

Scarborough and Ryedale Community Services Update

Scrutiny of Health Committee

13th March 2020



Our Mission



Our Mission

Our Values

Our Strategic
Goals

***We are a multi-specialty
health and social care
teaching provider
committed to 'Caring,
Learning and Growing'***

Our Values

Our Mission

Our Values

Our Strategic Goals

CARING

for people while ensuring they are always at the heart of everything we do

LEARNING

and using proven research as a basis for delivering safe, effective, integrated care

GROWING

our reputation for being a provider of high quality services and a great place to work

Caring, Learning and Growing

About Us

- We employ approximately 2,700 staff – operating across four divisions:
 - Mental Health
 - Specialist Services
 - Primary Care, Community,
 - Children’s & Learning Disability Services
- We deliver our services from more than 70 sites across Hull, the East Riding and North Yorkshire
- Host provider specialist learning disability (forensic outreach) services and perinatal
- Membership organisation – 16,000 members
- Our annual budget in 2019/20 is £130m

Scarborough & Ryedale Core and Specialist Service Provision

- Rapid Response: Multi-Disciplinary Community Team support (8am—8pm)
- District nurses: nurses and healthcare assistants (8am—10pm)
- Community therapies: physiotherapists, occupational therapists and generic support workers (8am—10pm)
- Holistic, multi-agency community frailty pathway, including Pharmacy support and Elderly Medicine
- Respiratory Team and Pulmonary Rehab Service (patient classes)
- Home Oxygen Delivery Service
- Cardiac and Cardiac Rehabilitation Service (patient classes)
- Heart Failure Clinical Nurse Specialists (CNSs)
- Diabetes CNSs and Diabetes Education Service
- Continence Service and Continence Product Service
- Tissue Viability CNSs
- Dietetic Service
- Speech and Language Therapy
- Musculoskeletal Out Patient Service (MSK)
- Community Stroke Service
- Inpatient Ward – Fitzwilliam Ward, Malton Hospital
- Customer Access Service (CAS)

Scarborough and Ryedale Community Services Hub re-alignment to S&R PCNs September 2019

Scarborough Core PCN



Filey and Scarborough Healthier Communities PCN



Ryedale PCN



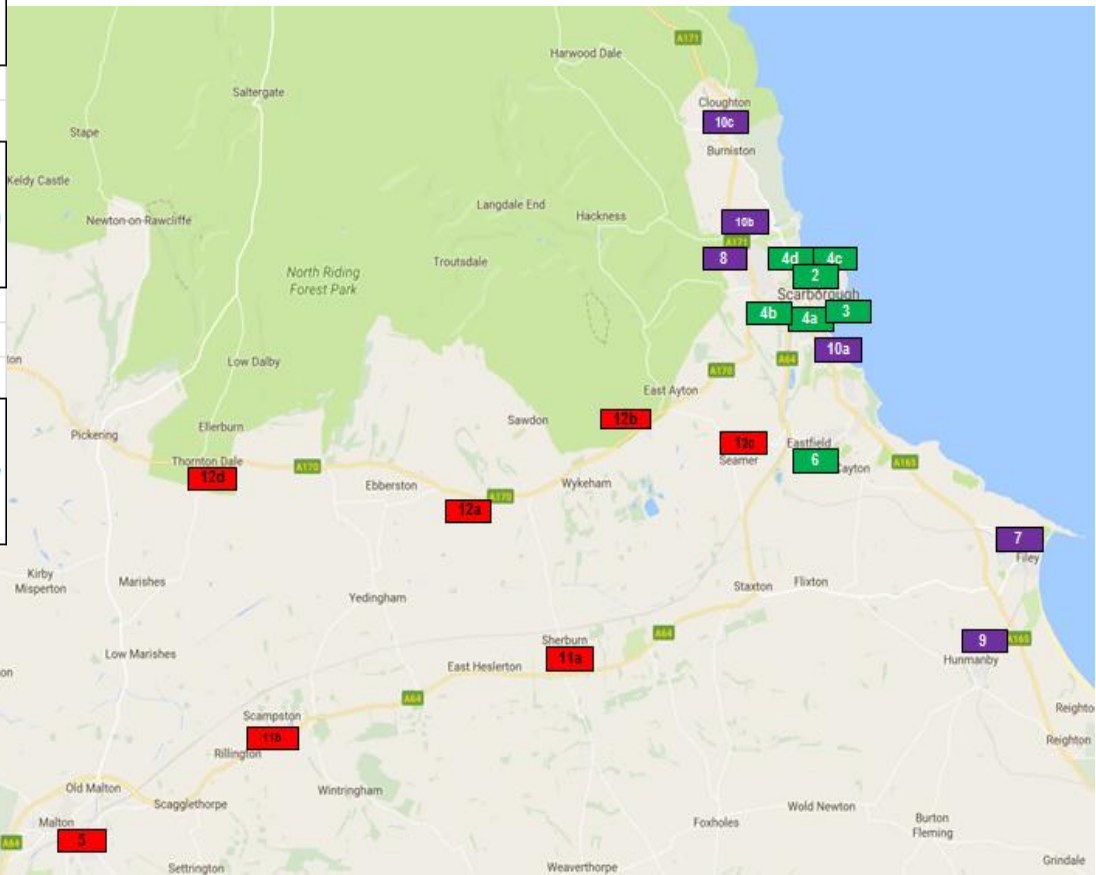
Caring, Learning and Growing

Scarborough and Ryedale Primary Care Networks

Ryedale PCN	
Ampleforth Surgery	Gregory Black
Derwent Surgery	
Sherburn & Rillington Practice	
West Ayton & Snainton General Medical Practice	

Scarborough Outer PCN	
Filey Surgery	Cath Chapman
Hackness Road Surgery	
Hunmanby Surgery	
Scarborough Medical Group	

Scarborough Core PCN	
Brook Square Surgery	Omnia Hefney
Castle Health Centre	
Central Healthcare	
Eastfield Medical Centre	



What's different now?

- Single Point of Access for patients, carers, families and professionals – CAS operating 24/7 from Day One using call-centre technology
- Extended working day for core team & overnight service
- All community services staff use single electronic patient record on SystmOne
- Clinics delivered within a GP practice, community base including non-clinical bases
- Development of generic job descriptions and core competencies
- Recruitment to specialist posts incl. respiratory, SLT, dietetics, cardiac/heart failure and diabetes
- Reducing waiting times for specialist services
- Support to patients in home environment on OPAT pilot

What's different now?

- Pilot 24hr community service (Friday 8am – Sunday 10pm)
- Safety culture – developed and enhanced
- Improved annual appraisal & objectives compliance
- Improved statutory and mandatory training compliance
- Recording of all referrals, clinical and non-clinical contacts
- Performance reports to CCG on a monthly basis – improving data quality
- Development Hub safety huddles invitations extended to GP practices
- Introduction of patient activation measurement (PAM) and supported self-care

Scarborough and Ryedale Statistics

Workforce:

Total Staff = 196

125 staff aligned to Scarborough Hub / 71 staff aligned to Malton Hub

Community Core roles:

RNs = 69 staff (including 12 vacancies and part time staff)

OT = 9 staff (including 1 vacancy and part time staff)

Physio roles = 12 staff (including 2 vacancies and part time staff)

Community Specialist roles:

41 staff (including 4 vacancies and part time staff)

Additional clinical community support:

Band 3 and Band 4 clinical roles

Practice Populations:

- Practice populations covered = aprox 83,000 Scarborough / 38,000 Ryedale
- Across 12 GP practices
- Community Provision: 4 specialist services also deliver provision to Whitby patients and 2 to Pocklington patients

Patient Numbers

Referrals to S&R Community services update....

Average number of new referrals the services get each month = 2628

Average number of face to face contact per month =12,597

Service is currently supporting 9648 referrals which equates to 7229 patients

Total number of referrals to S&R YAS Diversionary pathway from July – Dec 2019 = 153

Total number of referrals to Rapid Response Service from July – Dec 2019 = 216

Friend and Family Test:

100% of patients would recommend the service to other patients (2019 data)

97% of relatives (9 month period) agreed they received enough information (2019 data)

New Community Service Developments

- **Expansion of core service provision** – 7 day provision, 8am-10pm
- **Embedding community clinic provision** – across a range of settings (including GP practices, Local Health Centres, Community resource centres)
- **Diversionary Pathway** – Falls / Rapid Response with YAS - Commenced June 2019
- **Community Care Home Beds** – Pilot July 2019, Expanded for Winter pressures
- **Safety Huddles** – Scarborough / Malton -working with NHS Improvement Team / open access for clinical discussions and escalation of patients at risk
- **New clinical roles** – B4 Core and Specialist posts, and Nursing Associate roles
- **Holistic, multi-agency community frailty pathway**, including Pharmacy support and Elderly Medicine
- **CQUIN successes:**
 - Contenance audit, support and education for Care Home residents
 - Falls – increasing awareness of resources, assessment and referral to support services
- **Care Home Education and service improvements** – including delivery of the ‘React to Red’ campaign, ‘Nourish to Flourish’ programme

Future plans

- Ongoing review of estates – clinical and non clinical spaces
- Development of clinical roles to include advanced skills, e.g. non-medical prescribing
- Development of a range of clinical roles to support effective and safe care e.g. Nursing Associate roles
- Opportunity for staff development through apprenticeship programmes, e.g. District Nursing, OT
- Development of digital solutions – ongoing pilot engagement
- Continued development of system resilience – local business continuity and system wide partnership working
- Continued active engagement with the S&R Partnership Board and agreed priority areas:

Frailty	Carers
Mental Health	Dementia
Cardiovascular Disease	Paediatric/Families

Challenges

- **Workforce**.....recruitment / retention / training
- **Accommodation**.....ensuring suitable and sufficient estates for clinical delivery (e.g. variety of clinics) and staff spaces
- **Geography**.....Challenges with travel to patients and distance from corporate services
- **Embedding supervision** and staff competency development
- **Staff culture**....change management aligned to national initiatives
- **Embedding and developing integrated working** across all local partners
- **Embedding local and national audit programme**

East Coast Alignment

- Out of hospital opportunities being explored between Whitby and Scarborough
- Opportunities being developed to create a Health Campus in Bridlington
- Partners working together to support a programme of work to link Whitby, Scarborough & Ryedale Community, Malton and Bridlington