Improving access to Primary Care

Contracts may not sound like the most exciting topic but the new GP contract will mean big changes for us all and will improve the care that people can access.

We all experience the challenges that General Practice is under and access is probably the biggest concern we hear about when we talk with people. The new contract sets out a new direction for General Practices in Scotland which will improve access for patients, address health inequalities and improve population health, provide financial stability for GPs, and reduce GP workload through the expansion of the primary care multidisciplinary team.

It will change where people go for healthcare and when they do contact a practice they may be seen by another primary care clinician like a pharmacist or an advanced physiotherapist or be advised to go to a more appropriate service instead like the local community pharmacist or opticians.

In the future there will be less access to a GP for consultations as their role changes to oversee care provided by the expanding primary care team. This may sound like a backwards step but is a good thing because often GPs are providing care that someone else can do and it will help free up GP time to care for the people with more complex healthcare needs.

The future is already here in some practices....pharmacists, advanced physiotherapists and mental health services are already working in practices and seeing patients who in the past would have seen a GP.

The new advanced physiotherapy service is already in three practices in Midlothian and in May saw 300 patients and 17 out of 20 just needed advice to help.
Long Term Conditions

80% of all GP visits and 60% of all hospital admissions are for people with long term conditions and they affect thousands of people. We want to involve people in their own care, treating them in the community where possible.

Cancer
- Rolling out the wellbeing service to all GP surgeries.
- Working with Macmillan to introduce the Improving Cancer Journey programme.

COPD
- Working with hospitals, community services and General Practice to develop more integrated services.
- Supporting people to stop smoking.

Neurological conditions
- Improving options for people to stay at home such as providing flexible respite for caregivers, providing extra care housing and developing plans for specialist housing.
- Having earlier discussions around moving to suitable housing to meet long term needs. Providing a document ‘Support to Move’.
- Contributing to a National Action Plan on Neurological Conditions.

Heart Disease, Diabetes & Obesity
- Supporting people to stop smoking, encouraging them to get active and manage their weight and tackling food poverty.

Stroke
- Strengthening community rehabilitation working alongside the Stroke Unit at the Royal Infirmary.
- Supporting self-management using telehealthcare.

Palliative Care
- Supporting carers.
- Reducing the time people spend in hospital through the support of nurses, Marie Curie and the Community Hospital.

Service User Groups
Midlothian has the fastest growing population in the whole of Scotland. We want to plan services that will meet this growing demand.

Older People
- Building specialist houses and developing plans for extra care housing.
- Planning to replace Highbank Intermediate Care Centre with purpose-built facilities.
- Working with GPs to identify people with frailty and provide support at an earlier stage.

Mental Health
- Expanding community-based services such as group work and supported self-help.
- Developing a Recovery Hub for support from NHS, Social work and voluntary agencies including peer support.

Physical Disability
- Promoting and expanding peer support.
- Exploring options for providing respite for people under 65 in Midlothian.
- Providing information on support and services which promote independent living.

Sensory Impairment
- Working towards more localised services and supports such as running hearing aid maintenance clinics in libraries.
- Expanding the number of local sensory champions.

Learning disability
- Re-shaping Day Services, in particular for people leaving school.
- Developing a wider range of housing models to promote independent living.
- Reviewing care packages and exploring the use of new technologies.

Autism
- Improving information about Autism Support and how to access services.
- Developing a better range of social opportunities for people with Autism.
- Developing a range of support for people with Complex Needs.

Criminal Justice/Substance Misuse
- Providing support at the Recovery Hub.
- Using the ‘Survive and Thrive’ approach for people who have suffered trauma.
- Re-introducing the ‘Arrest Referral’ for people at point of arrest.
- Producing a new statement of licensing policy.

Resources
We hope to reduce ill health through healthy lifestyles, immunisation, screening and early intervention. When people become ill we will support recovery and try to provide care and support in people’s homes rather than in care homes and hospitals.

Primary Care
- Employing more pharmacists, health visitors, physiotherapists, mental health nurses and wellbeing workers to support the new GP contract.
- Focusing on prevention e.g. screening and health promotion.

Hospitals
- Reducing preventable admissions.
- Providing local services such as outpatient clinics at the Midlothian Community Hospital.

Carers
- Offering Adult Carer Support Plans.
- Promoting a flexible approach to respite care.

Housing
- Developing a local extra care housing strategy.

Voluntary Sector
- Holding quarterly meetings to explore stronger joint working.

Technology Enabled Care
- Using technology to support new models of care – e.g. overnight care, out-of-hours assessment in care homes by videoconference or monitoring for falls.

For more information or for the full delivery plan go to: www.midlothian.gov.uk

Our Annual Check Up 2017/18

Every year we take time to look at our three year Strategic Plan and check we are still on track. You can read more detail on our website (or contact us for a printed copy of both our Performance Report and Delivery Plan) but here are some of our main plans for next year.

We will soon be thinking about our new three year Strategic Plan and the next edition of this newsletter will be asking for your comments compliments or complaints.
Midlothian’s Voluntary Sector

Voluntary Sector Summit
The third sector includes voluntary organisations, community groups and volunteers and it provides support to thousands of people. Nearly a third of people in Midlothian volunteer their time. It is a vital part of our Health and Social Care Partnership and provides specialist advice and information through websites, newsletters and training; reduces isolation through lunch clubs and befriending; improves people's health through exercise groups and sports and befrienders; improves people’s health through newsletters and training; reduces isolation through lunch clubs and befriending.

Volunteers’ Week
A week later we were again reminded of the great work of volunteers during Volunteers’ Week (1-7 June). Volunteer Midlothian hosted their annual awards ceremony showcasing the breadth of volunteering taking place across the county. 11 awards were presented including:
- Outstanding New Volunteer – Helen Boyle, Home Link Family Support
- Befriender/Mentor of the Year – Kirsty Penny, Volunteer Midlothian
- Active Volunteering – David Thornton, ROWAN Project, Health in Mind
- Service to the Community – Beth Keay, Rosewell Development Trust
- Health & Wellbeing – Forward Mid Volunteers
- Long Service to Volunteering – Thomas Yull, Dalkeith Thistle Community Football Club
- Saltire Summit – Keiran Harvey, Ty Hennessey, Elin Laird, Keiran Lane & Natasha Thomas

Staff from the voluntary sector and the Partnership already work closely on strategic planning and day to day provision of services. Some staff work side by side in statutory agencies such as primary care, substance misuse, mental health, dementia, rapid response and social work. In May we held the first forum for staff from the voluntary sector and the Partnership to build on this close working relationship. Nearly 60 people attended and we voted to develop three ideas to improve joint working:
- Voluntary sector hubs to offer information and support to thousands of people
- Improving the journey and experience of discharge from hospital
- Better use of community assets and community involvement in design and delivery of local groups & activities

35% of the total Adult Social Care budget is spent with the voluntary sector.
What’s the matter or What matters?

What matters to you day aims to encourage and support more meaningful conversations between people who provide health and social care and the people, families and carers who receive health and social care.

On the 6th June areas across the partnership took part to encourage people to move from thinking about ‘what’s the matter with them’ to ‘what matters’ to them.

In some teams the day was used to reflect on and sharpen conversational toolkits. In other areas the focus was on asking members of the public and service users what matters to them.

Self-Directed Support is based on an outcomes focused approach. This is still fairly new and while we are all still learning, we already have many great examples of the difference this approach has made to how we help people to achieve what is important to them.

‘A real break from caring is being able to all go away as a family’

‘Being able to take my daughter to hospital without having to rely on other people’

‘I want to be able to study at home when I’m not well so I don't fall behind’

‘Sitting outside without having a panic attack would make the world of difference’

International recognition for our Dementia Team

Following an invite from Health Improvement Scotland (HIS), Midlothian hosted representatives from the Institute for Healthcare Improvement (IHI) in June.

The IHI, based in the USA is a leading innovator, convener, partner and driver of results in health and health care improvement worldwide. They meet twice a year to share ground and first floor.

The Alzheimer Scotland 8 pillars model of community support. Midlothian's co-ordinated approach allows people with dementia to live in their own homes and communities during the moderate to advanced stages of the illness. The group visited the team at Bonnyrigg and then went on to enjoy the hospitality of the manager and residents of the Dementia Friendly designed Cowan Court in Penicuik before heading to an evening meal at Edinburgh Castle with the first minister – sadly, we didn't get that invite!

Midlothian is the fastest growing local authority in Scotland. We want to support people to stay in their own homes or a homely setting for as long as they want so the houses we build must be suitable for a range of people.

Stephen Clark, Housing Strategy Manager, shares how we are hoping to make this happen:

Ambulant Disabled Standard Housing – homes with level external access and some adaptations such as grab rails, level access showers and telecare.

We have built 400 new build ground floor properties in the last 11 years and 16 flats in Loanhead.

Accessible Housing – homes with a wet floor shower or bedroom on the ground and first floor.

We are planning 12 units (including three bariatric standard homes) in Gorebridge, 38 units in Dalkeith and are looking at options for another similar sized development elsewhere. We are supporting the development of 30 units in Eskbank with Viewpoint Housing Association.

Complex Care Needs – homes for people with learning disabilities who require more intensive support.

We have recently built 12 homes in Penicuik.

To contact the dementia team phone 0131 537 9979

Building for the future

Midlothian is the fastest growing local authority in Scotland. We want to support people to stay in their own homes or a homely setting for as long as they want so the houses we build must be suitable for a range of people.

Stephen Clark, Housing Strategy Manager, shares how we are hoping to make this happen:

Ambulant Disabled Standard Housing – homes with level external access and some adaptations such as grab rails, level access showers and telecare.

We have built 400 new build ground floor properties in the last 11 years and 16 flats in Loanhead.

Accessible Housing – homes with a wet floor shower or bedroom on the ground and first floor.

We are planning 12 units (including three bariatric standard homes) in Gorebridge, 38 units in Dalkeith and are looking at options for another similar sized development elsewhere. We are supporting the development of 30 units in Eskbank with Viewpoint Housing Association.

Complex Care Needs – homes for people with learning disabilities who require more intensive support.

We have recently built 12 homes in Penicuik.
Sit less and move more!

In anticipation of the launch of the new Midlothian Physical Activity, Sport and Health Strategy we take a look at its main points and give you a few suggestions for getting up and out!

Being more active means different things to different people. Significant health benefits can be gained by regular, moderate and recreational levels of activity – it can be as simple as walking the dog, moderate gardening, manual work, using the stairs or walking and cycling to work.

Midlothian is a great place to be active and play sport. Residents have easy access to parks and open spaces including the beautiful Vogrie and Dalkeith Country Parks, the Pentland and Moorfoot Hills and large expanses of woodland. According to the Scottish Household Survey (2015) 95% of households in Midlothian have access to green space within a five to ten minute walking distance of their home.

The council is the single largest provider of sports facilities and services in Midlothian and we have a great range of leisure centres, swimming pools, pitches, parks, active travel, active living, active schools and sports development activities. We support specialist groups and hope that everyone is able to get involved.

### What’s On – just some of the activities on offer for all ages, interests and abilities

#### Older People

<table>
<thead>
<tr>
<th>Ageing Well</th>
<th>Regular groups including walking, curling, table tennis. One off events like Walk The Line or Senior Olympics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Golden Years</td>
<td>Reduced cost for membership of leisure centres</td>
</tr>
<tr>
<td>Activity Groups</td>
<td>Regular groups including bowls, dancing, pilates and much more. Listed on the Red Cross Calendars.</td>
</tr>
</tbody>
</table>

#### Learning Disability

<table>
<thead>
<tr>
<th>Lothian Special Olympics</th>
<th>Olympic-style individual and team sports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Let’s Get Active</td>
<td>Physical activity programme</td>
</tr>
<tr>
<td>Fit, Fab, Fun</td>
<td>Women’s only exercise group</td>
</tr>
<tr>
<td>Lothian Disability Sport</td>
<td>Sports and clubs from Archery to Golf, Swimming to Tennis.</td>
</tr>
</tbody>
</table>

#### Mental Health

<table>
<thead>
<tr>
<th>Midlothian Active Choices</th>
<th>Support and reduced costs for leisure activities for people with mental health conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROWAN project</td>
<td>Reconnecting with nature with the Orchard Centre</td>
</tr>
<tr>
<td>Hospital Gardening</td>
<td>Gardening with the Cyrenians at the Community Hospital.</td>
</tr>
</tbody>
</table>

#### Anyone

<table>
<thead>
<tr>
<th>Midlothian Active Choices</th>
<th>Support and reduced costs for leisure activities for people with weight management problems or chronic illness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialist support at Leisure centre.</td>
<td>e.g. Support for people recovering from Cancer</td>
</tr>
<tr>
<td>Women’s Only exercise classes</td>
<td>In partnership with Midlothian Muslim Community Centre</td>
</tr>
<tr>
<td>Walking, Running and Cycling maps</td>
<td>Routes for walking, cycling and running around the county</td>
</tr>
<tr>
<td>Ranger Events &amp; Midlothian Outdoor Festival</td>
<td>Guided walks, talks, wildlife watching and cycling.</td>
</tr>
</tbody>
</table>

#### Physical Disability

<table>
<thead>
<tr>
<th>Dance for Parkinsons</th>
<th>Weekly classes in Edinburgh.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lothian Disability Sport</td>
<td>Sports and clubs from Archery to Golf, Swimming to Tennis.</td>
</tr>
</tbody>
</table>

#### Carers

| Counterweights | Dietary and behaviour change sessions delivered by NHS Lothian. |