



Dartmouth Health and Wellbeing Update

Issue No 3 – February 2020

Taking integration forward

From March 2020, Torbay and South Devon NHS Foundation Trust is planning to improve the service received by local patients by developing further the integration of community teams across the Moor to Sea locality, which includes the Dartmouth area.

The Trust is considering how it takes a 'one-team' approach across all the different professionals working in community teams based around GP practices. The Trust aims to triage urgent requests for help through a 'duty hub'. Health and wellbeing co-ordinators, the duty social care worker and duty community nurse would be able to work together from a shared office and direct requests for help to the most appropriate service. Being able to share knowledge and have joint discussions will enable them to respond better to people's immediate circumstances. As the service grows, it would also incorporate therapists and links with the voluntary sector and GPs. This approach has been used in other areas and has proven to enhance patient experience by having a multi-disciplinary team view at the point of referral.

The Trust's ultimate aim is to have a single point of contact for all referrals into the community health and wellbeing service – whether from carers, family, GPs or other health professionals. The purpose of doing this is to improve the experience of people accessing services by placing the individual's needs as a person at the heart of community service planning. The Trust believes that it can co-ordinate front line responses better to ensure that people get the right care in the right place and at the right time by working in a slightly different way.

Health and Wellbeing Centre

Torbay and South Devon NHS Foundation Trust and its architects are continuing to work hard to finalise designs, costings and planning submissions for the new Health and Wellbeing Centre. Plans are being updated to incorporate, as far as possible, comments that have been received during some very positive pre-planning engagement discussions.

A number of local people have asked about the impact on parking spaces in the town, when the Health and Wellbeing Centre is developed on the overflow park and ride site. The Trust recently presented its plans to Dartmouth Town Council and shared the positive news that that the number of spaces would actually be marginally higher thanks to a plan that makes more efficient use of the land.

PROPOSED SITE PLAN



Currently, the overflow site has capacity for 130 spaces, bringing the total number of spaces in the park and ride to 305. By re-orienting the parking, the Trust's plans will create 23 spaces for the new Health and Wellbeing Centre plus 131 spaces for the park and ride overflow – up by one on the existing provision. There will also be additional parking released in the town centre once the GP surgery relocates to the new Health and Wellbeing Centre.

News in brief

Intermediate care survey

Torbay and South Devon NHS Foundation Trust has so far had consent from seven local people to take part in a survey on intermediate care services. Independent watchdog Healthwatch is carrying out in-depth interviews with those people and the Trust will continue offering people the opportunity to take part, where it is appropriate to do so as well as encouraging people to complete a friends and family test and comment if they wish to.

Saving lives through foot care screening

Torbay and South Devon NHS Foundation Trust is one of only three centres in the country running a pilot programme to identify heart problems through routine foot checks provided by the podiatry team. The tests can pick up an irregular heartbeat, which may indicate someone is at a higher risk of stroke. The data is then shared with GPs, who can then carry out further tests and identify whether treatment is needed. This programme has the potential to save many lives, by intervening before strokes occur, and as a result also save the NHS hundreds of thousands of pounds.

Service statistics for patients of Dartmouth Medical Practice

The following information refers to use of services by patients from Dartmouth Medical Practice (DMP) in January 2020.

Intermediate care

- 15 urgent (same day) referrals in January
- 1 non-urgent referral

Of these, only one person required a short stay in residential care and was accommodated in Beacon House in Dartmouth.

Emergency admission to hospital

Emergency admissions into Torbay Hospital per 1,000 people remain lower for DMP patients (7.9 per 1,000 in January) compared to the average number across the Torbay and South Devon area (10.8 per 1,000 of population in January).

Admission to community hospitals

Only three DMP patients were admitted to community hospitals in January.

Personal story

When Brenda, who is in her 90s, became unwell, her GP referred her to the Trust's intermediate care team for support. An occupational therapist and social worker visited Brenda at home to assess her needs. They found that she was quite unwell, and liaised with her GP to help manage her health symptoms, as she was very breathless. They were also able to organise a range of additional support to enable Brenda to stay at home, where she wanted to be. Additional equipment, such as a stair rail, was installed in her home, and our rapid response team visited Brenda daily to help with meals, drinks and personal care while she was at her most unwell. The team also provided Brenda with a new pendant alarm and referred her to the fire safety team for a home assessment. For a short while, she had daily visits from the intermediate care team to monitor her condition, and monitor her bloods, to ensure she was improving and regaining her independence. Within a short while, Brenda was able to climb the stairs and return to her normal routine of visiting the GP practice for ongoing nursing support.

Devon news

Together for Devon launches

The organisations responsible for health and care locally have launched a new identity (*right*).

Together for Devon is a partnership of health and social care organisations across Devon, Plymouth and Torbay.



Health and care working in partnership with local communities in Plymouth, Torbay and the rest of the county

This is part of a new arrangement – called an Integrated Care System – which partners in Devon have been developing and strengthening over the past few years. It will build on the work of the Devon Sustainability and Transformation Partnership.

A new logo forms the foundation of the identity and local health and care staff helped develop it:

- The **heart** was a popular and positive symbol that embodies people's love for the county. The **rainbow** demonstrates a commitment to inclusivity
- The **colours** are a blend of the corporate colours of the NHS and local authority partners
- '**Together**' was the strongest theme to emerge in the feedback
- The **strapline** was chosen to reflect the breadth of our work beyond health and care and across the geographical area we serve.

A new [website](#) and [Twitter account](#) have also been launched.

Mental Health Concordat

Members of Devon County Council's Health and Wellbeing Board have signed the Prevention Concordat for Better Mental Health. It was developed by Public Health England as a mechanism for promoting good mental health and providing a focus for cross-sector action to increase the adoption of public mental health approaches.

National news

'Ambassadors' help boost number of NHS App users

The number of patients using the NHS App has more than doubled since the creation of an 'NHS App Ambassadors' scheme in early September. The number of registered users is now more than 220,000, compared with 91,000 at the beginning of September.

645 App Ambassadors – frontline NHS staff who signed up to the scheme – have been working in their organisations to encourage colleagues to use the app. More people than ever before booked NHS appointments digitally choosing to use this route rather than calling their local surgery. The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. It allows you to manage repeat prescriptions, book appointments at your GP surgery, view your GP medical records, and much more.

Previous issues of this newsletter are posted on the Trust's website, along with latest updates as they arise: <http://tsdft.uk/dartmouth>