

Bedfordshire, Luton and Milton Keynes

Integrated Care System

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News



Engaging communities to develop a plan for health and care transformation

A campaign to understand what is important to local communities about the future of health and care services across Bedfordshire, Luton and Milton Keynes (BLMK) has started with local health and care organisation's capturing the views of local people at events across the region.

The campaign, which will run until mid-September under the title #BLMKfutureNHS, will provide BLMK residents and communities with an opportunity to share their views about existing services and what is important to them for the future.

#BLMKfutureNHS will build upon the work that local organisations have done to involve and engage local people to shape the services that they use. Most recently Healthwatch in BLMK undertook a two month engagement programme to understand people's general views, as well as specific experiences of cancer and mental health care, and what they would like to see available in the future.

Over the next two months, teams will be talking to people and staff working in health and care services at public and staff events across BLMK. As part of this campaign, a dedicated stand will be in shopping centres or large supermarkets in Bedford, Luton, Milton Keynes and Central Bedfordshire (Dunstable, Biggleswade and Leighton Buzzard) during July, August and September. People will be able to take part in a short questionnaire and talk to members of the team about health and care services.

The main dates and locations are as follows:

- Tesco Dunstable, Saturday 27 July
- The Mall, Luton, 1-3 August (Thursday to Saturday)
- Harpur Centre, Bedford, 8-10 August (Thursday to Saturday)
- Centre MK, Milton Keynes, 12-14 September (Thursday to Saturday)

The engagement team will be out and about at local community events encouraging people and communities to share their views. A full calendar of events and meetings that the team will be attending is available on the BLMK ICS website – www.blmkpartnership.co.uk. In addition, a survey will be uploaded to the ICS website and this will go live from Monday 29 July.

The campaign will support the development of a five year plan for health and wellbeing for our area, based on feedback from local people and communities and developed by the 15 partners of the BLMK ICS*. This is partly in response to the NHS Long-term Plan which was published earlier this year and sets out the priorities and ambitions for the NHS to meet the changing needs of the country's growing population.

PCN Shared Learning Event



In May, the ICS hosted a Primary Care Network Shared Learning Event for over 140 colleagues across BLMK, NHSE and other systems hoping to learn from BLMK.

The event provided an opportunity for established PCNs to share practical examples of the things they've done and what they've learnt along the way. Attendees were invited to test and challenge approaches and help shape and adapt methodology to ensure it works for different populations and partner organisations across BLMK and beyond.

Attendees also learnt more about the Primary Care Home approach to population health management and integration, team-based working and how it can be applied to local communities, network, organisation and teams.

BLMK formally introduced the Primary Care Home (PCH) model in 2018/19, a type of PCN, to provide clear underpinning principles and methodology for all those responsible for developing PCNs across the ICS. Since April 2018 BLMK has been working with the National Association of Primary Care to co-design, develop and test bespoke approaches and BLMK-specific methodology to build and embed PCNs and PCN ways of working.



If you have any queries following the event or are seeking some support with developing your PCN, do get in touch with Sarah.Forster@mkuh.nhs.uk.

Milton Keynes High Intensity User Scheme – Parliamentary Awards 2019

Earlier this month a scheme to help some of the most vulnerable and lonely people in society won a prestigious regional Parliamentary Award. The High Intensity User team delivered by P3 at NHS Milton Keynes Clinical Commissioning Group have taken a new approach to helping some of the most vulnerable and lonely people in our society to flourish, whilst saving NHS resources through sustainable reductions of in A&E attendances; 999 calls and non-elective admissions.

The High Intensity User programme that is being delivered through Milton Keynes CCG uses the core principles of a de-medicalised, de-criminalised and humanised approach, providing a personalised response to each individual's circumstances. Results shows that 999 Ambulance calls and hospital admissions drop by about 90% among the group. The impact was not just felt by the health community as calls to the police 999 and 101 numbers from this group also reduced by 52%.

The individuals classified as high intensity users have been stuck in the 'revolving door' of unscheduled care for years and have clearly benefited from a different approach. Quite often it is thought that this is a problem with the elderly who feel isolated and have complex health needs. However, the cohort usually consists of a large proportion of people in the 35-45 age groups covering several professional groups, not just the unemployed.

The model used by Milton Keynes CCG forms part of the NHS RightCare High Intensity User Programme. The programme is being scaled up and spread across the country by NHS RightCare. NHS RightCare is a national programme of NHS England and NHS Improvement.

We are considering how the High Intensity programme might apply in the others places within BLMK.

What is stepping into my shoes?

The initiative has been developed to support local leaders to work together, learn and share knowledge from across the system to create public services that are more integrated based on the needs of the local population.

It is an informal staff development opportunity that involves creating an 'interchange' of learning experiences and is a simple concept of matching learners and sharers together with the intention of a mutual learning opportunity. The Learner shares what they are looking for in terms of experience in another organisation while the Sharer reveals their skills and knowledge and in what capacity.

Some organisations already have similar schemes within their own organisation, however, this expands the range of opportunities to include organisations from health and social care and across different sectors e.g. hospital, general practice, community health, mental health and council.

Developed to support local staff to work together, learn and share knowledge from across the system to create public services that are more integrated based on the needs of the local population. The scheme would therefore benefit those staff, clinical and non-clinical, that have identified leadership development within their personal development plans, and particularly those staff that are supporting integrated ways of working across organisations and health and social care sectors.

The initiative is running across all Bedford, Luton and Milton Keynes locations. More information is available on the right hand side of this page.

To find out more click [here](#).

Events



The Child and Adolescent Mental Health Service Stakeholder Meeting

When: 9 September 2019

Where: tbc

If you are interested in discussing Child and Adolescent Mental Health Services in Bedfordshire or wish to share feedback, then please come along and meet us at our Stakeholder Forum.

Children and Young People Personalised Care Workshop

When: Wednesday 18 September, 2019

Where: Rufus Centre, Steppingley Road, Flitwick, Bedfordshire, MK45 1AH

Time: 10.00 – 4.00pm

BLMK ICS will be hosting to a special workshop focussed on **children and young people's personalised care**. The aim of the event is to jointly review and develop the children's Personalised Care agenda going forward. The session will be supported by CYP Leads from the Personalised Care Group within NHS England.

BLMK are a demonstrator site for Personalised Care and we are working to embed the Personalised Care approach across our health and care system. We are now keen to support additional progress with personalisation for children and young people; learning together from what has been achieved so far in order to understand what needs to happen next.

Objectives for the workshop include:

- Recap on our personalised care objectives as service areas that are part of a health and care system for children and families, to include person centred care and support planning, personal health budgets etc.
- Review current position, using the self-assessment tool, and consider best ways to take the agenda forward
- Outline the progress made to-date and highlight the support on offer from NHSE as part of the Personalised Care Programme and identify where we can benefit from support going forward
- Review workforce and development, including training, that will be required
- Consider how the approach is co-produced within BLMK and how we communicate with families/service users
- Agree next steps and actions to move the Personalised Care agenda forward for CYP.

Food and refreshments will be provided at the event.

To register for this event please click [here](#).

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