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**Welcome from Dr. Andy Ker**



In this edition we hear about the weekend visiting service, which works alongside GP practice to prevent hospital admissions, and see how this operates through the experience of a recent service user.

This month we also start a new series of case studies about the important prevention work that is happening across the county in partnership with district councils. The first in this series focuses on Blaby District Council's exercise referral scheme. Over the coming months we will feature prevention work happening across all the other district and borough councils.

As a GP I am also really pleased to see how First Contact Plus has developed. The article below sets out how this service provides a range of advice and support, making it much easier for patients and GPs to navigate to this type of support, without using up valuable GP appointment time for non-medical issues.

**For previous editions of this bulletin please follow this link:**

[www.healthandcareleicestershire.co.uk/health-and-care-integration/health-and-care-integration-newsletters/](http://www.healthandcareleicestershire.co.uk/health-and-care-integration/health-and-care-integration-newsletters/)

**First Contact Plus launches to support Leicestershire's adults**

This month sees the launch of First Contact Plus, the new online tool which helps Leicestershire residents access a number of care services through integrated working.



First Contact Plus is delivered by Leicestershire County Council's Public Health team in partnership with GPs, the police, health organisations, voluntary groups, social care departments and district & borough councils and offers advice and support on a range of subjects to adults across the county.

The initiative allows residents who require help with one or a number of issues to access a catalogue of information, advice, help and support. This new service will allow people to live independently whilst having access to services such as improving health to debt advice. Individuals can now be referred to First Contact Plus by organisations involved in the project, with residents being able to self-refer once the service is rolled out fully in early 2017.

It's believed that this new approach will lead to residents helping themselves through being able to access a wealth of support in one place, which in turn could prevent health or social situations developing into more severe or serious issues later on in life.

Visitors to the First Contact Plus website will be able to search for groups, support and advice available at both a local level, and also county-wide programmes to help them improve their situation.

First Contact Plus also provides a platform where once a professional care provider identifies a dual or multiple diagnoses, they can work with and liaise with colleagues from other organisations who can provide additional care and support.

The move towards a more integrated care approach between health and social care professionals allows the council to provide key online services and advice.

For more information visit [www.firstcontactplus.org.uk](http://www.firstcontactplus.org.uk)

### Case Study

A 74 year-old lady who lived in the Blaby area of Leicestershire was referred to the team by a Community Advice Worker. Once she was under the care of First Contact the patient was referred to several services, including the NHS Falls Clinic where she was assessed to attend the falls programme. The service user was then contacted by Hearing Services and was given a TV loop, a personal listening device, a flashing doorbell and an adapted smoke alarm.

A number of other issues were identified which led to Age UK sending information about their domestic services, and the patient was also sent information regarding the Community Action Partnership and local group contacts. In addition, Papworth Trust carried out a check of the lady's home, which resulted in a new central heating programmer and a room thermostat as there were no curtains in the main bedroom.

All of these measures were put in place as the result of integrated working between services, and will allow the patient to remain living independently for a longer period of time.

For more information on First Contact Plus please contact [debbie.preston@leics.gov.uk](mailto:debbie.preston@leics.gov.uk)

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### Enhancing access to primary care

Enhancing access to primary care (GP services) is a priority for West Leicestershire Clinical Commissioning Group (CCG).



Supported by the Better Care Fund, GP practices and emergency care practitioners from the Acute Visiting Service (AVS) now provide new support to their most vulnerable patients at weekends.

Of the 847 patients involved in this new service between December 2015 and July 2016, 739 were referred to the Weekend Access Service or other community services.

Through the Weekend Access Scheme, GPs issued 'passports' to those patients on their lists who they considered were most likely to need medical support over the weekend with a special telephone number. When the patient called the number in their passport, they were connected directly to an emergency care practitioner from West Leicestershire's Acute Visiting Service, who triaged them over the phone. They then provided them with support and advice, and if necessary a home visit.

Patients have reacted positively to the pilot, including a 65 year-old patient who suffers from motor neurons disease. He lives with his wife and is largely independent with good mobility. However, his wife phoned in an anxious state explaining that her husband had collapsed in the hallway and was bleeding from a head injury. He was triaged over the phone as being stable with no life threatening features. He had regained consciousness and his wife was able to control the bleeding from the wound on his head following telephone instruction from the Emergency Care Practitioner. She was reassured and an Emergency Care Practitioner was sent to visit immediately.

The Emergency Care Practitioner assessed the patient as having no significant injuries other than a skin tear on his head, although whilst being assessed he had a second collapse due to mild dehydration, and he was given medication. The skin tear was subsequently cleaned and dressed.

The patient was reviewed by the Emergency Care Practitioner later in the day and he was also visited by the local community nursing team. He remained stable and was extremely pleased with the level of service he received.

Without the weekend service and subsequent support, this patient would likely have activated a 999 call and be admitted to hospital.

For more information about the weekend visiting service please contact: [angela.bright@westleicestershireccg.nhs.uk](mailto:angela.bright@westleicestershireccg.nhs.uk)

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## Blaby District Council exercise referral scheme

The exercise referral scheme in Blaby is a 12 week programme that makes healthier lifestyle options accessible to inactive residents aged 16+ who want to improve their health. Through helping residents to access a variety of activities, the aim is to reduce their risk of certain health issues and help with weight loss, the need for prescribed medication and in turn reduce the risk of heart attack, stroke and diabetes.

Between 1 April 2015 and 31 March 2016, 265 referrals were made to the service.

### Case Study

A 79 years old female was referred in April 2016 by her GP as she wanted to become more active, lose weight and socialise.

Although never having previously used a gym or regularly exercised, the service user was keen to try the gym, and started attending the Pavilion Gym in Huncote. After six weeks she saw a 25% improvement in the distance she was able to walk in six minutes. In addition to the gym, the service user also started to attend a weekly seated exercise class in Blaby.

By the end of the 12 weeks the patient's health had improved substantially. She had seen a weight loss of 2.5 kg over that period, a waist size reduction of 3.5 inches, and a reduction in her BMI classification which went from obese to overweight.

The patient said of the scheme: "My reasons for wanting to try exercise were to be able to move more freely, lose weight and meet new people. The instructors helped me considerably and were very good at not letting me strain or do too much, and helped me get more mobile. I have enjoyed my gym time very much and will carry on with it. I am now less breathless after exercising and feel steadier on my feet".

For more information about services in Blaby please contact [Jon.Wells@blaby.gov.uk](mailto:Jon.Wells@blaby.gov.uk) or call 0116 2727545

To find support in other parts of Leicestershire follow these links:

[Charnwood](#) [Hinckley & Bosworth](#) [Northwest Leicestershire](#) [Melton](#) [Harborough](#) [Oadby & Wigston](#)

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To find out more about Better Care Together – Leicester, Leicestershire and Rutland's five year health and care strategy visit [www.bettercareleicester.nhs.uk](http://www.bettercareleicester.nhs.uk)

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