioning Group
Wirral Council
Cheshire and Wirral Partnership NHS Foundation Trust

Wirral Community NHS Foundation Trust
Wirral University Teaching Hospital NHS Foundation Trust
Local Professional Committees

Neighbourhoods are about people and the ‘place’ that they live

Place Based Care is about using a defined set of resources to provide the best possible quality of care and health outcomes for a defined population (as opposed to providing – and being paid for – solely episodic or reactive care).

Place based care involves strong system leadership:

- Established leadership teams and relationships.
- Effective collective decision-making and governance structures and a capability to support delivery.
- Track-record of getting things done.

Place based care is about collaborating to improve services:

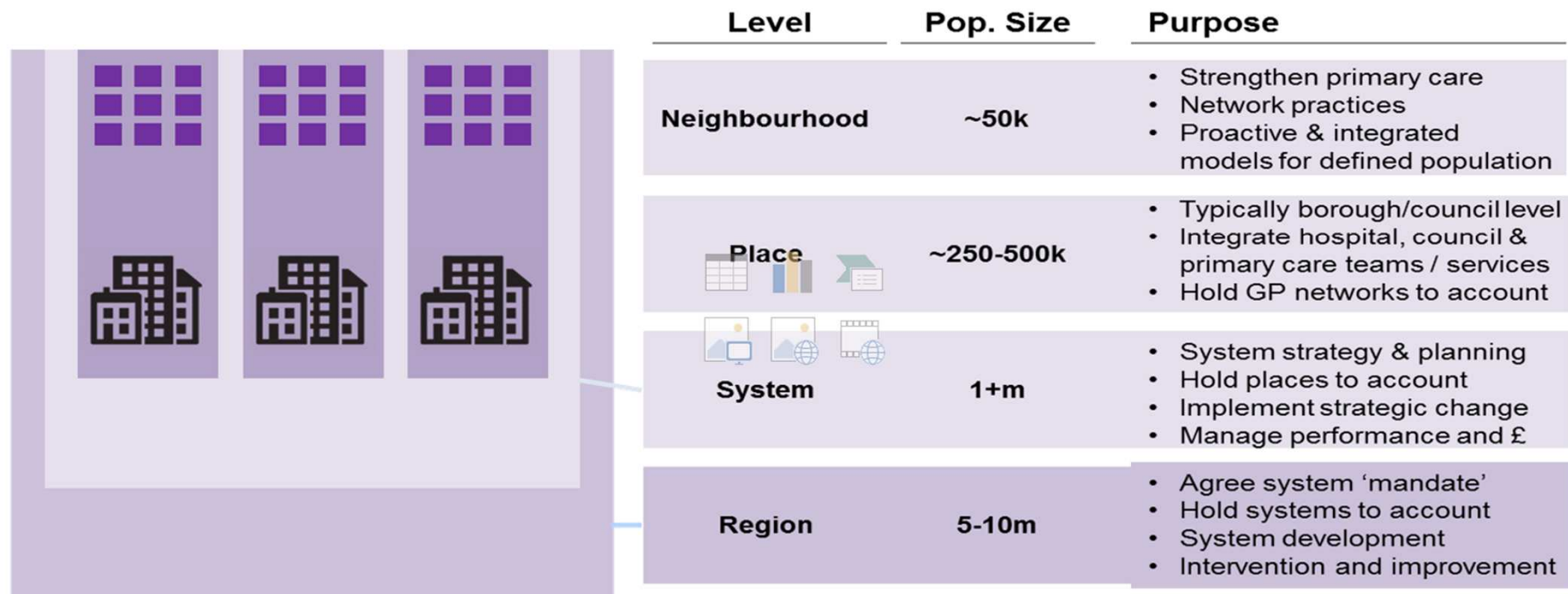
- Building capacity in the voluntary sector and local communities to support people to be as healthy and well as they can be.
- Encourages organisations to work collaboratively around the person and their community.
- Taking collective responsibility when things go off track.

Place Based Working Principles

- Partnership Approach: Engage stakeholders across all sectors in collaborative decision-making
- Move from central control: led by the people who live and work locally
- Community Engagement: Encourage collaborative working, critical thinking and problem solving
- Local Flexibility: Provide a robust foundation for decision-making
- Long-Term Commitment: Ensure there are adequate time and resources to commit to this work

Integrated Care Systems

Appendix 1 : What is an ICS?



Each level performs specific functions under the following common headings

1. Leadership, engagement and workforce
2. Care redesign
3. Accountability and performance management
4. Strategy and planning
5. Managing collective resources

Place-Based Care in Practice

Integrated Care Teams, including general practice, serving Neighbourhoods of 30,000-50,000 people each

More focused on Neighbourhood team than organisations, better sharing of information, planning and care coordination

Greater understanding of people's needs through risk stratification

More proactive care in primary and community settings, bringing all sectors into play

Helping people improve their lives with less reliance on statutory services

A renewed focus on how we engage and listen

Healthy Wirral

Our Mission:

Better health and wellbeing in Wirral by working together

Our Vision:

Our aim is to enable all people in Wirral to live longer and healthier lives by taking simple steps of their own to improve their health and wellbeing. By achieving this together we can provide the very best health and social care services when people really need them, as close to home as possible.



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Wirral Localities Aligned to GP Practice

	Birkenhead	(15)
	South Wirral	(10)
	Wallasey	(17)
	Wirral West	(10)

Wirral Neighbourhoods Aligned to GP Practice

	Birkenhead A	(25)
	Birkenhead South	(29)
	Bebington & New Ferry	(18)
	Healthier South Wirral	(21)
	Moreton & Leasowe	(16)
	North Wallasey	(21)
	Wallasey C	(19)
	West Wirral A	(26)
	West Wirral B	(31)

Our Neighbourhood Approach

- Multi-agency and multi-disciplinary teams
 - G.Ps
 - Community Nurses and Matrons
 - Social Workers
 - Care Coordinators
 - Therapists
 - Voluntary/ Community support
- Care wrapped around the "place and people"
- Communities of 30-50,000 people
- Proactive joined up care delivered as 'One Team'
- Initial focus on supporting Frail citizens
- Aim to reduce inappropriate admissions to hospital to support people to be as healthy as they can be

51 Practices

9 Neighbourhoods

1 Place System

Place-Based Care - better for staff



*"I know and trust
my colleagues"*

*"We're all in it
together"*

*"I have more time
for people who
need it"*

Place-Based Care - better for people



“They are interested in me as a person - what matters to me”

“I can do the things I want to do more easily”

“I get help when I need it - my team works really well together”

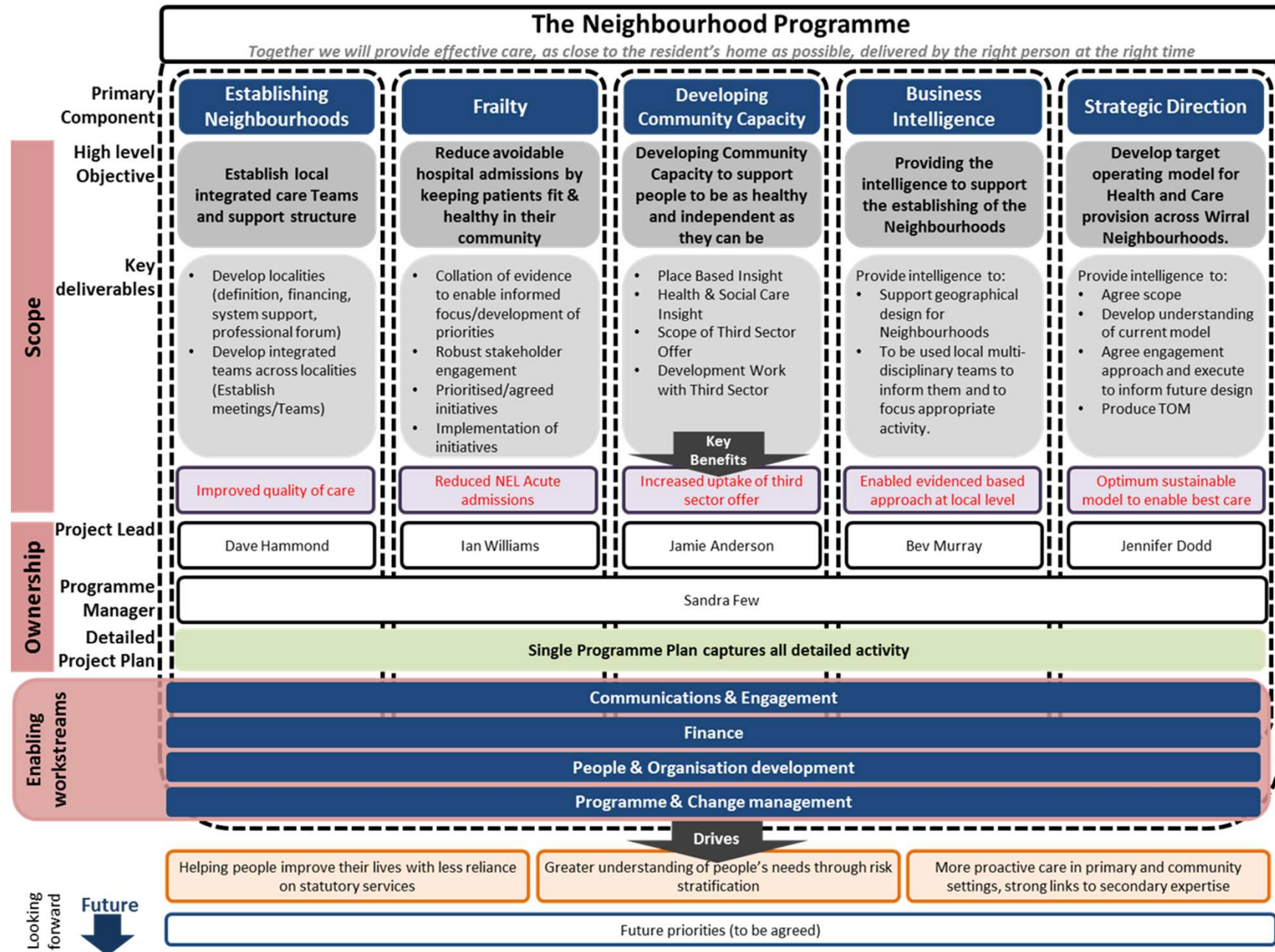
“I know the people who care for me”

“People don’t have to ask me for the same information over and over”

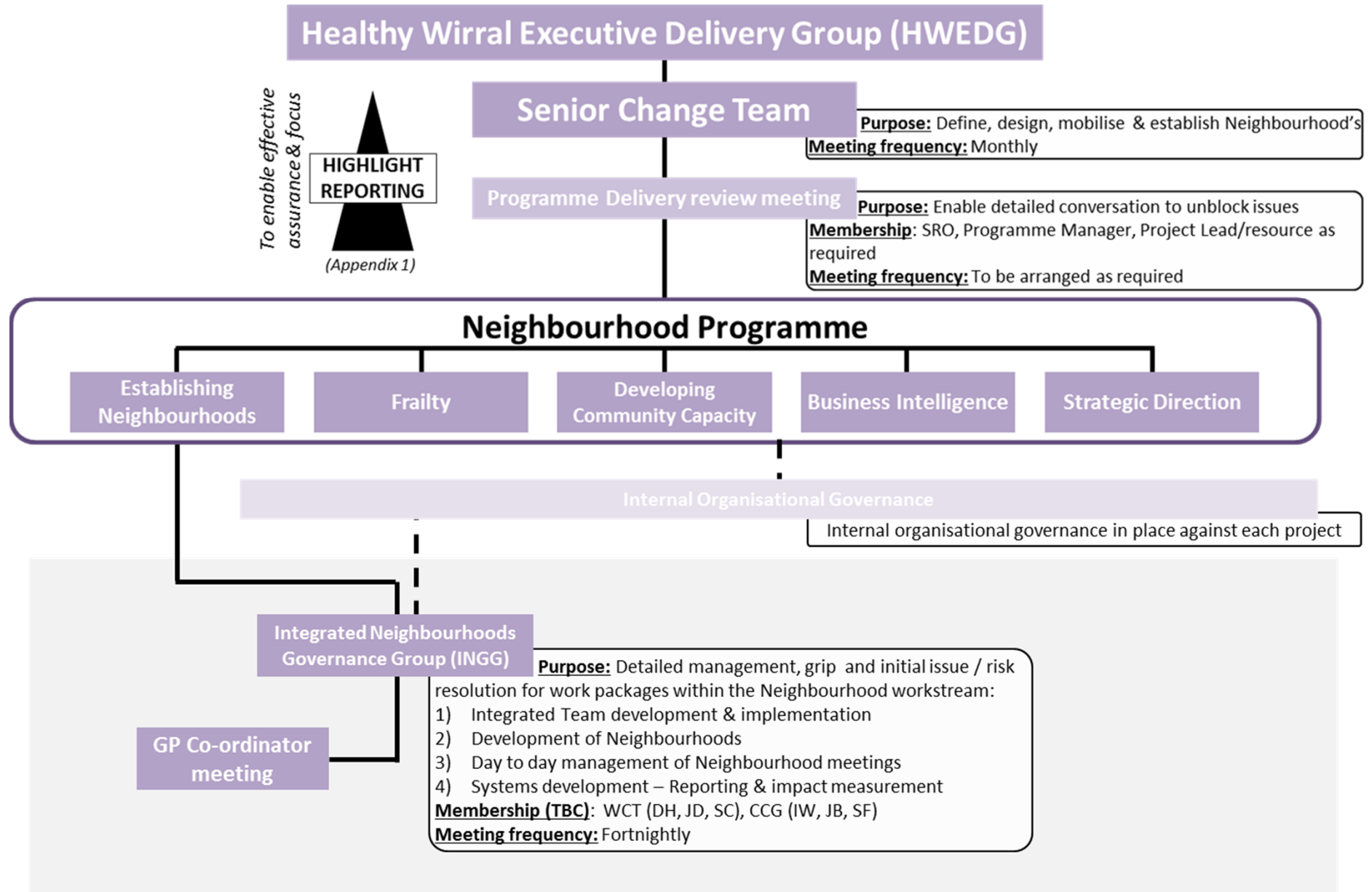
Key Achievements

- Neighbourhoods defined, GP Co-ordinators appointed, Leadership Teams established.
- MDT approach established case finding and support commenced. N.B. unplanned admissions down for 3 months.
- Alignment of resources and improved links of community resources in Neighbourhoods.
- Third sector links & provision strengthened within Neighbourhoods.
- Population Health Intelligence – *Production of Neighbourhood intelligence profiles.*

Neighbourhood Programme Structure



Neighbourhood Governance



Frailty PIC Worker Impact

- **Personal Independence Co-ordinator (PIC)**
- **Pilot AGE UK Wirral role in South Wirral B Neighbourhood**
- **Working with moderately frail patients who are frequent attenders Neighbourhood practices**
- **Outcomes:**
 - **Reduce isolation & loneliness**
 - **Improve health and reduce GP apts. & NEL Admissions**

Initial impact on GP appointments at Eastham Group Practice

Patient	GP appointments 12 Months Prior to Pilot	GP appointments 6 Months Prior to Pilot (May-Oct)	GP appointments 3 months of pilot project
Patient 1	31	14	2
Patient 2	32	16	1
Patient 3	34	13	2
Patient 4	52	27	12
Patient 5	68	20	5
Patient 6	60	26	6
Patient 7	37	12	5
Totals	314	128	33

Immediate Priorities

- Development of a future operating model
- Embedding Wirral Care Record
- Co-design care models - Neighbourhood focus
- Continuing improvement in integration & engagement with third sector
- Accelerating Population Health Management e.g. Social Prescribing
- Co-producing primary care networks on the Neighbourhood footprint
- Greater alignment with Wirral Together capacity building approach

Healthy Wirral video link:

<https://vimeo.com/320741978>



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Questions?



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