

# Learning from the Millom experience

#### Professor John Howarth System Clinical Leader Deputy CEO of the two NHS trusts Professor of Primary Care

NORTH CUMBRIA

**CARE** 







#### Millom is a geographically isolated town in Cumbria

- Population 8500
- Generates 22,900
  journeys out of the
  town every year for
  care
- Taking 59% of health budget
- 1 million miles of travel



#### 45-50 minutes to get to the nearest hospital along poor roads

Poor public transport and low car ownership



#### Millom – May 2014



- Good general practice but unable to recruit after partners retired
- Poor premises in a terraced building
- Unable to continue to cover the community hospital which closed temporarily



# Over 2000 people take to the streets in protest



# Getting on the same side – Community led recruitment



- A community led GP recruitment campaign video spread by the community on social media and twitter with 7000 views
- Helped recruit <u>6 doctors</u>





		end the news	from Around the Combe! Edition 3. March 2018
		Welcome to Around th	e Combe
Local Churches Heritage	2	Welcome to the third edition of Around the Combe.	heartily recommend this month's
Disability Groups / Carers	6	Proving the Southon.	accuse resulter)
	8	We expected the publication to	We are staggered by the shee
Older People		start getting smaller as the novel-	volume of activity within our area
Children & Familiesa	9	ty wore off, plus the move to monthly publication meant there	and hope that this magazine en courages more of you to get in
Education	10	wasn't so long between editions -	volved with your local community
Council News	11	but this hasn't proved to be the	groups and perhaps try som
Enterprise	12	case! If anything interest is grow- ing and we are getting more infor-	new activities.
Entertainment	13	ing and we are getting more infor- mation submitted and more	We would also like to say a spe
Raising Awareness	14	organisations and individuals	cial thank you to the many people
The Natural World	15	asking to contribute regular fea- tures.	who give up their time to distrib ute this across the area.
Help & Advice	17	tures.	un uns across me area.
Sport & Leisure	18	We are really pleased with the development of some regular col-	If you would like to comment or anything featured in this month?
Plus advertising from local nesses and services		umns - particularly the gardening column from 'The Potting Shed Pair' on page 16, our new 'Kid-	edition, or have something you'd like us to print in the April edition please let us know (see below fo
News and Events from you area:	ić.	dies Comer' on page 10 and of course the recipe column from	how to contact us).
Muncaster	23	Silecroft W.I. on page 26 (we	Many thanks,
Waberthwaite	23		The Around the Combe team.
Bootle Silvcroft	25 26		
Whicham	26	You can contact us for more information on how to submit an idea for a feature or news story, to publicise an event or to advertise in Around the Combe, via our website www.around the combe and with the Around the Combe grupp on Pacebook or waithe following people:	
Haverigg	27		
Millom	27	Combe group on Paceboo	is or via the following people:
Green / Thwaites	31 31	Jenny Bramby: Jennybramby@blinb	CONTRACTOR OF THE OWNER OF THE
The Hill Ulpha	32	Jann Jakubowski: jann jakubowski@ Karan Jackson-Smith: karanbrooke	btintemet.com / Mob 07725 300 499



Created a 'Donor Community' and an Autism Friendly Community



A Health Promoting Launderette

PLUS... A new model of multispecialty multidisciplinary primary care – 2 NHS Foundation Trusts have joined the practice as partners\*

Created a new town newspaper 'Around the Coombe' full of health promotion messages distributed to 5500 households

# Achievements since the March



# **Over the first 2 years?**



23.3% reduction in non elective admissions
 Reduced length of stay
 16.3% reduction in elective admissions
 Minimal increase in A&E attendance
 10% reduction in non elective admissions from care homes



### So...

#### The real challenge?

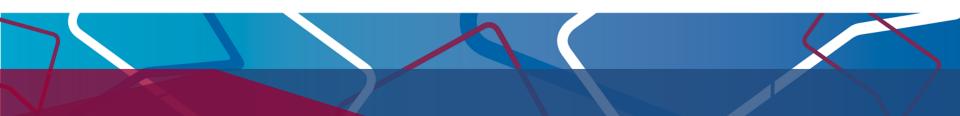


#### Scale and spread of this across North Cumbria

How?

One of 14 national exemplar Integrated Health and Care Systems

Why?



# A population health system built on 3 layers

IHCS – the platform, leadership, architecture, culture and the right set of system rules and behaviours

Clinical Networks – teams without walls spanning acute and community

Integrated Care Communities – our neighbourhood based population health building blocks Integrated health and social care teams (building *real* teams around place and pathways) + Activated Individuals, carers and families (activated individuals use services less and have better outcomes)

+

Communities mobilised <u>at scale</u> for health and well being

(the community as part of the local leadership and delivery team)

+

Changed drivers in the health system (system leadership, system architecture, system culture, changed drivers, impacting on commissioning and provision)

A population health and wellbeing system

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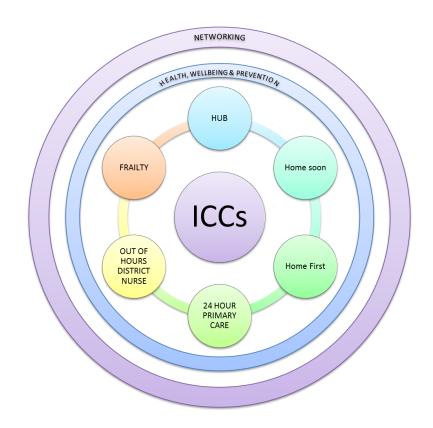


#### What are community health assets?

All communities have health assets that can contribute to positive health and wellbeing



# **Integrated Care Communities**





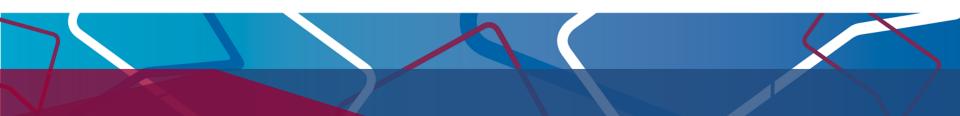
...not just about health and illness

- Wider 'civic power'
- Third Sector
- Beyond our traditional walls



#### Stabilising and supporting general practice – The North Cumbria Primary Care Collaborative

- A partnership made up of the practices themselves, UCLAN medical school, our local pout of hours provider, local NHS Trusts, patients and the third sector
- 14 practices so far 120,000 people More interested + developing 'associate' model for all practices
- An NHS initiative driven by NHS values
- Keeping the national 'GMS contracts,' novating into the new company
- Offering a premises solution (w ehave created a new JV company to deliver premises solutions 70% NHS owned)
- Taking business liabilities/worries off the partners
- GPs still leading clinically, becoming salaried within our integrated care system
- Not for profit surpluses reinvested in the staff and in developing new roles



#### Cumbria County Council's Health and Wellbeing Coach Service



- Some adults in Cumbria struggle to lead healthy lives due to experiencing multiple social challenges such as adverse childhood experiences, disability, poor mental wellbeing, deprivation, isolation and substance misuse.
- Cumbria County Council has invested in a team of 19 Health and Wellbeing Coaches (HAWCs) – aligned to Integrated Care Communities across North Cumbria - who use strength/asset-based approaches to improve the lives of people experiencing complex challenges.
- Positive outcomes for people working with HAWCs include reduced anxiety and depression, increased income and stopping smoking. Also increased social connection.

Photo shared with kind permission of those working with HAWCs



#### Cumbria Fire and Rescue Service – detecting Atrial Fibrillation in people's own homes



- Cumbria Fire and Rescue Service carry out 10,000 'Safe & Well' home visits every year to people aged over 65 in Cumbria
- Since 1<sup>st</sup> April 2018, the service has been piloting the inclusion of an Atrial Fibrillation (AF) check as part of visits across Eden Integrated Care Community – ICC (fully supported by local GP practices)
- Officers use a simple hand-held device (My Diagnostik), which will indicate whether or not someone requires further AF testing
- Training and devices have been funded via the Academic Health Science Network for the North East and North Cumbria
- Positive initial evaluation. Plan to roll the service out to other ICCs in North Cumbria over the next 12 months



### **Come to Millom – its great**





# HEALTH CARE

Thank you