

flexible healthcare

Putting the patient at the centre of everything we do

Newsletter
May 2009



Flexible Healthcare all set to go!

The 1st May saw the official launch of Flexible Healthcare, at an event hosted jointly between NHS Somerset and WyvernHealth at the Holiday Inn, Taunton.

A wide cross section of organisations attended the launch event to listen to a number of key speakers who came to express their vision of what Flexible Healthcare would mean to clinicians and patients in Somerset. Among the audience were a wide range of GPs, Consultants and Managers from both primary and secondary care, alongside colleagues from Social Care.

The audience heard how the Flexible Healthcare project would change the way services were delivered in Somerset and put patients at the centre of everything we do.

What was said at the event?

Dr Donal Hynes, a GP and PEC Chair for NHS Somerset, opened the event with his vision of how Flexible Healthcare would take service provision forward across Somerset highlighting the need to place patient choice and experience at the centre of our thinking. He talked about the need to provide patients' care as a single package in or near their own home. Donal made a clear statement that Flexible Healthcare would be a clinically led project that would act as a vehicle to deliver improvements in the way we work.

To place all this in context, **Mr Graham Baker** gave an account of his experiences as a patient and of care he and his family had received.

Dr Matthew Dolman, a GP from WyvernHealth, talked about how the innovative use of technology could be the way to help deliver new patient pathways.



Participants at the launch event: pictured from the left, Mr Paul Eyers, Dr Rosie Benneyworth, Dr Matthew Dolman, Mr Tim Porter and Dr Donal Hynes

Mr Paul Eyers and **Mr Tim Porter**, both Consultants, gave presentations about how they envisaged Flexible Healthcare would work within their Specialties.

Paul, a Consultant in Vascular Surgery, highlighted the need to create better integration between primary and secondary care and improve communication links.

Tim outlined plans to introduce more Consultant led Urology clinics in the community and the challenges this posed. Based on early analysis of referrals, it is clear that there is a significant opportunity to see more people closer to their own homes.

Judith Newman and **Peter Lewis** from NHS Somerset and Taunton and Somerset NHS Foundation Trust respectively, then discussed how mechanisms such as Payment by

Results should not be seen as barriers to change but we should introduce more flexibility in our approach so that can use them as drivers of change.

The event was then rounded off by **Pat Jenkins**, the Project Director for Flexible Healthcare, who outlined the significant support and resources that would be available to the clinical teams.

The presentations proved thought provoking and generated many questions during the Q&A session at the end of the event.

If you represent a team from a particular discipline and would like to discuss how to take forward a piece of work or if you are a local Clinician who would like to be involved in Flexible Healthcare, please contact Pat Jenkins, Project Director.

Moving forward positively!



Participants at the Flexible Healthcare launch event

Talking about the Flexible Healthcare launch event, Dr Matthew Dolman, said,

"Feedback from the meeting has been positive, which is fantastic. Tim Porter talked about credibility and that I believe is a key goal for the Flexible Healthcare project. I hope we have gone some way to starting the process of achieving this aim.

"A comment made to me in the car park was the need to move from philosophy to specifics and that had real resonance with me. We need to get innovative services working on the ground. Translating the theory into practice

prompts all the old clichés for obvious reasons. I am determined to try and make change happen and I hope the integration of services will provide sufficient leverage to make the pathways viable. I would like to see more Primary Care engagement and hope to develop a better understanding of the project over the coming weeks. The strong element of education will be a powerful attraction and the possibility of providing elements of new pathways will also be an incentive to engage.

"The window we have to make these changes for patients is short; integration and innovation hold the key to success!"

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:
telephone: **01460 238615**

e-mail: flexiblehealthcare@somerset.nhs.uk

Work is underway

Plans are advancing well in the Urology group, led by Tim Porter, who are looking at setting up two pilot schemes.

The Vascular group is now underway and the team commence their work on clinical pathways in June.

A positive response

Since the meeting we have already received expressions of interest from teams representing both Respiratory Medicine and Paediatrics, which will be added to the list of specialties we have already identified.

Competition Winner!



At the launch event, everyone attending was given the opportunity to enter a competition to name our Flexible Healthcare character.

We are pleased to announce that the competition winner was Anthea Brooks, from NHS Somerset, who wins a big bottle of wine. The winning entry was "**Flexi Felix**".