

Health Network

Summer 2017

Acute Response Team helps hundreds get better care

A new service launched last November has helped hundreds of sick people in Thanet get better care and support while reducing demands on our busy local hospital.

The Thanet Acute Response Team (ART) has brought together GPs, hospital doctors, nurses, therapists, carers and volunteers into a single team for the first time.

Based at Queen Elizabeth the Queen Mother Hospital (QEQM) and Westbrook House, the team supports people who have fallen ill and are at risk of being admitted to hospital. Instead, the team treats and cares for the patient in their own home or in a community facility such as Westbrook House.

Dr Ash Peshen, a local GP and clinical lead for the ART, said: "Too often

people are admitted to hospital because there has been no home-based service to give them the short-term care they need to recover from a period of illness or injury. That's what we are providing with ART."

Being at home means patients are in a familiar environment, with the support of family or carers. They get a personal package of care by a single team of health and care professionals. Support for dressing, washing and other tasks is provided by All Seasons, while volunteers from AgeUK are on hand to help with preparing meals, shopping, housework and a friendly chat.

Dr Peshen added: "ART is about providing the right care in the right place – and most of the time that place is at home rather than in hospital. ART also ensures hospital care is available for people who are very unwell and need it most."

It's estimated that ART - part of Thanet's

Award-winning Primary Care Home programme - resulted in 200 avoided hospital admissions at QEQM over the winter, meaning positive outcomes for patients and for stretched local services.

Colin Boarer was supported by ART at his home in Westgate-on-Sea after falling ill on Boxing Day. He said: "It's the first time in my life I have needed care support like this, and I can't fault it."

Thanet ART is a partnership between:

- NHS Thanet CCG
- GPs in Thanet
- East Kent Hospitals University NHS Foundation Trust
- Kent Community Health NHS Foundation Trust
- Kent County Council
- Age UK Thanet
- All Seasons



Join our health network today

More than 800 people have now joined Thanet Health Network.

Our Health Network brings together individuals and organisations that have an interest in the health and wellbeing of local people

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As a member you'll get regular email updates on local health and care issues, be invited to give your views on any proposals for change and have the opportunity to directly inform and influence decision-making.

Clive Hart, CCG lay member for public and patient involvement, said: "Big changes are being planned for the way health and social care services are delivered in Thanet and across Kent over the next 12-18 months. The best way for people to stay informed and get involved is to join the Thanet Health Network. I'm, delighted that so many more people have joined and would appeal to anyone with an interest in the future of the local NHS to sign up too. It takes minutes."

Visit www.thanetccg.nhs.uk to sign up



ART shortlisted for national award

Thanet's pioneering Acute Response Team (ART) was shortlisted for the 2017 NHS England Healthcare Innovation Awards.

ART was finalist in the coveted Improving Outcomes and Reducing Variation category. The awards ceremony was held in London on 28 June. NHS Thanet CCG chair Dr Tony Martin said: "The fact that the ART was only established in November 2016 and has now been shortlisted for a national award is a credit to the team and the organisations that have contributed to its success. Well done!"

Great turnout at public event

Some 80 local people attended a positive and enthusiastic discussion about local NHS and social care in February.

The CCG's listening event at the Global Generation Centre was an opportunity for people to find out more about and contribute to plans to change and improve local services over the next few years.

Clive Hart, CCG lay member for public and patient involvement, said: "I was very pleased to see such a packed venue and delighted with feedback from attendees that will prove invaluable."



100 turn out to health and care event

Around 100 people attended a public event to help develop the future of health and care in Thanet in July 2017.

The event, held at the Yarrow Hotel, Broadstairs, focussed on the excellent work already being taken forward in



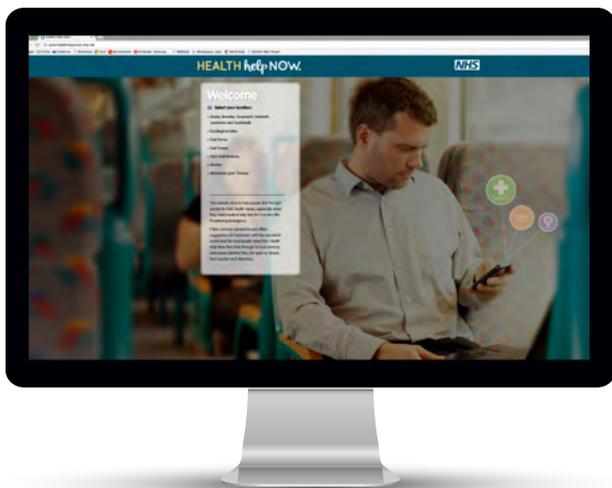
Thanet to improve the range and quality of NHS services available in local communities and GP practices.

CCG chair Dr Tony Martin said: "We are very keen to hear the views of local people as we work together to make important changes to health and care over the next few years. As well as providing an update on that we are already doing to improve care at a local level, the event helped us to better understand people's experiences of using NHS services and to help shape the future. We look forward to many more opportunities to work with members of the public with an interest in health and care in Thanet."

NHS web app has been used more than 450,000 times

The Health Help Now app and website, which helps people find the right NHS service when they are ill or injured, has been used more than 450,000 times.

The website – www.healthhelpnow-nhs.net – is also available as a free download for smartphones so people will never be stuck about where to go when they need health help. It shows which services are open and where they are. It can help people find out if they need to see a doctor, pharmacist or use a minor injuries service.



Next governing body meeting

NHS Thanet CCG's governing body meets regularly in public to discuss and make decisions about local healthcare. The governing body is made up of local GPs, lay members, a secondary care doctor and other healthcare professionals. Time is set aside for questions from members of the public.

Our next meeting will be on 12 September 2017, 1pm-4pm at the Council Chamber, Thanet District Council.

Visit our website www.thanetccg.nhs.uk for more details.

New GP appointment system ensures people get the care they need at the right time

Two practices in Thanet are trialling a new way of booking GP appointments to help make sure patients get the best and most appropriate service at the right time.

With GP services facing increasing demand, the Grange Practice in Ramsgate and Bethesda Medical Centre in Margate are trying a new system that it is hoped will make it easier for patients to get the care they need.

Under the "total triage" system, patients who contact the practices to book a GP appointment are being asked to give some basic information about their complaint or condition.

This information is then passed on to a GP at the practice who, based on the information provided and other factors including the patient's medical history, will either:

- Instruct a member of the practice team to book a face-to-face appointment on the same day if the condition is urgent.
- Call the patient back at an agreed time period

to discuss their condition, offer advice, book a face-to-face appointment or arrange for another health professional, such as a nurse or pharmacist, to provide the care they need.

- Arrange an appointment at a convenient later date if the condition is not urgent.

CCG chair Dr Tony Martin, a partner at Bethesda Medical Centre, said:

"We know that GP services – in Thanet and all over the country - are under pressure and that people sometimes find it difficult to get an appointment. The total triage system aims to address that and benefits patients by ensuring they get the treatment they need, when they need it, and whenever they contact the practice.

"It enables the GP to quickly assess a patient's needs and agree with them the best and most appropriate care. In many cases we are able to refer a patient to another healthcare professional to get the care they need, and this enables GPs to focus on patient with the most complex and serious conditions."

Café events hear people's experiences of health and care



Keep in touch

You can also follow us on Twitter (@ThanetHealth) or join our Facebook Page (www.facebook.com/ThanetHealthNetwork).

Please share this newsletter with friends, family and colleagues. To join the Thanet Health Network as a new member, please go to our website www.thanetccg.nhs.uk

Events were held in Margate and Ramsgate in June as part of a pioneering new scheme that puts patients at the heart of designing and developing health and care services.

The two ESTHER Café events brought together health and social care professionals, patients, carers and others to improve local services by looking in detail at people's real life experiences.



The informal-style events gave people an opportunity to share their stories of using health and care services in Thanet to help identify what works and what needs to be improved.

The ESTHER model was developed in Sweden and has proved very effective in ensuring organisations designing and delivering health and care services work in equal partnership with the people that use them.