East Sussex Better Together
Issue 13: December 2016
A round-up of the year

A briefing for staff, local people, service providers and other stakeholders

East Sussex Better Together (ESBT) is our 150-week programme to transform health and social care services. It’s about making sure we use our combined £850m annual budget to achieve the best possible services for local people.

The programme started in August 2014 and is led by two local NHS Clinical Commissioning Groups (CCGs) – Eastbourne, Hailsham and Seaford CCG and Hastings and Rother CCG – East Sussex County Council (ESCC), East Sussex Healthcare NHS Trust (ESHT) and Sussex Partnership NHS Foundation Trust (SPFT).

The East Sussex Better Together partners are working together with patients, clients, providers and other local stakeholders to deliver integrated health and social care services locally through the 6+2 box model of care. We are now in week 126 of our 150 week plan, and the work ESBT began to galvanise the transformation of health and care services for the people of East Sussex will continue as we embark on the next stage – our move towards a new model of accountable care, which you can read more about later in this issue.

It’s been a busy 2016 …

And with you, we’ve been working hard throughout it to transform health and social care services for local people. It’s been a challenging and inspiring year for the ESBT partners, full of engagement and activity with local people, GPs, social care professionals, our hospital staff, mental health providers, the voluntary and charity sectors, and more, to develop the right health and care services for the people of East Sussex. Let’s look back at just a few of the highlights from this year, when we:

- Developed six integrated locality-based teams (ILTs) of health and care professionals under single line management, each of which is aligned to a small number of GP practices. By working together, the teams are able to deliver more cohesive and appropriate care and support more quickly.
- Launched new strength and balance exercise classes and additional home exercise programmes via the ILTs which started in October 2016 in partnership with Wave Leisure and Freedom Leisure – as part of our enhanced falls and fracture prevention service.
- Made progress under the public health obesity agenda by offering funds to all nurseries in our CCG areas to encourage healthy eating and exercise for children aged 2-5 years.
- Delivered Health and Social Care Connect (HSCC) – an integrated adult health and care access point that’s helping the public and professionals to receive the right health and social care and support faster. HSCC receives 8,000-9,000 enquiries per month.
- Launched our nurse-led Crisis Response Teams, which help prevent unnecessary hospital admissions through arranging the right care, in the right place, at the right time.
- Began a Medicines Optimisation for Care Homes service, which now has pharmacists working in nine GP practices across both CCGs, carrying out clinical medication reviews for...
nursing home residents. Reviews for the first 50 patients resulted in 232 recommendations being made to GPs, 119 medicines stopped, 48 medicines changed and two medicines started.

- Commissioned and launched a new frailty service at East Sussex Healthcare NHS Trust to **support frail people to live independent and healthy lives out of hospital**.
- Created a **series of videos** to explore how an **accountable care model** could work in East Sussex.
- Continued to involve local people every step of the way through extensive and widespread public engagement, including delivery of joint **Shaping Health and Care public events**.

We’ve done much more and our work will continue as we move into 2017 and beyond. You’ll find more details of some of our most recent successes below …

**Welfare Benefits Project update**

The Welfare Benefits Project provides benefits advice to residents and professionals in the Hastings and Rother, and Eastbourne, Hailsham and Seaford CCG areas. Financial problems can have a severe impact on a person’s mental and physical health and wellbeing, and the project helps local people to access the benefits they are entitled to and/or may have been unaware of. During the past six months:

- 4,900 people received benefits advice
- £2.6m in annualised benefit income was realised for clients
- 70% of respondents said their mental wellbeing had improved following support from the Welfare Benefits Project
- More than 2,200 people with a Long Term Condition received benefits advice
- Over 900 older people received benefits advice to support their independence

The project aims to strengthen links and continue to work closely with GP and secondary care services in 2017.

Between April and September:

- 49 outreach benefits advice sessions were delivered from GP Practice or NHS locations
- 28 briefings and training sessions delivered to GP Practices, pain and respiratory clinics, CCG AGMs and staff and Locality meetings

Some recent comments from people who received benefits advice from the project:

- “Before I sought help I was suffering badly with stress and depression because I didn’t know where to turn for help. I have become more positive about my life.”
- “I was very stressed, on sleeping tablets. After speaking with the Welfare Benefits Project I felt that I had someone on my side who was listening to me. I felt less stressed after our meeting.”

The Welfare Benefits Project can be contacted on 0333 3440681 or benefitseastsussex@harcuk.com

If you would like any further information on the Welfare Benefits Project, please contact: Barry Cooper, Welfare Benefits Project Manager on 07977 336610 or email barry.cooper@sussexcommunity.org.uk
‘Healthy Homes’ programme to tackle fuel poverty

A £627,000 ‘healthy homes’ scheme is underway to tackle fuel poverty in six deprived areas of Hastings and Rother as part of ESBT.

The 18-month pilot will focus on private homes (owner occupiers and private tenants) with poor heating, insulation and energy efficiency to reduce health risks to vulnerable children and adults.

Funded by Hastings and Rother Clinical Commissioning Group (CCG) to help reduce health inequalities, the pilot has started in Braybrooke, Castle, Central St Leonards, Gensing, Old Hastings, and Bexhill Central communities.

“Poor, unsuitable and ‘hard-to-heat’ housing affects physical and mental health. Living in a cold home can exacerbate underlying health issues such as breathing problems, heart conditions or risk of a stroke – and can even be fatal,” said Cynthia Lyons, East Sussex Acting Director for Public Health.

Fuel poverty refers to a household unable to afford an adequate standard of warmth and pay for other energy needs to maintain health and wellbeing. In East Sussex 9% of households are ‘fuel poor’ compared with 8.3% in the south east; in Hastings 11.8% of homes are ‘fuel poor’ while in Rother it’s 9%. The programme will be delivered through East Sussex County Council’s existing free winter home check service and support Hastings Borough Council’s and Rother District Council’s housing enforcement services.

“Specifically the Healthy Homes programme will provide additional heating and insulation improvements in 148 owner-occupied and privately rented homes at an average cost of £3,250 and support the enforcement of housing standards in 76 privately rented homes. We are working with health, social care and other local services to identify and refer vulnerable people on a low income and living in cold homes to the programme,” said Dr Susan Rae, a St Leonard’s GP and the CCG’s lead GP for Healthy Hastings and Rother.

“Too many people live in fuel poverty so we are very pleased to support this project which will benefit the most vulnerable in our community,” added Cllr Kim Forward, Hastings Borough Council’s lead member for housing.

The new programme in Hastings and Rother builds on work that has already made it possible for the winter home check service to install new boilers or full heating systems in 102 East Sussex homes.

This achievement was thanks to £325,000 of funding awarded to the East Sussex Energy Partnership through the Warm and Healthy Homes Fund, which is a national scheme administered by fuel poverty charity National Energy Action (NEA) aimed at helping vulnerable households at risk of cold-related illness (see notes). Due to the success of the programme the Partnership has now also been awarded an extra £58,500 from NEA to deliver additional major heating and insulation measures in 18 more East Sussex homes.

Results of urgent care survey and public engagement

We carried out extensive public engagement from August to November this year on what matters to people when they need same-day health or social care advice, care or treatment. Nearly 500 surveys were completed – both at face-to-face events, with existing community networks, and online. Health and care professionals visited a number of locations in Eastbourne, Hailsham, Seaford, Bexhill, St Leonards, Hastings, Battle and Rye where they visited leisure centres, Children’s Centres and NHS Walk-in Centres. The ESBT team also visited the East Sussex Seniors Forum, the ‘Good Life’ exhibition for the over 50s, and Patient Participation Group (PPG) Forums.

The focus was on services that people use most frequently on an urgent, same-day basis, including:
• same-day GP and nurse appointment
• the use of walk-in centres (Eastbourne and Hastings)
• the use of NHS 111 urgent telephone service
• utilising technology to support people’s urgent, same-day needs

People’s responses to the questions and their comments will be built into our final service redesign plans which we anticipate will be agreed in January 2017 for implementation from April 2018 and beyond. You can read the report (PDF) and the comments from the survey (PDF).

We want to thank everyone who contributed their time and views for this phase of the ESBT urgent care transformation programme. Their views and experiences will help ensure we have a range of appropriate, high quality services available 24/7 to help people get the right advice or treatment, first time.

First ever ESBT Nurses event

Our first ever ESBT nurses event – ‘Celebrating the Value of Nurses in East Sussex’ – took place at the Kings Centre, Eastbourne in October. It began with the premiere of our ESBT nurses video – click here to watch it and find out how our nurses are making a difference as part of ESBT.

More than 100 nurses working in local hospitals, clinics, communities, practices and hospices attended to see some of their colleagues receive some special awards.

The award winning nurses were:

• **Polly Mayer, District Nurse, East Sussex Healthcare NHS Trust**: ‘Above and beyond’ People’s Choice Award. Polly was described by her nominator as treating her terminally ill mother with ‘care and dignity throughout’ and being ‘truly wonderful’. The nomination concluded ‘thank you will never be enough for us as a family to Polly’.

• **Mollie Taylor, Staff Nurse, Newington Ward, Conquest Hospital**: Compassionate Care Award. Her nomination included: ‘Mollie has been qualified for under two years but has already shown an amazing astuteness and fantastic ability to care for our frail elderly patients’.

• **Mark Standen, Matron, Gardner Ward, Conquest Hospital**: Outstanding Leadership Award. He was described as being ‘passionate about delivering high quality care to the patients on his ward…he leads by example and is an excellent role model, not only to his own team but to those in other areas’.

• **Heather Clarke, Practice Nurse, Pebsham Surgery**: Innovation and Education Award. She was described as ‘a real inspiration…very passionate about primary care, students and nursing’.

The winners were announced by conference organiser Allison Cannon, Chief Nurse, Eastbourne, Hailsham and Seaford Clinical Commissioning Group and Hastings and Rother Clinical Commissioning Group, and the awards presented by Alice Webster, Director of Nursing at East Sussex Healthcare NHS Trust. The awards ceremony followed a series of talks, including one given by Miles Hilton-Barber, a blind adventurer and motivational speaker, and workshops on improving care and compassion, the impact of dementia, and advance care planning.

Alice Webster said: “This award ceremony was very inspiring and highlighted the care and compassion of some well deserving nurses. They, along with many other dedicated nurses across East Sussex, do so much every day of the year to care and support local people in many different healthcare settings.”
What next? The move towards our new ‘single and simple’ model of accountable care

We set up ESBT in August 2014 to galvanise the transformation of health and social care services. By working together we have already made significant improvements in care pathways, and this work will continue.

To complete the transformation we now need to build a new model of care – ‘accountable care’ – that integrates our whole system: primary prevention, primary and community care, social care, mental health, acute and specialist care, so that we can demonstrably make best use of the £850m we spend every year to meet the health and care needs of the people of East Sussex.

Our move to an accountable care approach is intended to bring together all health and care organisations and professionals within the ESBT area to offer safe, sustainable, high quality physical and mental health services for adults and children.

‘Accountable care’ focusses on incentivising professionals and providers, through aligned payment mechanisms, to break down organisational barriers and work more effectively together to improve health and wellbeing outcomes for populations. International examples of accountable care indicate that we could achieve c. 20% reduction in transactional costs, as well as improving people’s experience of health and care services, and improving the quality and safety of those services.

An additional aim is to empower and enable people to manage their own health and care whenever that’s possible. This means ensuring people know how to access services that help them, as individuals or as part of a family or wider community, to improve their own health and wellbeing, while also being able to access appropriate care and treatment from professionals when they need it, in the best place and at the right time.

Our accountable care model will begin a ‘shadow’ year in 2017, testing out the best solutions for our population and the most effective ways of working together, with a view to formally establishing our accountable care organisation from 2018. We will keep you updated with progress in future ESBT newsletters.

Find out more? Visit our website to learn more about new models of accountable care and watch our short video about accountable care that explains what this will mean for local people.

All change for the ESBT newsletter

In 2017 we will be changing the way our ESBT stakeholder newsletter is designed and delivered and we’d like you to stay involved. We take email security very seriously, so in order for us to do that, next year you will receive an email from us, inviting you to sign up to continue receiving news and updates will enjoy our new-look newsletter when it arrives!

We wish you a very happy and healthy Christmas and New Year.

Amanda Philpott  
Chief Officer  
Eastbourne, Hailsahm and Seaford CCG  
Hastings and Rother CCG  

Keith Hinkley  
Director  
Adult Social Care and Health  
East Sussex County Council  

Dr. Adrian Bull  
Chief Executive  
East Sussex Healthcare NHS Trust  

Colm Donaghy  
Chief Executive  
Sussex Partnership NHS Foundation Trust  

2016. We wish you a very happy and healthy Christmas and New Year.  

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