

flexible healthcare

Putting the patient at the centre of everything we do

Newsletter
Summer 2009



Ideas for Urology move forward!

Flexible Healthcare continues to make progress on all fronts. Read on to find out more about some of the work that is being completed.

Proposed new Urology Service

The Urology Team have submitted a proposal to run a pilot "one stop shop" service at Minehead Hospital and at Priory Park, Wells.

Following analysis of referral and activity data it was found that significant numbers of patients in West Somerset have to travel long distances to attend appointments at Taunton. Building on, and expanding an existing service at Minehead, the new service will provide a flexible multi-disciplinary Urology Service comprising both consultant and nurse-led clinics, with diagnostic and treatment facilities. By increasing capacity it is expected there will be a reduced need

for patients to travel to Taunton. At Priory Park in Wells there will be a similar service which will be located in the outpatients department adjacent to the two Wells GP practices. At Wells we will be using new technology to provide a flexible Cystoscopy Service away from the main hospital sites. If this pilot is successful it will allow us to transfer the model to other localities throughout Somerset. Subject to final approval, it is planned to start the pilots this autumn.

Focus on Cardiology

Work around diagnostic services in primary care is moving forward. Our General Practice colleagues are enthusiastic to move care closer to the patients' homes and reduce patient travel for ambulatory ECG services by providing these at selected GP practices. GPs would also like to see direct access to ECHO services in Somerset.

The next step in the project is an assessment of where the demand for ambulatory ECG facilities is and the options available for access to ECHO services in Somerset.

The views of General Practice on these services will be sought in the coming months. We hope that you can help us shape future services by identifying the gaps in current provision and giving us your feedback. We are particularly interested in the views of those surgeries who already have direct access to ECHO, surgeries using ECHO and ECG services at the acute trusts, as well as surgeries in areas with poor transport links and long travel times for patients.

New Administrator

We would like to welcome our new administrator, Anthea Brooks, to the Flexible Healthcare team. Anthea brings a wealth of experience to the team having worked for a number of years within NHS Somerset. Anthea can be contacted by telephone on 01935 384078.

Work to support Flexible Healthcare initiatives

The Flexible Healthcare Team has also identified a number of areas where work is needed across the health economy to ensure Flexible Healthcare initiatives are effective. Areas include:

- **Choose and Book**
- **Patient Involvement**
- **Improved communication links between primary and secondary care**
- **A review of community hospital capacity and activities including improved facilities**

The Flexible Healthcare Team will be working with colleagues to look at these areas as we go forward.

“The Somerset Summer”

A Message from WyvernHealth.com

The summer holidays are here and the challenge of bringing people together for meetings is notorious but despite this, the Flexible Healthcare programme is pushing forward.

It has been fantastic to see primary care clinicians working through the pathways with their consultant colleagues and see the expressions of surprise when they discover how the other works.

Understanding the respective work practices is a key learning area for all of us and breaking down existing barriers is a fundamental remit for the Flexible Healthcare Team.

“The **right person**, at the **right time**, in the **right place**” is the mantra which is evolving.

The **Urology Team** have developed proposals for a one stop shop

at Minehead Hospital and Priory Park in Wells.

The **Rheumatology stream** has gelled really well and a service specification for a county wide service is being drafted.

Orthopaedics have now agreed a new patient pathway to ensure patients are seen at the RIGHT TIME by the RIGHT PERSON. Further work is being done to ensure that clinical staff and patients support the new proposed pathway.

As this piece is being written, a meeting is scheduled with the Vascular surgeons to discuss a **Peripheral Artery Disease Pathway** which has been introduced in Manchester. Part of our strategy should be to look at examples of best practice from elsewhere and adapt and utilise them for the benefit of our local community.

The **paediatricians** from Musgrove Park are keen to rollout their “Advice and Guidance” project on Choose and Book. Using the IT power of Choose and Book is a recurring theme amongst the clinical teams. A pre-booked web-based telephone slot system for communication between primary and secondary care is the aspiration.

All these schemes will take time to evolve and be approved.

On a final note, to be successful we need the involvement of members of primary care. If anyone would like to participate in any of the workstreams then please contact me via e-mail:

m.dolman@btinternet.com

Dr Matthew Dolman

Moving Care Closer to Home ...

One of the key principles of Flexible Healthcare is the treatment of patients in their own homes and communities. The following facts illustrate why this is so important:

- Only 7% of residents in West Somerset can access their nearest general hospital by bus on weekdays in less than 60 minutes
- More than 60% of residents in rural and urban Bridgwater have to travel for longer than one hour or have no bus service at all to Musgrove Park, a trip that takes 20 minutes by car
- Only two buses a day from Wells stop at Musgrove Park and the journey takes one hour and 20 minutes
- 21% of households in the Burnham area do not have access to a car

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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