



Joined Up Care
Derbyshire

Case study – Improving health and wellbeing in Erewash

Place – area of Derbyshire

A focus on empowering communities to better look after their own health and wellbeing, as well as re-working services around the needs of local people, is being advanced in Erewash. This 'Place' area has a population of 97,000, concentrated mainly in the towns of Ilkeston and Long Eaton.

Background

A major change programme, called Wellbeing Erewash, was set up as part of NHS England's New Care Models programme in 2014. Wellbeing Erewash ran as a dedicated initiative until March 2018 and is now being progressed through the Place approach of Joined Up Care Derbyshire.

Personal and community resilience

A major focus of Wellbeing Erewash has been to motivate people to have greater ownership, control and understanding of their own health and wellbeing and create strong support networks within local communities. This in turn will reduce people's dependency on health and social care.

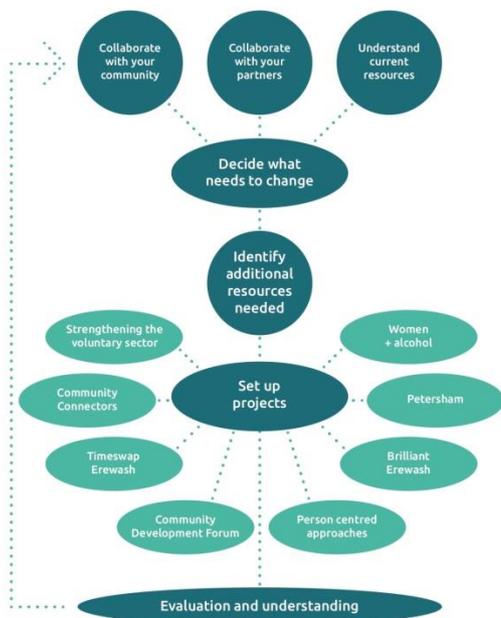
The NHS and local authorities have worked with the voluntary and community sector, and local people and patients, to help promote personal and community resilience. Resilience is all the things we put in place to keep ourselves well. We cannot stop ourselves from avoiding ill health or difficult circumstances throughout our lives but we can prepare for how we best respond to them. This can be done at a personal level by keeping ourselves fit and well physically and mentally and it can also be done at a community level where we feel connected and valued as part of something whether that be a workplace, a community garden or a local darts team.

We can help people to see the value and resources they have within themselves, their families and their neighbourhoods and help people to have greater ownership, control and understanding of their own health and wellbeing. This is an 'asset' or strength based approach.

"The asset approach values the capacity, skills, knowledge, connections and potential in a community. In an asset approach, the glass is half-full rather than half-empty. The more familiar 'deficit' approach focuses on the problems, needs and deficiencies in a community. It designs services to fill the gaps and fix the problems. As a result, a community can feel disempowered and dependent; people can become passive recipients of expensive services rather than active agents in their own and their families' lives. Fundamentally, the shift from using a deficit-based approach to an asset-based one requires a change in attitudes and values."¹

¹ <http://www.scdc.org.uk/media/resources/assets-alliance/A%20Glass%20Half%20Full.pdf>

Initiatives within the resilience programme include Brilliant Erewash in schools, the Petersham project working within a community in Long Eaton, Community Connectors recruiting volunteers to help people navigate local services, and Time Swap Erewash helping end social isolation and form community links.



The Erewash Model

Primary care and integrated services

Wellbeing Erewash set out to bring services closer together so that care could be provided in a more joined-up way. A key aim was to break down the barriers between organisational services, whether provided by NHS, social care or voluntary sector providers. In addition, programme leads needed to lessen the burden on GP practitioners with services increasingly being provided by a variety of skilled clinicians and administrators. Care co-ordinators were established to help patients navigate the variety of local services while advanced nurse practitioners were utilised to take on a wider brief within primary care. Dedicated care through a community GP and an acute home visiting service helped to support older people who might be at risk of hospital admissions. A same day primary care service was established, providing on the day access for patients, and freeing up time for GPs to better meet the needs of people with complex and long-term conditions.

Viewpoint

*“For too long, public services have been designed to meet the needs of individuals or groups of people who have specific diseases or service requirements, rather than meeting their holistic needs - an ill-health or crisis public service if you like. This shift of behaviour by us as a partnership will deliver population based support for people, who support their own needs themselves and that of their communities. It is a tale of progressing from a dependence on the NHS and public sector, to that of gaining support when and where you need it... **This is a generational shift in both behaviour of the people working in the service and the people receiving it, both will move to a new model of empowerment and ownership respectively.**”*

Wellbeing Erewash vision

*“I think the New Care Models effort at Erewash is **one of the most exciting emerging examples of change** in the entire Vanguard programme. With a spirit of wide co-operation, they are re-designing the flow and nature of primary care, itself, including new roles for nursing and pharmacy, direct access to support services, strong ties to community resources and agencies, a real voice for patients and carers, and far better relationships between specialty and primary care. The true partnership between emerging, buoyant clinical leaders like Dr Duncan Gooch, and local managers and CCG leaders, is a model for such teamwork.”*

Professor Don Berwick, a renowned international authority on healthcare quality and improvement management, was appointed by The King's Fund and NHS England to support vanguards in developing and implementing new models of care

Impact

On Day Service

The On Day Service seeks to ensure that patients registered with a GP within Erewash can be seen on the same day for an urgent care need. From April 2017 to October 2017, 22,716 appointments were delivered by the 'On Day' Service (an average of 3,245 per month).

The On Day Service has recorded 97% patient satisfaction.

In a six-month period of 2017-18 compared to the same period in 2016-17, GP practices signed up to the On Day Service recorded a 3.8% drop in non-elective admissions to hospital. Practices outside this scheme saw non-elective admissions increase by 6.9%.

In a six-month period of 2017-18 compared to the same period in 2016-17, GP practices signed up to the On Day Service recorded a 1.4% rise in A&E attendances. Practices outside this scheme saw A&E admissions increase by 7.7%.

Nearly one in three people using the On Day Service in Long Eaton said they would have gone to A&E if an On Day appointment had not been available.

Investment in the On Day Service has generated estimated cost savings to the NHS of £1.4 million in 2017-18 – exceeding CCG targets.

Acute Home Visiting Service

The Acute Home Visiting Service is a same day, home visiting service provided by advanced nurse practitioners for patients with an acute care need. There are approximately between 400 and 500 appointments made for this service every month. Compared to the alternative of a GP home visit, this service is potentially saving more than £50 per appointment. 100% of patients are happy or very happy with the service.

Care co-ordinators

To help people access the most appropriate health service, we have nine care co-ordinators. During April to September 2017, the care co-ordinators:

- Had 6,242 contacts with patients
- Delivered 44 'over-80s' appointments
- Supported 570 hospital discharges
- Contacted 94 individuals on the frailty register
- Completed 1,140 case reviews
- Made 589 referrals to Community Delivery Team meetings.

The work of the care co-ordinators has helped contribute to:

- Reduced non-elective admissions to hospital by 2.47% for those aged over 75 (comparing the first six months of 2016-17 to a similar period in 2017-18)
- Reduced excess bed days for over 75s from 1,684 to 671 (a decrease of 60%)
- Reduced non-elective admissions to hospital by 11% for people with long-term conditions.

Resilience

Erewash Time Swap has 166 active members who have swapped 878 hours to date, supporting each other with skills such as DIY, gardening and cooking. Time banking is an easy way for people to become a valued part of their community as well as giving practical help to those who need it.

Brilliant Erewash has introduced positive psychology and mindfulness to 695 students in six Erewash schools, leading to a 118% increase in those who feel optimistic about the future and an 88% increase in those aiming to have a positive impact on others. Evidence suggests this may lead to improved academic attainment, improved physical, emotional and social wellbeing, and subsequent reduced demand on services.

More than 500 people in integrated care teams, care co-ordinators, and those caring for individuals with diabetes, have been trained in person-centred approaches and health coaching skills. This is helping to inspire a cultural shift in traditional services.

More than 30 voluntary Community Connectors have been trained to help increase connections within communities and signpost people to community support, leading to reduced isolation, improved wellbeing and reduced demand on services.

There are now 90 members of a new Development Workers Forum and 72 members of a new Voluntary Sector Forum helping share best practice, reduce duplication and strengthen the community and voluntary sector. The online community directory - www.communitydirectoryderbyshire.org.uk - bringing together details of community and voluntary sector organisations, has more than 3,500 groups listed.



Infographic available to illustrate

Further information

Email: wellbeing.erewash@erewashccg.nhs.uk

Website: wellbeingerewash.org.uk

Twitter: @WellErewash

Watch: vimeo.com/user72426502

Photos: [flickr.com/photos/152969425@N03/](https://www.flickr.com/photos/152969425@N03/)

Other resources

See the six Wellbeing Erewash ‘Insight Guides’ on building personal and community resilience:

- Building partnerships
- Collaboration with communities and letting people lead
- Identifying and releasing capacity
- Valuing People
- Connecting people and supporting relationships
- Changing culture within services