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better health and care

**NHS**

**Thurrock  
Clinical Commissioning Group**

# Health and Wellbeing Strategy Action Plan: 4A Four new healthy living centres with co-located services

Rahul Chaudhari

*Vision Statement: The Health and care experience of the people of Thurrock  
will be improved as a result of our working effectively together.*

# For Thurrock in Thurrock Transformation

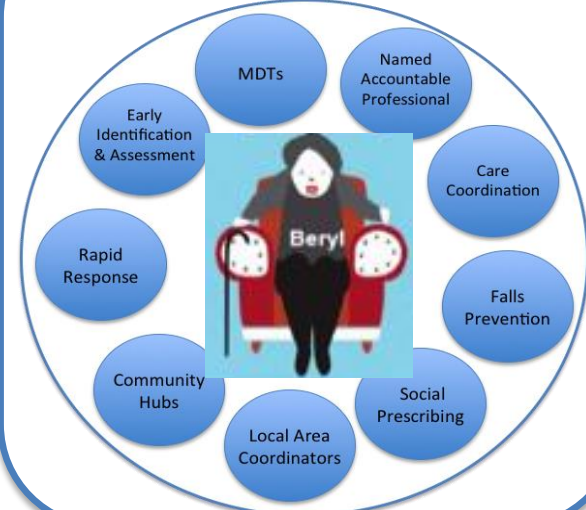
## Public Engagement



## For Thurrock in Thurrock - 4 localities + TCH Regen.



## Enhanced Integrated Care



## Primary Care Estate

- Health Living Centres
- Tilbury + Purfleet



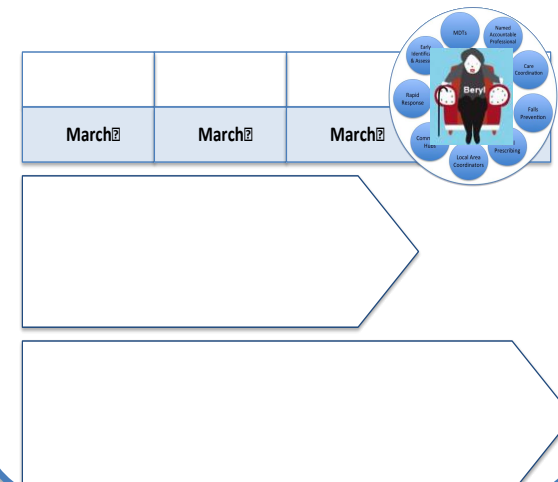
## Primary Care Estate

### - Blueprint for Services

A 21<sup>st</sup> century healthy living centre, based on your needs that works in partnership with you to...

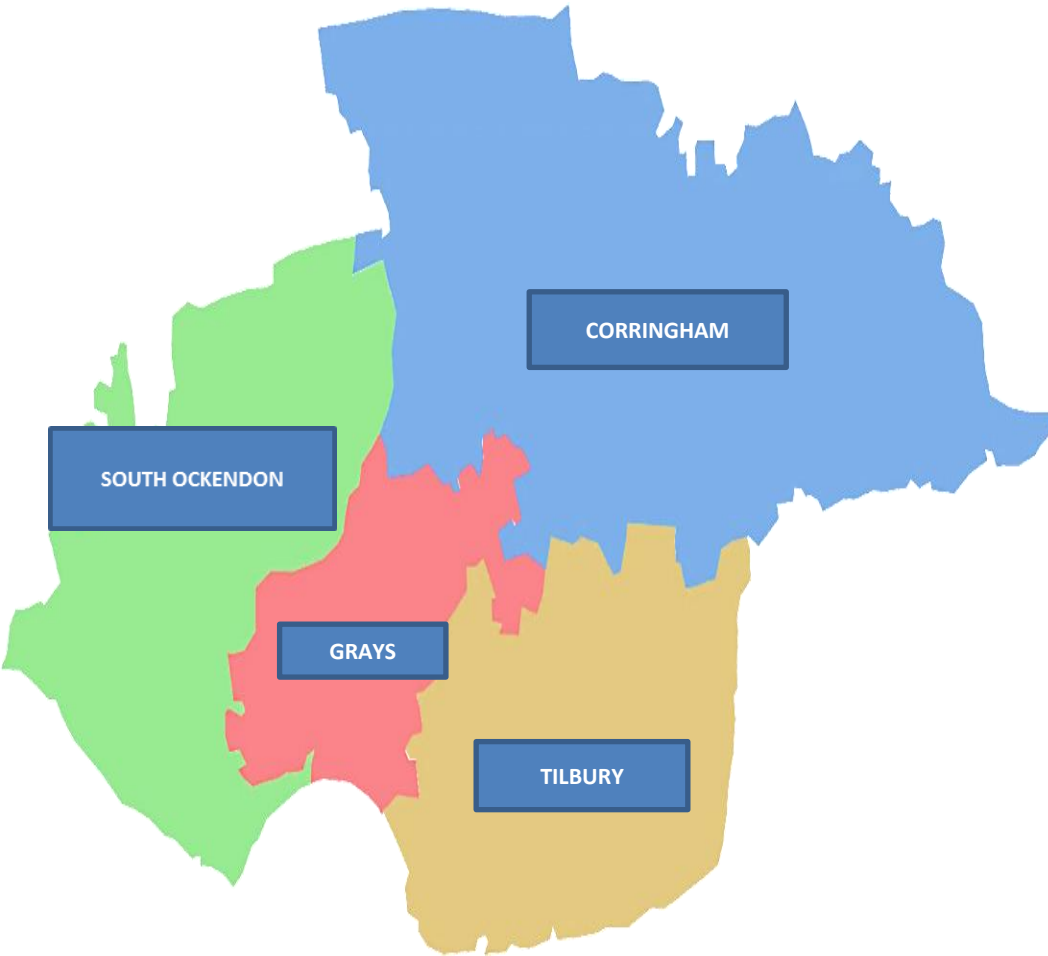
Housing Advice	Employment Support	<p>..address the root causes of bad health and well-being</p>	<p>..improve your social and mental wellbeing</p>	<p>..help you stay healthy</p>
Health Advice	Children's Centre			
Parenting Support	Pharmacist	<p>..bring the hospital into the community</p>	<p>..manage your long term health problems</p>	<p>..help you stay healthy</p>
Nurse Practitioner	Physician's Assistant			
Teams of GPs	Community Integration Teams	Community Diabetes Clinics	Self Help and Patient Education	Blood tests
Physiotherapist	Local Food Care	Community Clinics	Eye clinics	X-rays
Highly skilled staff	Local Food Care	Community Clinics	Self Help and Patient Education	ECG

## Delivering in Partnership





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We have established 4 localities in Thurrock with General Practices aligned to work collaboratively within the locality.

The 4 weekend health hubs deliver services on the locality modelling with identified clinical leads for each of the four localities

Work is underway to pilot test the Collaborative service commissioning and delivery model within Tilbury locality before wider roll out this will be facilitated through the IHLCs

Four localities/neighbourhoods

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Joint Strategic needs assessment has been undertaken by PH and will inform the services that will be delivered through the IHLCs

The health and social care partners are working together to make the best use of the existing estates (e.g. JTC) to help deliver services on a collaborative model.

Where possible services will be delivered on a Virtual colocation model, ready to be physically collocated once the IHLCs are up and running.

Practices are being encouraged to work on their locality footprint with assigned locality clinical leads to provide clinical leadership

March	March	March	March



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A 21<sup>st</sup> century healthy living centre, based on your needs that  
works in partnership with you to...

**Box 1 (Top Left):** Housing Advice, Employment Support, Benefits Advice, Children's Centre, Parenting Support. *..address the root causes of bad health and well-being*

**Box 2 (Top Middle):** Photos of people in a community setting. *..improve your social and mental wellbeing*

**Box 3 (Top Right):** Photos of people in a gym and a person eating. *..help you stay healthy*

**Box 4 (Bottom Left):** Nurse Practitioner, Teams of GPs, Pharmacist, Physician's Assistant, Physiotherapist, Highly trained Image. *..deliver a world class GP surgery*

**Box 5 (Bottom Middle):** Community Respiratory Team, Adult Social Care Assessment, Community Diabetes Clinics, Self help and Patient Education. *...manage your long term health problems*

**Box 6 (Bottom Right):** Blood tests, X-rays, ECG, Eye clinics, Synetix. *...bring the hospital into the community*

The IHLCs are expected to deliver services which are sensitive to the locality needs and also generic services that is expected to benefit to all Thurrock residents.

As part of our commitment to collaborative working and building IHLCs both the LA and CCG have.

- 1) Jointly funded health planners to undertake health planning review to help inform the design and foot print of the Integrated Healthy living Centre.
- 2) Jointly funded an external consultancy to provide project management function.

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Thank you



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Health and Wellbeing Strategy Action Plan:  
4D High Quality GP and hospital care will be  
available to Thurrock residents when they  
need it

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## Where are we now and where we want to be

### **Where we are now**

- Currently the primary care development team offers day to day support and educational sessions to admin and reception staff
- Support is being provided to practices to improve their CQC inspection rating
- The CCG has developed an operational plan/Strategy to address the current and future challenges of primary care and this will include addressing the
  - Work force and Work load issue
  - Care Redesign (Collaborative working)
  - Infrastructure both in terms of Estates and IT

### **Where we want to be**

- We aim to get all practices to have standardise skills set across the borough
- No practices in special measures and at least 50% practices to achieve GOOD CQC rating
- Increased access to services in the community on 7 day a week service model
- Improved outcomes for patients

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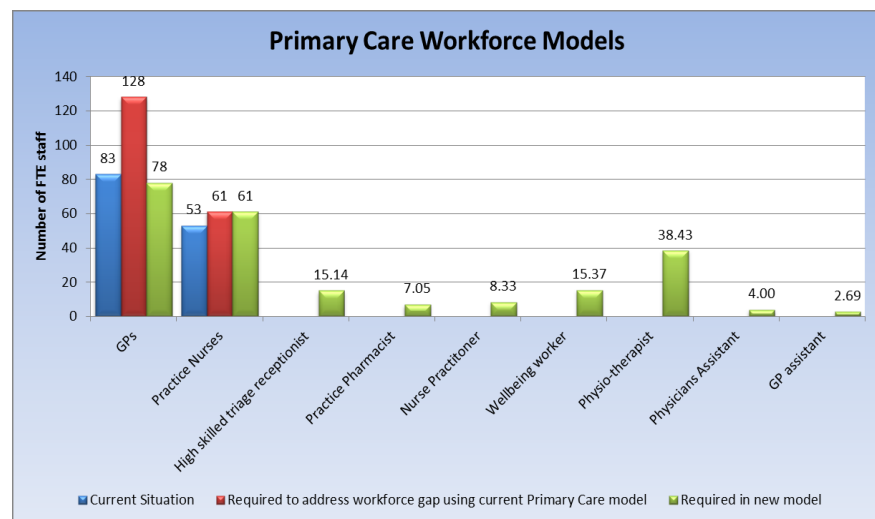
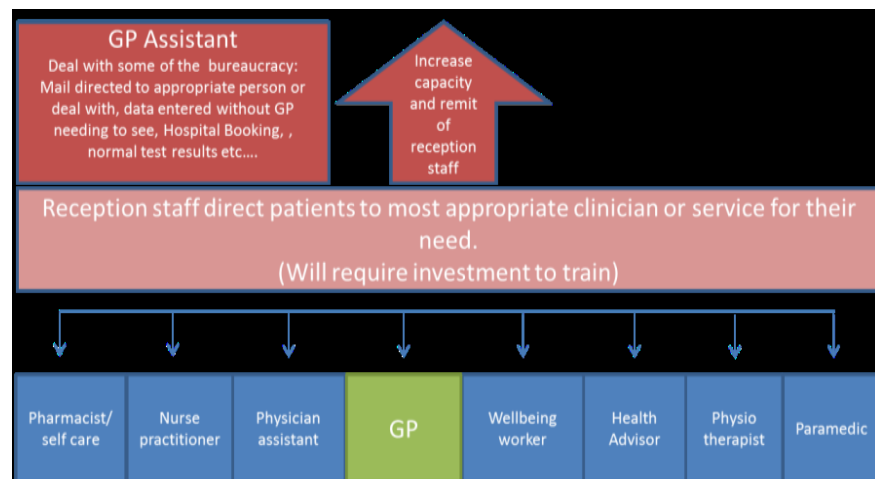
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# Our Action Plan – Workforce redesign

- Implement a more diverse skills mix within existing primary care provision to free up GP time
- Up skilling of practice nurses through centrally-funded training programmes to take on more of the routine GP workload
- Utilising the skills of Allied Health Professionals (AHPs) such as physiotherapists, paramedics and clinical pharmacists to free up some of the GP workload
- To utilise centrally held funds to develop the non-clinical practice staff such as practice managers through certified courses and audit clerk training for admin staff which will support practice managers with accurate financial claiming.
- Recruit and retain medical and nursing workforce





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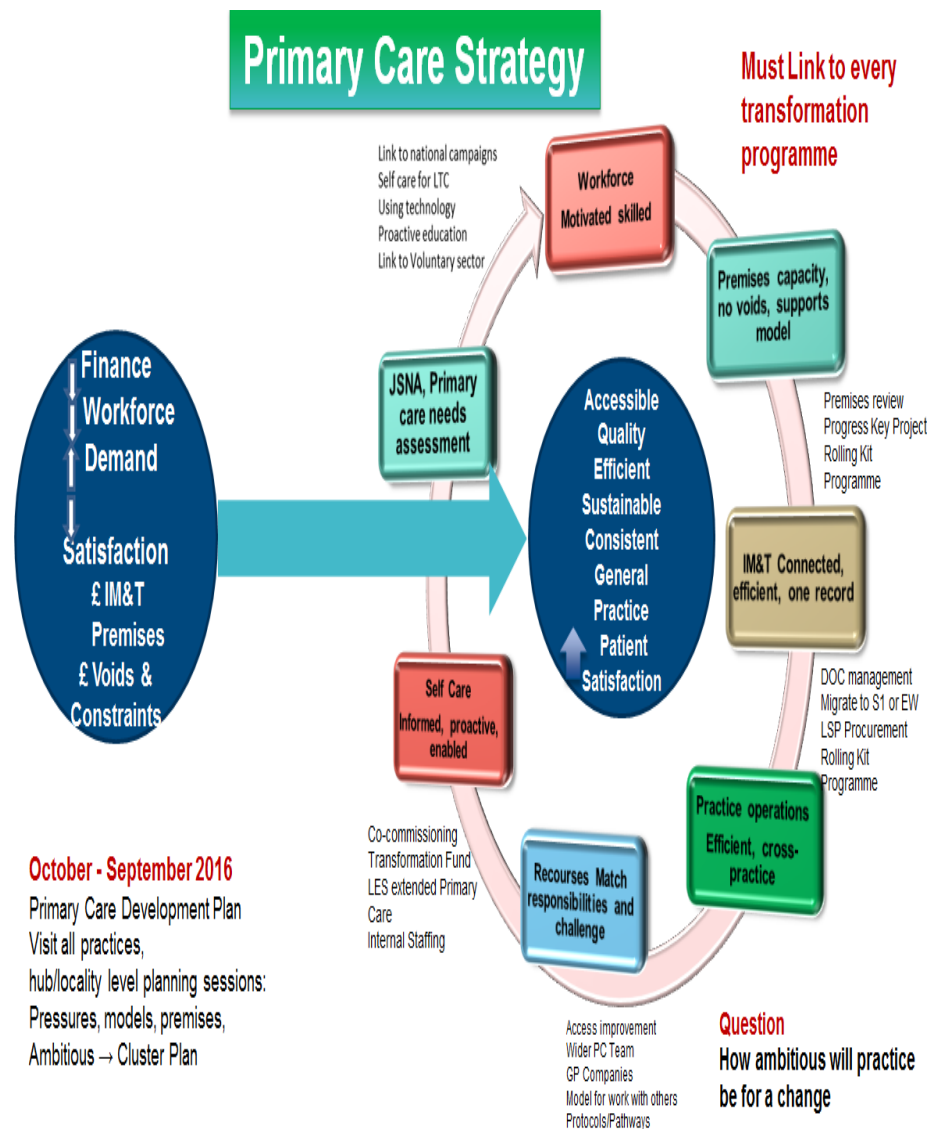
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## Our Action Plan – Care Redesign

- Working closely with Public Health colleagues promote the prevention agenda to halt the increasing tide of demand over the long-term
- Increasing access to primary care by further developing the health hubs to enable them to take on additional roles
- supporting practices to improve their existing premises through Premises improvement grants, Estates and Technology Transformation Fund (ETTF) and Section 106 monies.
- Piloting a video conference facility and e-consultations to improve access to patients.
- Drive up the pace of implementation of the 10 High Impact action plans produced within 5 yr GP forward view





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# Our Action Plan – Sustainable Primary care

- Colocation of various services through development of Integrated Healthy living Centres to ensure services are provided out of hospital, closer to homes based on One Stop Clinic model to reduce duplication and waiting times
- Supporting the development of the PC service specifications and embedding newer models of care and service delivery at the heart of primary care service delivery
- Develop succession planning with single handed practices.
- Agreeing a joint strategy on the future of some of the PC contracts coming up for procurements.





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