

INSIDE:

Big thumbs-up for care close to home



Health initiative provides better access to prescriptions



Progress report on new renal unit



WOLVERHAMPTON

Healthfocus



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Pioneering treatments unveiled

MULTIPLE sclerosis patients in Wolverhampton are benefiting from a home support service which avoids stays in hospital.

Patients who need treatment with intravenous steroids can often wait a significant length of time for a hospital bed.

But the new service, believed to be the first of its kind in the West Midlands, enables a team of nurses to administer steroids in the home.

The pilot project, launched in September last year for up to 15 patients, also involves co-ordination with physiotherapists and occupational therapists.

And Bradley White, a clinical nurse specialist for MS patients, said feedback has been "extremely positive."

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Julie Beards has multiple sclerosis and is now able to receive her steroid medication at home in an hour – rather than four days in hospital. She is pictured with clinical nurse specialist for MS Bradley White.

CARE SERVICES CLOSE TO HOME

MASSIVE investment and new ways of providing health services are benefiting the people of Wolverhampton.

Wolverhampton City Primary Care Trust has listened to what residents want and expect from the NHS and has responded with plans to deliver services in the community, closer to people's homes, with admission to hospital only where absolutely necessary.

The PCT aims to give local people more choice and better access to services wherever they live in the city.

There will be more flexible opening times and new facilities which are clean and modern.

The 'front line' of the new community-focused health services in Wolverhampton are new facilities like the £multi-million Phoenix

Health Centre in Parkfields, the Gem Centre for Children and Young People at Wednesfield and the Mayfield Medical Centre at East Park.

There will be more new buildings and refurbishment of existing facilities as part of the £60m LIFT investment programme. Alongside this the PCT will be working to provide more services closer to people's homes.

This special issue of *Health Focus* gives more information on the range on some of services that will be delivered out in the community for the benefits of residents.

Maxine Espley, managing director of provider services at the PCT, said: "We have taken time to understand what services we can offer closer to where people live to benefit our patients the most."

For more information see centre pages



A new pharmacy has opened at the multi-million pound Phoenix Health Centre at Parkfields further improving services for the local community.

Pioneering project in national spotlight

A PIONEERING service launched in Wolverhampton to provide home support for older people with mental health needs has attracted nationwide interest.

The nurse-led project, for patients aged 65 and over, was started in February last year to prevent unnecessary admissions to, and enable early discharge from, Penn Hospital.

The service initially involved five patients being supported at home by a team of eight nurses, backed by consultant psychiatrists and social workers and that number was soon increased to 10 patients.

Team leader Gloria Williams said: "We make sure the patients take their medication, we take their blood pressure, weight and a lot of other checks which would normally be done in hospital."

"Most patients are on our books from four to six weeks, but we do have some challenging cases who can take as long as 16 weeks before they are able to look after themselves."

"After referral we visit patients at least two or three times each day. The number of visits is then reduced according to the needs of the patient."

"We liaise with the family involved, social services and other organisations and the research carried out so far shows the service has been a success."

And Gloria said she has received numerous calls from health teams in other parts of the country who are interested in setting up a similar scheme.

Gloria said: "The feedback has been positive and I've had many calls from people who are interested to know how we operate."

Patients back home support

Continued from page one

He said: "The pilot is set to end soon, but it has been a real success and the service will now continue."

"The evidence shows administering intravenous steroids in the home is a safe procedure and the patients certainly prefer it to going into hospital."

"We work closely with the neurologists at New Cross Hospital and are usually able to start the treatment the day after a patient is referred to us."

"The co-ordination with physiotherapists and occupational therapists is also important because it means the whole treatment package can be delivered in the home."

Patients have undergone a previous course of intravenous steroids in hospital, without success. Significant side effects, to be considered for the home support scheme.

Multi-million pound building programme supported by technology, community services and new skills

PCT plans for the future we want warmer welcome

RESIDENTS are giving a big thumbs up to improvements aimed at delivering health services in Wolverhampton closer to where people live.

One first time visitor to the Gem Centre for Children and Young People summed up the huge improvements being

delivered by saying: "If this was the Strategic Services Development Plan means, I can't wait."

And there is a great deal more to come, with a £90m investment in more new buildings planned for the next five years, alongside modernised services and more dedicated staff.

Delivering care closer to people's homes is fundamental to Wolverhampton City Primary Care Trust's planning for the future. Moving services out of hospitals and into the community is a response to residents' own views of how health services should be shaped.

Maxine Espley, managing director of provider services, said: "We first consulted local people about bringing care closer to home in 2000."

"They told us they only want to be treated in hospital when it is absolutely necessary, and that they want to be able to stay living in their own home or the community for as long as possible. Making sure that our services are provided 'closer to home' means that we can help them to achieve their wishes."

"We will also provide appropriate training to increase the skills of the staff who will deliver this care."

Changes so far include:

- The development of the new orthopaedic clinical assessment centre at West Park Rehabilitation Hospital, where GPs can send patients to see a community physiotherapist therefore reducing waiting times.

- More patients with long-term conditions such as heart failure and multiple sclerosis supported at home.
- GPs running dermatology clinics for skin conditions.
- Home care being offered as a choice for patients needing end-of-life care.

Other services moving from hospital to community settings include:

- Clinics for people with diabetes.
- Diagnostic services such as endoscopies.
- Anti-coagulation therapies.
- Treatment of children with fractures.

PCT staff are also working with colleagues at New Cross Hospital on the development of community-based care for people with severe respiratory disease.

There are also moves to make it easier to access specialist therapists in hearing services, foot health, physiotherapy, occupational therapy and speech and language therapy.

For more information on health services delivered closer to where you live, contact your GP or Wolverhampton City PCT on 01902 444888



Respiratory patient Don Griffiths is put through his paces at the Healthy Living Centre in Graiseley by Clare Probert, senior physiotherapist in pulmonary rehabilitation.

Improvements a breath of fresh air

RESPIRATORY patients can now avoid unnecessary travel for assessments, tests, treatment and rehabilitation thanks to the launch of a new community-based service.

Hundreds of patients across the city needing specialist care or rehabilitation for conditions including emphysema, bronchitis, chronic coughs and asthma will benefit from the scheme.

It includes the launch of respiratory clinics held at the Phoenix Health Centre at Parkfields as well as pulmonary rehabilitation clinics at Graiseley Leisure Centre, Blakenhall and Daisy Bank Community Centre in Bliston.

Lisa Hickman, respiratory physiotherapist, at New Cross Hospital said: "Previously, all patients needing these services were expected to attend clinics at New Cross Hospital."

"By providing clinic sessions in the community, at venues closer to where people live, we expect many more patients will be able to attend for essential respiratory care."

"We are very excited about this initiative as it will benefit local people with long-term respiratory problems and help to improve their quality of life as well as reduce the time they wait for appointments."

Patients can access the community

clinics by being referred by their GP or practice nurse. Respiratory patients are being encouraged to ask their doctor for more details on whether the service could benefit them.

Clinical investigations such as breathing tests to help diagnose lung conditions, oxygen assessments, holistic assessment of breathlessness and symptom management are available.

The three pulmonary rehabilitation programmes that are running across the city will also provide exercise-on-prescription and comprehensive education including advice on diet, medication and relaxation techniques.



Health staff in Wolverhampton are working together to make prescribing more effective for patients in the city.

New roles give better access to medicines

CRUCIAL medicines are reaching patients in Wolverhampton faster than ever thanks to a health initiative that provides better access to prescriptions.

Non medical prescribing forms a key part of the Department of Health's commitment to modernise the NHS by making better use of the skills of nurses, pharmacists and allied health professionals.

Highly qualified professionals who have been practising for a number of years use their expertise to assess, diagnose, prescribe and monitor responses to medicines.

Currently in Wolverhampton it is used by staff in the Walk-in Centre at the Phoenix Health Centre as well as Compton Hospice home care specialist nurses, sexual health clinical nurse specialists, HIV nurse specialists, community matrons, mental health nurse specialists and prescribing advisers working in GP practices.

Each of these individuals undertake rigorous training and the courses they attend have to be approved by the West Midlands Strategic Health Authority.

Professionals working at Wolverhampton City PCT as well as patients have reported invaluable results from the programme - which is still being evolved by the Department of Health.

Advanced nurse practitioner June Connolly said: "By extending prescribing roles we have found patients are benefitting by getting quicker access to medicines and a more patient-centred service."

Machine saves cash and boosts service at home

CUTTING edge technology is on course to improve care for people with heart failure and reduce costs for the health service at the same time.

A four-month pilot scheme involved 10 patients in Wolverhampton who had monitoring machines fitted in their homes which were linked via a telephone line to a team of nurses.

The patients placed their thumbs on a pad and transmitted a signal which enabled the nurses to take electrocardiogram (ECG), blood pressure and pulse rate readings.

Any subtle deterioration in the patient's condition was detected and treated at an early stage, preventing a possible admission to hospital.

Mary Gay, director of community services, is leading the project. She said: "During the pilot we

avoided two patients having to be admitted to hospital by nurses providing extra support to them in their own home."

"The equipment is simple and very user friendly. All 10 of the patients found it easy to use and were very impressed as were the nursing team. The patients used the machines at the same time every day, but they were able to use it for a second reading if they felt the need."

The next stage is to carry out a further four-month pilot involving 30 patients and also assisting people with respiratory illnesses. The pilot starts in October.

Panels give public a voice on key issues

LOCAL people and representatives of residents' associations, patients' groups and community groups can have their say and influence health services in their area at a series of local health panels.

Wolverhampton City Primary Care Trust, which is responsible for planning local healthcare, is keen to gather local views on services to help it decide priorities, plan

future services and improve existing ones.

The south east locality panel covers Bilston, Blakenhall, East Park, Ettingshall and Spring Vale. Meetings will be on Wednesday, October 3 and November 21.

The south west locality panel covers Graiseley, Merry Hill, Park, Penn, St Peter's, Tittenhall and Wightwick. Meetings will be on

Thursday, September 27 and November 22.

The north east locality panel covers Bushbury, Fallings Park, Heath Town, Low Hill, Oxley and Wednesfield. The next meeting is on Thursday, November 8.

To check times and venues and to register interest at the PCT on 01902 444884 or email her on getinvolved@wolvespct.nhs.uk

Senior clinicians, who were heavily involved in setting up and implementing the new scheme, are on hand to provide support to the operators for complex queries.

The centralised approach ensures consistency of information, cuts down on the number of calls made by referers and allows referrals to be made outside normal working hours.

Sue Houghton, manager of the service, said: "Our team of district nurses make between 700 and 800 patient visits per day and finding ways to improve our efficiency is always high on the agenda."

"We will use feedback from people referring patients to the service to continually develop and improve."

Single point of contact pays off

A CENTRAL telephone number for doctors, social workers and other health professionals to refer patients to Wolverhampton's team of district nurses is proving a success.

The 24-hour single point of access referral service commenced in February this year to reduce response times, improve efficiency and support safe early discharges from hospital.

In the 24-week period to the end of July, the service had received 3,870 calls with the referrals taken, transmitted and processed by call operators.

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PCT chairman Barry Picken, left, joins clinical director of renal services Dr Maurice Jackson, advanced nurse practitioner Helen Spooner and chairman of Wolverhampton Royal Hospitals Trust Peter Suddock to inspect progress on construction of the new renal unit.

Patients welcome new renal unit launch

A NEW renal dialysis unit is being built in Wolverhampton – improving the quality of life for dozens of chronic kidney disease sufferers.

The condition means patients have to attend three dialysis sessions per week – lasting four hours each time.

Currently many of them have to travel outside the area to places like Cannock to receive treatment. But now, a twelve station NHS

unit will be based at Pond Lane which will enable patients to move smoothly between different elements of the renal service and be escalated quickly if their condition changes.

There will also be a consulting room which will enable patients to also undergo out-patient review by the renal consultants.

The new purpose-built unit is planned to open at the end of November 2007. It is the result of a joint initiative between

Dr Maurice Jackson, clinical director for renal services at New Cross Hospital, said "This is an exciting new development – our patients will benefit from our specialist services but without the need for excessive travelling.

"I am delighted that the proposal for this much needed unit has been supported and I am certain that our patients share in that delight."

Eric Thurgur currently travels from his home near Dunstall Park to Cannock for treatment three times a week.

Eric said: "It will save me £306 a year in bus fares. It will be so much easier and convenient. It will also be reassuring to have access to emergency treatment quickly if I need it."

Wolverhampton City Primary Care Trust and the Royal Wolverhampton Hospitals NHS Trust.

If you wish to have a part of this report read to you in your preferred language contact Wolverhampton Interpreting and Translation Service on 0121 633 5710

જો તમને આ રીપોર્ટનો ભાગ તમારી ભાષામાં જોઈતો હોય તો વુલ્વરહેમટન ઇન્ટરપ્રિટિંગ અને ટ્રાન્સલેશન સર્વિસને ફોન કરો

નેકર ઝુર્મીં ઇન્ટરપ્રિટિંગ સર્વિસ ટુ ઇન્ફોર્મ ઇંગ્લિશ સ્પીકિંગ ઇન્ડિવિડ્યુઅલ્સ ઓન હેલ્થ કેર ઓપ્શન્સ ઓન ૦૧૨૧ ૬૩૩૫૭૧૦ પર સંપર્ક કરો

اگر آپ اس رپورٹ کے کسی بھی حصے کو اپنی پسند کی زبان میں سسنا چاہتے ہیں تو ولورہیمٹن کی انٹرنیٹنگ اور ٹرانسلیشن سروس (ترجمانی کی سروس) سے 0121 633 5710 پر رابطہ کریں۔

अगर आप चाहते हैं कि इस विवरण के अंश को आपकी चुनी हुई भाषा में आप को पढ कर सुनाया जाए, तो आप वोल्वरहैम्पटन आभांतरण और अनुवाद सेवा से ०१२१ ६३३५७१० पर संपर्क करें।

اگر میخواستید بخشی از این راپورت به زبان دل خواه شما به دسترسی تان قرار گیرد لطفاً بادفتری ترجمانی ولفرهمپتون 01216335710 در تماس شوید

Healthy eating for all the family

TEN-week courses are being staged in Wolverhampton to help overweight children lead a more healthy lifestyle.

MEND – which stands for Mind, Exercise, Nutrition, Do it – aims to improve a whole family's eating habits through games, recipe tasting and even a trip to the supermarket with healthy eating experts.

Programmes are being run in October at Bentley Bridge and Parkfields. Telephone 07775 595138 to register.

Have your say...

If you live in Wolverhampton free copies of **Health Focus** newspaper should be delivered to your home about four times a year (even if you do not receive any other free newspaper).

1 Do you receive copies?

Always Never Sometimes Not sure

If no/not sure go straight to question 7.

2 Do you find the content of Health Focus:

Useful or interesting
Some of it is interesting or useful
None of it is interesting or useful

3 Did you receive the last issue of Health Focus in July which included Wolverhampton City Primary Care Trust's Annual Report for 2006/07?

Yes No Not sure

If no/not sure go straight to question 7.

4 If yes, did you read:

All of the Annual Report Some of it None of it

5 To what extent do you agree or disagree with the following statements?

I think the Annual Report was interesting overall
There was too much information to take in
There was too much jargon
The Annual Report was easy to read
The Annual Report helps me know more about how the health service works in Wolverhampton
The Annual Report is a good way of informing people what WCPCT achieved – or did not achieve – in the year 2006/07



6 Is there anything you would like to see included in our Annual Report for 2007/08?

.....
.....

7 If you did not/or are not sure if you received a copy of our Annual Report and would like a free copy, please give your contact details:

Name

Address

.....

Please post your completed survey to: Press Office, Wolverhampton City Primary Care Trust, FREEPOST 30389, Wolverhampton, WV3 7BR