

flexible healthcare

Putting the patient at the centre of everything we do

Newsletter
June 2009



Flexible Healthcare making progress!

Over the last month since Flexible Healthcare was launched, all the clinical teams have been making great progress!

In **Rheumatology**, the scope of the programme has now been agreed and the clinical team is creating a specification for Somerset Rheumatology Services, which will be completed by September, covering patient centred pathways for:

- Rheumatoid arthritis
- Connective tissue disorders
- Fibromyalgia
- Acute inflammatory disease

The team is also investigating the development of a community based integrated rheumatology service across Somerset.

The **Gynaecology** team is looking to develop patient centred pathways for:

- Pelvic pain
- Post menopausal bleeding
- Urinary incontinence

The team is also looking at the feasibility of setting up interface services in community areas remote from Taunton and Yeovil.

In **Cardiology**, proposals have been approved for patient centred community services for:

- Open access echocardiograms
- Community based 24 hour ECGs
- E-mail advice service for GPs from hospital consultants

The Flexible Healthcare team is now planning the mobilisation of these new services.

The **Orthopaedic** clinical team is looking at the development of one stop services in secondary care which will allow patients to:

- See a consultant
- Attend POAC
- Choose a date for their surgery

In addition the team is looking at the feasibility of:

- Direct listing of patients
- A protocol for the use of MRI
- Fast track access protocol for GPs to refer straight to secondary care where clinically appropriate

The **Vascular** group has been formed and will commence work on their programme in July.

In **Urology**, the clinical team plans to introduce one stop services for haematuria across Somerset. This will involve a consultant led clinic providing flexible cystoscopies; a nurse led flow clinic and a nurse led drop in continence clinic.

The team aims to submit a proposal to initially pilot this clinic model in the Minehead and Wells areas, as referral analysis showed that significant numbers of patients in these areas are having to travel to Taunton to be seen.

Other developments in Flexible Healthcare

The Flexible Healthcare Team has also been looking at other developments:

The Somerset Pathology service is looking at community based services such as mobile phlebotomy and "Pathology at ASDA", all aimed at reducing the distances patients need to travel to access services.

Social Services have expressed their wish to be involved in the development of clinical pathways. In **Paediatrics**, the Flexible Healthcare team is working with a senior consultant to look at ways in which children with long term conditions can be treated in their own community. **Transport** is crucial in improving access to healthcare and the Flexible Healthcare team has linked up with the Environment Directorate at the County Council to look at this issue.

A New Member of the Team

More Support for Flexible Healthcare!

This month **Elizabeth Roberts** has joined the Flexible Healthcare team as Service Improvement Manager.



Elizabeth joins **Pat Jenkins and Steve Thole** on the Flexible Healthcare team, all of whom are based at Chard.

Elizabeth qualified as a Dietician in 1999. After a short stint in healthcare sales, she realised her real passion was providing care for patients.

After working at Musgrove Park Hospital until 2004, and gaining a Masters degree from Bristol University in Health Care Ethics, she moved to Somerset Primary Care Trust to set up a community based enteral tube feeding service. After a brief period working in the Nursing and Patient Safety

Directorate introducing the Mental Capacity Act (some of you may recognise her from training sessions!), Elizabeth is now seconded from Dietetics to the Flexible Healthcare Team for two years, taking responsibility for Cardiology, Vascular Surgery and Gynaecology.

Elizabeth works four days per week while studying for a PhD in extended scope practice and practice development in the management of dysphagia.

Elizabeth can be contacted on **01460 238 649** or via email at Elizabeth.Roberts@somerset.nhs.uk

A Message from WyvernHealth.com

The principles of Flexible Healthcare were born from the work of Practice Based Commissioning and the two programmes are intrinsically linked. They essentially work on a continuum, where patient need is assessed and a new service delivery model designed. The Flexible Healthcare model integrates primary and secondary care clinicians with community services to produce innovative service design.

The integration recognises the clinical skills set each possesses and hopes to rapidly deliver new pathways in specific clinical areas. This requires intensive management support and a realistic budget; Flexible Healthcare has this.

We are having a big push to create a greater awareness of this work in primary

care. We need to have a primary care perspective feeding the workstreams and this needs a cohort of clinicians. There is no need to be a specialist, the work is paid and I can guarantee it will be a refreshing session with secondary care colleagues.

Please contact me if you can identify any free sessions within your schedule: m.dolman@btinternet.com

We want to deliver new pathways by the end of the year and your knowledge is essential.

Delivering services in the community requires key elements. Space is at a premium in all our community hospitals and practices and it is apparent we need to be creative in where we place clinics.

Staffing provides challenges in that accreditation is essential to meet governance requirements and this has to be respected. Good communication, as always, is essential for a successful project.

We are exploring ways of using Choose and Book in a simpler way for clinicians and patients alike. We are also going to launch the Map of Medicine in Somerset as a web based resource for clinical teams.

There are lots of areas to focus our energies on, and your support would be greatly appreciated. Please consider sharing your knowledge by joining our team.

Dr Matthew Dolman

help and support

The Flexible Healthcare team, led by Pat Jenkins, Project Director, will support the clinical pathway groups by providing analytical and administrative support.

The Flexible Healthcare team is based at: Chataway House, Chard Business Park, Leach Road, Chard, Somerset, TA20 1FP
For more information or if you have views on Flexible Healthcare please contact us:
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