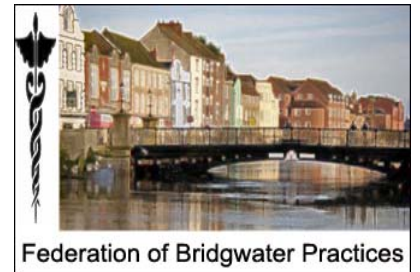


# Federation of Bridgwater Practices

## LONG TERM CONDITIONS PROGRAMME NEWSLETTER NO. 1 – DECEMBER 2010



The Bridgwater Federation Long Term Conditions Programme Implementation Group (BF LTC IG) are delighted to announce that all four work streams: Enhanced Care Co-ordination; Personalised Care Planning; Telehealth; and End of Life are starting in Bridgwater. The Federation is leading the six month pilot in Enhanced Care Co-ordination and supporting PCT leads in the other three work streams. The PCT aims to roll the Programme out across Somerset in due course. Alongside this, the Complex Care service is to be expanded; and a new Rapid Response Team will be established. If the pilot in Bridgwater proves successful the model will be rolled out to other GP Federations in Somerset.

Members of the BF LTC IG are:

Dr David Rooke (Chair and BF End of Life Lead)  
Dr Jon Upton (BF Personalised Care Planning Lead)  
Dr Stephen Gardiner (BF Telehealth Lead)  
Sue Hughes (Practice Manager, Edington Surgery and BF Recruitment Lead)  
Lydia Woodward (Project Manager, Bridgwater Federation of General Practices)  
Sian Teal (Somerset Community Health)  
Fred Parkyn (Adult Social Care)



### PROGRESS REPORTS ...

#### GP Enhanced Care Hub (ECH)

This exciting new hub will open in January, based in Express Park, Bridgwater. This Centre will support various health and social care professionals in the patient centred co-ordination of services and packages of care for people with long term conditions.

Key aims of the ECH are to improve outcomes for patients and reduce avoidable emergency admissions.

Recruitment of staff for the ECH is almost complete and includes a Manager, Occupational Therapist, Registered Nurse, and Administrator.

This new service is welcomed by many health and social care professionals and it is thought to have been 'needed for a long time'.

BF Lead: Lydia Woodward, Project Manager

#### Personalised Care Planning (PCP)

PCPs are focussed on the patient as a whole rather than on a health condition and should not be confused with treatment plans.

Training has been arranged for the pilot Bridgwater Federation Practice – Brent House Surgery. Alf Collins, Consultant in Pain Management, will lead the training for all practice staff. Following this Jon Upton, the Lead GP for Personalised Care Planning in Bridgwater, will subsequently pass on this training to the rest of the Federation.

Subject to practice agreement, staff in the ECH will be able to refer to these plans which are uploaded to the web based, and locally developed SADIE system.

PCT Lead: Maggie Ayre, Project Support Manager

#### Telehealth

Electronic equipment is helping some people with long term conditions gain confidence in managing their conditions safe in the knowledge that results of observations they do at home are being monitored. If these results fall outside of agreed parameters an alert is sent to the relevant clinician, e.g. Community Matron.

There are currently 65 patients with telehealth units in Bridgwater, and once processes are refined this number will grow.

PCT Lead: Ben Hewlett, Strategic Development Graduate

#### End of Life

The Somerset End of Life Register is now available to enable patients to state their preferences in relation to end of life care and where they would choose to die.

A lunchtime event has been organised by Karen Burfitt Project Lead, Marie Curie and David Rooke (GP Lead for Bridgwater). Flyers for this event on 25 January, 12-2, have been sent to practices so please book your places.

Once on the Register, clinicians and their patients (and their families), can benefit from the support of the End of Life Co-ordination team.

#### Complex Care

The successful pilot of a GP (Mark Howell) supporting staff in advanced care planning for complex patients in two care homes in Bridgwater will be expanded to cover all care homes by the addition of two nurses. Recruitment to these new posts will commence in the new year.

#### Rapid Response Team

Recruitment is imminent of a GP to work Monday to Friday, (9-1), based in the ECH and responding on behalf of all Bridgwater Federation Practices to requests for home visits which might result in an emergency admission. Morning visits allow more time to organise support so the patient can stay at home where appropriate.