

North Tyneside Health & Wellbeing Board Report Date: 23 March 2023

**Title: Equally Well
Progress Update: An
integrated health and care
system**

Report Authors:	Rachel Nicholson, Senior Public Health Manager, North Tyneside Council
Responsible Leads:	Eleanor Binks, Director of Adult Social Care, North Tyneside Council, (Tel) 0191 643 7076 Anya Paradis, Director of Place North Tyneside, NHS North East and North Cumbria, (Tel) 0191 293 1157 Ross Wigham, Director of Communications, Northumbria Healthcare NHS Foundation Trust
Relevant Partnership Boards:	The proposed North Tyneside Health, Care and Wellbeing Executive

1. Purpose: Progress Update:

This item relates to the 'integrated health and care system' theme of the Joint Health and Wellbeing Strategy, "Equally Well: A healthier, fairer future for North Tyneside 2021- 2025".

As outlined in Equally Well this theme is about enabling different parts of the health and care system to work together effectively, in a way that will improve outcomes and address inequalities. The aim is to support everyone in North Tyneside to live healthier and fulfilling lives and maintain their independence for longer.

The drive to integrate health and social care services is greater than ever, with improved experience for residents and more community-based support being delivered closer to home being our local objective.

There is no single definition of integrated care and services can be joined up in different ways, for example between primary and secondary care, physical and mental health care and health and social care. The key aim is to reduce

local health inequalities by improving access and unnecessary variations and fragmentation in care.

Integrated care is most appropriate for those living with chronic illnesses or long-term conditions, frail older people, those with complex needs and their carers, or those requiring urgent care. It is most effective when it is population-based and considers the holistic needs of people.

2. Recommendation(s):

The Board is recommended to: -

- a) Note the progress being made in delivering integrated health and social care approaches and services.
- b) Provide any comments on any areas requiring further action;

3. Progress update: Integrated health and care system

- ***Establish the Integrated Care Board Place Based arrangement for North Tyneside***

On 1 July 2022, integrated care boards (ICBs) became legally established through the Health and Care Act 2022, and CCGs were replaced with ICBs. As part of the development of ICBs, partnerships at place level play a central role in planning and improving health and care services, proactively identifying and responding to population need.

The placed based arrangements for North Tyneside will be presented at the 23 March Health and Wellbeing Board. A set of shared goals, priorities and an action plan are in development.

- ***Four Primary Care Networks (PCNs) will build on collaborative work around extended hours access, access to clinical pharmacy and development of social prescribing initiatives.***

Until recently, all GP practices had to provide additional appointments every week before or after normal opening times for their own patients; this was known as extended hours. In addition, Clinical Commissioning Groups (now the Integrated Care Board, ICB) had to make sure that patients could access appointments with primary care clinicians and staff in convenient locations across their areas, again outside of the core hours, this was known as extended access. From 1 October 2022 these two services (extended hours and extended access) came together and form one service Enhanced Access that Primary Care Networks (PCNs) are now given funding to contract or deliver themselves.

All North Tyneside PCNs have been delivering the number of hours being asked from October 2022 and have continued to do so in all the reported months since.

Primary Care Network (PCN)	October to December inclusive		
	Appointments offered	Number of hours delivered	Number of hours contracted to deliver
North Shields	3,645	903	751
North West North Tyneside	6,109	991	870
Wallsend	2,025	599	533
Whitley Bay	2,374	739	598

Delivering the minimum hours is not to be underestimated, there are a significant number of PCNs nationally that have yet to record a single month's compliance, whilst in North Tyneside the PCNs so far there has been as sense of overachievement. These formative months have seen changes as the PCNs flex their plans to meet delivery that best supports access for patients and demand on practices. They have analysed the take up for appointments over specific days and times, looked at 'did not attend' (DNA) rates and assessed demand for different roles, tweaking accordingly. Popular clinics have included, ear care, baby immunisation, cytology and cardiology reviews, more are planned. This service will continue to evolve and is well championed in North Tyneside.

North Tyneside PCNs have also been actively recruiting new team members as part of the additional roles reimbursement scheme (ARRS). The ARRS was introduced to help address health inequalities, increasing complex, long term conditions and areas of longstanding unmet health needs. These challenges increase the pressure on the system to deliver for those in our communities and can shift focus from preventing ill health and tackling health inequalities to treating those who are unwell. The ARRS provides funding for additional roles to create bespoke multi-disciplinary teams at scale, i.e., working across PCN(s) rather than single practices. The PCNs assess the needs of their local population and, working with local community services, make support available to people where it is most needed. The scheme is well established across the four North Tyneside PCNs, with nearly 140 people employed across the 16 eligible roles. There are over 20 social prescribing link workers and social prescribing is supported further through the care coordinators, some of which have social prescribing roles. All of the PCNs are due to meet their social prescribing targets, and each is well underway against delivering two plans to tackle 'local health inequalities' and 'personalised care', resourced by their social prescribing teams. Another area that has experienced growth particularly in the past year are the pharmacy teams, with 23 clinical pharmacist, 18 clinical technicians and 2 advanced pharmacist practitioners employed in PCNs in North Tyneside. The pharmacy teams work hard on keeping up to date with patient medication reviews, including proactive work where possible, along with helping practices to be compliant with prescribing policy and dictates, an increasingly complex field especially in areas with social deprivation.

The additional roles have empowered PCNs to create multi-disciplinary teams based on the focused needs of their populations, examples of this include frailty and mental

health teams, pharmacy hubs, and teams that work on 'hard to reach' cohorts and helping them get access to services that they need.

- ***Backworth Ageing Well Village development to continue and integrated services will be established to prevent unnecessary hospital admissions and premature admissions to long-term care***

The vision for the Backworth Ageing Well Village is a new concept in senior living that offering independence, freedom and flexibility within a community setting, and close access to health and social care facilities. The proposed health led integrated frailty hub will provide a focal point for services, allowing intermediate care to be provided in a single location in addition to clinical services, falls clinics, rehabilitation, reablement and discharge to access services along with access to social care and health service staff within one facility.

Development has been in the pipeline since June 2020 and Northumbria Healthcare Trust agreed to take on the development on behalf of the system in 2021. Heads of terms were agreed by between Northumberland Estates and NHS Northumbria Healthcare Foundation Trust in May 2022 and planning permission for the site was granted by North Tyneside Local Authority in July 2022. Further work is required to settle the investment required for the project to ensure that financial modelling and assumptions remain within appropriate limits and are affordable. Options are being developed to consider these issues and ensure progress.

- ***Adult social care will increase the use of technology within the homes of residents with social care needs to enable people to live more independently.***

To support discharges from hospital all residents who are discharged home are being provided with free short-term access to the Carecall telecare system and assistive technology devices that are appropriate to their needs. A pilot scheme has been completed using lifestyle monitoring equipment to gain a fuller picture of individual needs. This information has been very effective in ensuring the right level of support can be provided and has also been used to reassure residents' family members that the person is safe at home and, for example, does not need to be in residential care.

Lifestyle monitoring has also ensured that less intrusive care can be provided which maintains an individual's independence. Devices like Amazon Alexas have also been deployed effectively where appropriate for medication prompts and to support individuals to keep in touch with friends and family.

- ***All partners continue to work together to support delivery of the COVID-19 booster vaccination programme to ensure good uptake overall and reduced inequalities.***

A partnership approach to the COVID-19 vaccination programme has continued to ensure the borough has a very high uptake of the vaccine. Throughout the various phases of the vaccination programme North Tyneside has consistently had one of

the highest uptakes in the North East, and the autumn booster had over 70 % uptake.

There are also continued efforts to tackle the inequalities within the programme from a range of stakeholders. Actions include:

- Detailed analysis to understand trends in uptake and then act accordingly.
- Community engagement to understand challenges and barriers within the programme leading to approaches to address them
- Wide coverage of clinics across the borough
- 'Pop up' clinics in geographic areas of lower uptake
- Focused clinics for more vulnerable groups
- Partnership work within key VCS organisations to reach more vulnerable groups.
- Targeted communications to promote the importance of the vaccine.

- ***Promoting the services of community pharmacy to support our local communities.***

Partners from the local authority and NHS continue to promote community pharmacy, particularly as many are situated in high street locations, in neighbourhood centres, in supermarkets and in the heart of some of our most deprived communities.

As demonstrated by consultation through the local Pharmaceutical Needs Assessment, approved in September 2022 by the Health and Wellbeing Board, residents' experiences of accessing community pharmacy is good.

76% of survey respondents felt that community pharmacy staff were friendly, helpful and knowledgeable when visiting their community pharmacy. Staff were largely praised as being 'friendly', 'pleasant', 'approachable', 'polite' and 'helpful' when respondents described what worked well within their community pharmacy.

All North Tyneside pharmacies are contracted to pro-actively participate in national/local campaigns, and to promote public health messages to general community pharmacy visitors during specific targeted campaign periods.

- ***Strengthening public, patient and carers' voices at place to shape integration, working with a range of partners such as Healthwatch, the VCSE sector and experts by experience.***

Ensuring that the public, patient and carers' voice is heard is a key priority of all partners. A variety of mechanisms are used and include:

North Tyneside Healthwatch being commissioned to support the Community Mental Health Transformation Programme in order to involve local people in its design and delivery and they lead this work with Launchpad North Tyneside.

The well-established Community and Health Care Forum (CHCF) consults with North Tyneside residents, carers, relatives and the community and voluntary sector on the planning and delivery of health and social care services.

- ***Addressing workforce challenges e.g., recruitment, retention, and retirement by working together to ensure a strong and sustainable workforce for the future.***

Recruitment and retention of the workforce remains challenging across all part of health and social care however, the Local Authority has launched its Care Academy which is a one stop shop to support individuals working in care and to encourage new entrants into the sector. The Academy offer is built around an independent website with input from a range of partner organisations with a joint governance board with representation from partners. It will deliver North Tyneside specific campaigns, routes into roles, links to training, personal assistant induction and career development support.

Several highly experienced, recently retired staff have been tempted back to work to lead and mentor in frontline services to support capacity particularly over the challenging winter period. Their vast knowledge is being passed on to recently restructured teams to build resilience and depth of experience. A restructure with Integrated Services has been designed to offer clearer career progression through the service encouraging the retention of star performers and acting as an incentive for new entrants to join the service.

To support retaining and building capacity within homecare providers across North Tyneside, a significant sum from the Discharge Support Fund for 2022/23 has been paid out supporting providers to recruit and to retain existing staff. Providers have signed agreements evidencing their commitment that this funding will be passed on to their frontline staff.

4. Performance indicators

To be developed as part of the proposals for place-based arrangements.

5. Community engagement

As noted above ensuring that the public, patient and carers' voice is heard is a key priority of the approaches to integrate the health and social care system.

6. Appendices:

Appendix 1 – Progress: Implementation plan

7. Contact officers:

Eleanor Binks, Director of Adult Social Care, North Tyneside Council,
(Tel) 0191 643 7076

Anya Paradis, Director of Place North Tyneside, NHS North East and North
Cumbria, (Tel) 0191 293 1157

COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

9 Finance and other resources

Any financial implications arising from the delivery of the implementation plan to delivery Equally Well, North Tyneside's Health and Well Being Strategy will be met from existing budgets.

10 Legal

The Board has a duty under Section 195 of the Health & Social Care Act 2012 to encourage partners to work closely together and in an integrated manner for the purpose of advancing the health and wellbeing of the people in the area.

11 Human rights

There are no human rights implications directly arising from this report.

12 Equalities and diversity

There are no equalities and diversity implications directly arising from this report.

13 Risk management

There is a risk that despite the considerable effort for joint action by the Health and Wellbeing Board, partners may not improve the inequalities in health seen in North Tyneside.

The health inequalities that existed prior to the COVID-19 pandemic have subsequently been amplified and more recently it is also widely acknowledged that the current rise in the cost of living is likely to have a disproportionate impact on some of our communities in North Tyneside.

A corporate risk has been identified for this scenario with a mitigation report was presented at the Audit Committee in November 2022, and this risk will continue to be monitored with regular reporting.

14 Crime and disorder

There are no crime and disorder implications directly arising from this report.

SIGN OFF

Chair/Deputy Chair of the Board	<input checked="" type="checkbox"/>
Director of Public Health	<input checked="" type="checkbox"/>
Interim Director of Children's Services	<input checked="" type="checkbox"/>
Interim Director of Adult Services	<input checked="" type="checkbox"/>
Director of Healthwatch North Tyneside	<input checked="" type="checkbox"/>
Integrated Care Board Director of Place	<input checked="" type="checkbox"/>