

Welcome to the sixth edition of PBC Service Redesign News update. The aim of the newsletter is for the PCT and PBC clusters to share information and good practice for the benefit of Nottingham City patients.

Cross Cluster

PBC Team - winners of Star Award for "Team of the Year"

The 'STARS' of NHS Nottingham City and CitiHealth NHS Nottingham have been recognised at a special ceremony.

Hosted by the BBC's Quentin Rayner and with entertainment by A-Level students from Bilborough College, the STAR (Staff Turning Aspirations into Reality) Awards recognise great achievement and dedication, both for individuals and teams within the organisation.

The event on 24 September was attended by all the shortlisted finalists. The awards were open to nominations from anyone who has had contact with a

member of staff from NHS Nottingham City or CitiHealth NHS Nottingham - including colleagues, patients, carers, partners and the public.

Andrew Kenworthy, Chief Executive of NHS Nottingham City, said: "It is hugely inspirational to see so many of our excellent colleagues nominated for these important awards.

"The STAR Awards recognise and celebrate individuals or teams who have gone that extra mile and really made a difference to health care in Nottingham City.



Community Acupuncture Service

New guidelines from NICE recognise the benefits of acupuncture, recommending courses of treatment in the management of patients suffering with low back pain.

The guidelines are welcomed by NHS Nottingham City and the Community Acupuncture Service, who celebrate a successful first year of the service this month.

The Nottingham City Community Acupuncture Service offers patients suffering from acute and chronic pain a choice of appointment date and time, as well as a choice of location at one of the 6 community clinics based across the City, for sessions of acupuncture.

Patients are seen and treated by one of the highly experienced acupuncturists, who are all accredited members of either the British Acupuncture Council (BAC) or the British Medical Acupuncture Society (BMAS).

If you would like further information regarding the Nottingham Community Acupuncture Service, then please visit <http://www.nottinghamchooseandbook.nhs.uk/nottingham-city-cas/city-community-acupuncture> or contact a Patient Care Advisor on 0115 883 3001.

Full NICE guidance on Low Back Pain can be downloaded here <http://guidance.nice.org.uk/CG88>

PBC Event

The beautiful Colwick Hall Hotel provided the backdrop for an event celebrating PBC in Nottingham City. Over 180 people attended including GPs, Practice staff, providers from primary and secondary care, non-executive directors and NHS Nottingham City staff. Speakers included cluster leads, Andrew Kenworthy - Chief Executive of NHS Nottingham City, Ron Buchanan - Chairman of NHS Nottingham City and Dr David Colin-Thomé - the National director of Primary Care. Dr David Colin-Thomé described the work done through PBC in Nottingham as being “innovative” and “ahead of the game”.



New Community Pain Service for Nottingham City

Monday 3rd August saw the launch of the new community pain service for patients suffering from chronic and acute pain, which provides patients with quicker and better access to quality care closer to home.

The aim of the Nottingham Community Pain Service is to receive 100% of all Pain Management referrals (excluding children) from NHS Nottingham City GP's. Patients will be physically assessed, during which the most appropriate treatment plan for their condition will be developed, in line with best practice.

The service, led by a pain management consultant with support from specialised nurses and Allied Health Professionals from Nottingham University Hospital Trust, will then manage and implement the treatment plan on the referring GP's behalf.

This may involve treating the patient within the Community Pain Service, or referring the patient onto an existing service for treatment.

Treatments provided by the Community Pain Service include;

- Trigger Point Injections
- TENS
- Massage
- Peripheral Nerve Block
- Initial prescribing

Treatments provided by existing services are;

- Hip & Knee Pathway
- Community Acupuncture

- Clinical Specialist Physiotherapy
- Secondary Care

As well as benefiting patients, the service will also provide GPs with local support, improved knowledge and skills in primary care, clear management recommendations from specialists and greater control over the kinds of treatments their patients receive.

Maria Principe, Assistant Director for Market Management & Procurement, NHS Nottingham City, said “The ultimate aim of the service is to give patients quicker and better access to quality care closer to home. We look to achieve this by offering clinics at various locations across the community, utilising existing community services, offering low waiting times, and creating a tailored treatment plan with the patient so they get the appropriate treatment for their specific pain condition.”

“By going out to tender for the service, we were able to procure the exact service we required at a competitively reduced cost. These savings will not only help to sustain the service, but can also be reinvested back into other NHS services.”

GP's within Nottingham City are able refer patients to the new Community Pain Service via Choose and Book at Wollaton Park Medical Centre and NEMS Derby Road, with additional clinics to be offered at various different locations across the city in the future. Advice and guidance is also available to GP's via the Community Pain Service telephone line 07787 005 885.

Direct access to MRI for lumbar, knees and headaches

An evaluation report for the MRI pilot has now been completed. Between the period of February 2008 and April 2009, 223 patients benefited from the direct access pathway across 3 clinical areas. An analysis carried out by Rob Lenthall, NUH, of clinical outcomes for a sample of 16 patients who had an MRI scan for headache symptoms showed a diagnostic yield in line with other studies in the area. Rob Kerslake is currently analysing outcomes for lumbar and knee scans. 91% of patients had their scan within 4 weeks of referral and 86% of patients agreed that the referral process was smooth and uncomplicated. It is estimated that approximately £50,000 / year could be saved by the PCT by avoiding unnecessary out patient appointments.

City Central

City Central Patient Information Display Screens

The City Central Cluster have spent some time researching and appraising various systems for the purpose of Displaying Patient Health Information. This idea stemmed from a proposal from the cluster patient representative, who had received feedback from patients highlighting the issues they have with the vast array of leaflets and posters in waiting rooms. Patients felt that they were suffering from information overload and the cluster felt that they would like to address this by using a system that could enable targeted message to be displayed in a more widely accepted media. The chosen system is Jayex X-Media - This is an all in one solution for creating and running a unique on-screen digital channel and allows the creation of on-screen messages or play back of video, images and sounds. The cluster feel that this will greatly benefit their patient population as they intend to use the aid of translation, large font text and audio to ensure that equality and diversity is addressed. Our health promotion specialist will ensure that the right kind of health promotional messages are sourced for display, and the cluster even have funds earmarked to have material developed that is cluster specific, to encourage uptake on PBC projects etc. It is anticipated that the screens will be in place by the end of November 2009 - so watch this space.

Diabetes Conversation Maps

PBC clinician and patient consultation has led to the development of a City Central Cluster patient-focused educational initiative designed to improve understanding and self-management of diabetes.

Diabetes Conversation Maps(tm) have been produced to enable people with diabetes to learn about behaviour change and improved self-management. They have been created by Healthy Interactions in collaboration with Diabetes UK and are sponsored by Lilly.

Designed for use in groups of 3 to 10 patients, the Conversation Maps(tm) provide a table top visual and presents stimulating questions. The aim is to foster a dialogue between people with diabetes and healthcare professionals in a small group. People with diabetes often lack the support system and behavioural knowledge to fully manage their lifestyle choices while living with the daily challenges of their condition. As well as focusing on ways to cope with and manage diabetes, they also teach participants about the different types of insulin and allow them to discuss challenges connected with insulin initiation.

It is planned that the cluster's Practice Nurses will be trained in the use of Diabetes Conversation Maps(tm) by the end of November.

ScriptSwitch

City Central Cluster have commissioned ScriptSwitch, a prescribing recommendation tool which provides prescribers with up to date notifications and recommendations based on local and national medicines management guidelines. Software installation is planned across all fourteen of the clusters practices during October.

Norcomm

Direct access to endoscopy pilot

The 3 month pilot between the Endoscopy Unit at Nottingham City Hospital, Norcomm and Nottingham North East Cluster saw 109 patients having either a gastroscopy or flexible Sigmoidoscopy procedure via the direct access pathway. The pilot demonstrated that GPs could use the service with very few inappropriate referrals. 8 patients were either put on cancer or surveillance pathways. 5 patients had their haemorrhoids banded during the same clinics as their Flexible Sigmoidoscopy procedure. All other patients were discharged back to the GP for management within primary care. It is estimated that the PCT could save approximately £45,000 / year by rolling out direct access to endoscopy across City Hospital and the Treatment Centre.

Textual Health Service

The procurement process for this innovative new service has just started. The service will provide a contraceptive and sexual health advice service that is accessible through SMS messaging aimed at young people living in the Aspley, Bilborough and Bestwood wards. To date 22 organisations have expressed an interest in tendering for the service. A bidder information session was held on 24th September, where potential providers were invited along to a presentation and Q&A session. Invitations to Tender have now been sent out and bids are due in by 11th November, after which a tender evaluation panel will convene to evaluate and shortlist potential companies. It is anticipated that once the shortlisted candidates have been interviewed the chosen provider will be decided and service can commence soon after.

ScriptSwitch

15 out of 17 Norcomm practices have now been using ScriptSwitch prescribing support software for about 3 months. Savings for the first 2 months were £27,426. A second meeting of the ScriptSwitch steering group has been scheduled for early October.

Norcomm: Local Links update

In the last issue we reported on Norcomm's efforts to forge stronger links with the communities it serves, by introducing itself to, and sharing its business plan with, Local Area Committees.

The areas of the City with most Norcomm practices are Area 3 (more commonly known as West area: Aspley, Bilborough and Leen Valley) and Area 2 (Bestwood and Basford). Back in the summer, Simon Oliver and Anna Olek attended a West area committee meeting, with the outcome of the Chair, Councillor Malcolm Woods, being invited to the Norcomm AGM. Since then, Simon and Anna have attended an Area 2 meeting, and had a really interesting follow-up meeting with the Local Area Manager and two of the Area 2 councillors, Mick Newton (Basford ward) and Mick Wildgust (Bestwood ward). Being in touch with local people and with knowledge of the issues in an area, local councillors are in an excellent position to be a conduit between local residents and the cluster. Issues raised by the councillors included:

- Referrals to secondary care
- Extra support for patients with mental health problems, in particular those who are long term unemployed and claiming incapacity benefit
- The "hidden" unemployed population who are carers
- Ideas for making it easier for people to access appointments at the GP practice
- Finding more patient reps for the Norcomm Board
- Support for a community gym in Highbury Vale, which attracts a hard to reach group of young people and, with the right support and resources, could have the potential to offer other services.

Norcomm's AGM is due to take place at the end of September and it is hoped that there will be councillors present from both areas 2 and 3. It will be interesting to see what discussions take place and how this relationship develops.

Robin Hood Cluster

End of life care

RHC are commissioning a city-wide Hospice at Home Co-ordination Centre; this service has been advertised on Supply2Health and tenders are currently being evaluated. We hope to appoint a provider by the end of October, with the service going live in January 2010. This will be a 9-month pilot service, incorporating an evaluation.

Glaucoma referral refinement local enhanced service (LES)

The Robin Hood Cluster and City Central Cluster have developed a glaucoma referral refinement LES, the aim of the pilot is to reduce the number of unnecessary referrals to secondary care eye services, which have increased since the NICE glaucoma guideline (April 2009) was published.

Optometrists refer patients to secondary care based on tests provided as part of their GOS and clinical evidence of glaucoma as recommended by the NICE glaucoma guideline. However, additional tests carried out within secondary care subsequently determine no evidence of glaucoma. The referral refinement will enable optometrists to repeat diagnostic tests to confirm the risk of disease and improve the accuracy of referrals.

The service has been approved by the PBC Approvals Group, it is anticipated that the service will commence on 1st January 2010.

RHC are also developing a GOS18 triage service.

ScriptSwitch

100% of Robin Hood practices have signed up to have ScriptSwitch installed. ScriptSwitch is a decision support tool that provides prescribers with up-to-date information, advice and recommendations at the point of need.

It is anticipated that all 25 practices will have the software installed by the end of October 2009.

Diabetes educational event

RHC are organising a diabetes learning event to take place in January 2010.

The aim of the event is to outline the different services available to help manage diabetic patients across the city. As well as providing information, the event will include presentations from GPs currently piloting services; providing an opportunity to share experiences with the cluster.

An event programme will be circulated across the cluster once finalised.

UNICOM

Breath testing for Helicobacter Pylori

Dr Hugh Porter has been investigating the merits of introducing in-practice breath testing for H. Pylori status after eradication therapy. The test kits are cheap to buy (about £20) and the test can be supervised by a Healthcare Assistant. Hugh has surveyed City practices to establish current practice when patients present with continuing upper gastrointestinal / dyspepsia symptoms after receiving triple therapy. 81% of the 27 practice who responded said that they have, at least sometimes, referred this patient group to gastroenterology outpatients (cost = £158). Simon Oliver will prepare a business case to take to the PBC Advisory Group. The business case will include a GP educational session on upper gastrointestinal and dyspepsia pathways.