



**In this edition:**

**Integrated Points of Access (IPOA) – future benefits | Assistive Technology | Me and My Learning update | Free smoking cessation and mental health workshop | Self-care campaign – reducing loneliness | New resources**



**Welcome from Dr. Andy Ker**

In this edition we have an update on the Integrated Points of Access methodology and redesign and the benefits achievable across the whole system within Leicester, Leicestershire and Rutland (LLR). Work has also begun with partners across LLR on the scoping of a market appraisal for Assistive Technology.

It's almost four years since Melton Borough Council's Me and My Learning programme began. The programme is now firmly established and as the video case studies demonstrate is making a significant difference to the lives of people in Melton.

We also have details of a free workshop on smoking cessation and mental health, taking place in February hosted by Leicestershire County Council's QuitReady Stop Smoking Service and supported by the Leicester City Stop Smoking Service.

Following its launch in November the Self-care campaign is now focusing on reducing loneliness and isolation. I hope you will take a look at the new campaign page on the website and share it with your colleagues, patients and service users. Also available in our Resources section is Leicestershire's Better Care Fund (BCF) Plan for 2017-19.

Further information about our Integration Programme, including the Better Care Fund is available on the Integration Programme main page: <http://www.healthandcareleicestershire.co.uk/health-and-care-integration/>

A presentation highlighting our achievements over the past two years is also available at: <https://prezi.com/view/4S3DihUulx4Oo860Mrfu/>

**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/)

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**Integrated Points of Access (IPOA) - future benefits**

The methodology and redesign of the benefits achievable within the IPOA will provide efficiencies across the whole system within Leicester, Leicestershire and Rutland (LLR). Some of these will be directly cashable savings, but the majority will be non-cashable and/or capacity releasing across a number of partners. The following is a summary of the modelled savings the programme has identified to be possible for LLR:

**Primary Care**

- The creation of a single electronic referral mechanism simultaneously entered into Health and Social Care, utilising existing Primary Care systems. This efficiency will in part address the known capacity Primary Care workforce shortfall as identified within the LLR STP document.
- In the future, GP's seeking to admit a patient into either the acute hospital as a non-emergency, Community Hospitals or request community services will achieve this by one telephone call or electronic referral. If required the IPOA will facilitate a GP to clinician conference call to enable the most appropriate care plan to be agreed, following which the IPOA staff will enact the agreed outcome. This will reduce the current number of non-emergency referrals to the Emergency Department by Primary Care, and by default also reduce the current number of non-emergency ambulance conveyances into UHL.

## University Hospitals of Leicester

- The creation of the single electronic referral mechanism will also benefit UHL discharge processes. For discharges not facilitated in the Integrated Discharge Team, the time currently taken by UHL ward staff to discharge patients into Health and Social Care will be reduced by at least 50%, thereby releasing capacity back into the ward staffing team.
- The above noted Primary Care efficiency regarding streamlined admissions process will also benefit UHL as the number of non-emergency community admissions to the Emergency Department will be reduced by the streamlined IPOA process.

## Patients/Service Users/Carers

- The existing confusion regarding which telephone number to use for which community service will be eliminated by the creation of a single telephone number. The IPOA staff will have access (with the patient's permission) to the records and will be able to understand which services have previously been in place and follow up the request for care into the same teams as appropriate.
- If patients/service users already known to a service contact the IPOA to request a care visit, the IPOA will agree with them and the required professional, the most appropriate appointment date and time. By agreeing this with the patient/service user while they are on the phone, the IPOA will dramatically reduce the existing "chaser" calls experienced within existing Access Points because people don't know when a visit is taking place or if the visit request has been received.

## Partners whose current Point of Access will be integrated into the IPOA

- The IPOA will have a "cloud" based telephony that works in partnership with omni-channel work scheduling tools to ensure the staff work efficiently and effectively to underpin a referral pathway that speedily forwards a single stream of information into the Health and Social Care Integrated community teams. The IPOA will continue to utilise both System1 and Liquid Logic systems.
- Resilience will be strengthened by the creation of a single workforce within the IPOA able to respond to all of the fluctuating service demands placed upon it by the health and Social care economy.
- The anticipated efficiencies modelled within this programme will enable each of the partners to reduce their existing staffing compliment as a cashable saving. Further efficiencies and modernisation of referral management will enable the IPOA to respond to the anticipated demand increase's rather than requiring investment into additional staffing roles.

## East Midlands Ambulance Service

- The IPOA will reduce the existing demand for non-emergency ambulance conveyance into UHL, by working closely with Primary Care colleagues to facilitate efficient and effective referral management and enabling more patients to remain in the community with "wrap around" responsive community services.
- EMAS staff attending a community based patient, who assess and conclude conveyance is not required, will contact the IPOA (24/7) to pass on the relevant clinical details and request an intervention from Health and Social Care teams.

For further information contact [Mark Dewick](#), Programme Manager for LLR Integrated Health and Social Care Points of Access Project.

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## Assistive Technology

Bringing together partners across LLR to collaborate on the sourcing and provision of Assistive Technology to our citizens and communities has many potential benefits.

In September 2017, Partners in the Integration Executive endorsed the scoping of a market appraisal for Assistive Technology.

In late December, representatives from the District, Borough and County Councils and NHS colleagues met to begin

to document the requirements to inform the market appraisal. The group began by identifying the different customer segments, their relevant target outcomes and the types of current service provision.

Recognising the relationship between Assistive Technology and other areas of work, as they move forward, the group will seek to involve colleagues from those projects, for example falls prevention

The group will continue to develop and hone the requirements for the market appraisal through January and February 2018.

For further information contact [Jessica Williams](#), Project & Change Manager, Health and Care Integration Team

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## Me and My Learning – making a difference in Melton

It seemed like a radical departure from traditional service delivery models when it started nearly four years ago, however, Melton Borough Council's Me and My Learning programme is now firmly established and making a significant difference to the lives of people in Melton.

Since it began in June 2014, Me and My Learning has supported more than 200 people into work and helped many more to become digitally, financially and socially independent.

A formal cost benefit analysis shows that for every pound spent, the benefits range from £3.61 to as much as £14.24. But this only provides part of the picture. It is the personal stories of people that have been supported that really demonstrate the value of Me and My Learning.

To watch Jared, Joe, Tony and Yasmin's personal stories click on their names:

[Jared](#) - *"It's led me to a brilliant looking future, thank you"*

[Joe](#) - *"I'd probably be back in jail if it wasn't for the help of Me and My Learning"*

[Tony](#) - *"I never could see myself working on the computer till now"*

[Yasmin](#) - *"I have achieved a lot with Me and My Learning"*

For further information visit [www.melton.gov.uk/meandmylearning/](http://www.melton.gov.uk/meandmylearning/) or contact [Dave McKenlay](#), Business Partner – Demand Management, Melton Borough Council

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## Free smoking cessation and mental health workshop

Leicestershire County Council's QuitReady Stop Smoking Service is hosting a free workshop on smoking cessation and mental health, supported by the Leicester City Stop Smoking Service **on Wednesday 21 February 2018, 9:30am – 1pm** at Beaumanor Hall, Woodhouse, Loughborough LE12 8TX.

Open to everyone who works in mental health, the workshop will provide an opportunity to:

- share learning and best practice on supporting a smokefree NHS
- discuss opportunities and barriers to improving the health of people experiencing mental health difficulties
- understand the importance of offering people affected by mental ill health the opportunity to stop smoking
- hear from other NHS Mental Health Trusts about their experiences of implementing smokefree policy and practice
- learn more about vaping and its role in mental health services

To reserve a place at this free workshop please contact Mohammed Bashar on 0116 305 3181, or email [quitready@leics.gov.uk](mailto:quitready@leics.gov.uk)

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## Self-Care – Connect, meet or make time this winter!

Following its launch in November by the Health and Wellbeing Board, the self-care campaign is now evolving to include a focus on **reducing loneliness and isolation** as well as keeping both body and mind healthy and active. The

self-care campaign is aimed at people of all ages across Leicestershire. It encourages people to look at the things they can do every day to support their health and wellbeing during winter and beyond. It aims to raise awareness through social media, signposting where people can access support, information or advice. The current campaign page can be found at <http://www.healthandcareleicestershire.co.uk/resources/reducing-loneliness/>

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## New resources available

Leicestershire's Better Care Fund (BCF) Plan for 2017-19 is now available in the Leicestershire Better Care Fund resource section of the Health and Care Leicestershire [website](#) and sets out:

- How the Leicestershire BCF Plan was developed and agreed.
- How the priorities and investments set out within the plan:
  - meet national BCF conditions and outcome metrics
  - deliver against local commissioning priorities
  - contribute to the overall delivery of the LLR five year plan
- How delivery of the plan is resourced, measured and governed.

The first edition of **Options Leicestershire and Rutland** a new guide to care and independent living in Leicestershire and Rutland for patients leaving hospital has been produced and distributed to hospital social work teams.

The guide has been produced by Octagon, an independent publisher and contains information for local residents across Leicester, Leicestershire and Rutland. The guide can be viewed [online](#) or downloaded from the [resources section](#) of the website.

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## Contact us



Follow us on Twitter [@LeicsHWB](#)

See our website: [www.healthandcareleicestershire.co.uk](http://www.healthandcareleicestershire.co.uk)

Download our Better Care Fund plan on a page: <http://www.healthandcareleicestershire.co.uk/download/BCF-strategy-and-progress.pdf>



Better care **together** 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)

For enquiries about this bulletin please email [BetterCareFund@leics.gov.uk](mailto:BetterCareFund@leics.gov.uk) or call 0116 305 5749