

No. 15

One of a series of
Partners in practice
from the Building
Health Partnerships
programme

Building Health Partnerships

Moving integration forward in South Gloucestershire

Keen to deliver locally integrated health and care services and influence commissioning practice, South Gloucestershire, like many other areas, faced a complex challenge to bring together all initiatives and services to better meet the needs of the local resident population.

The Impact:

Building Health Partnerships gave South Gloucestershire the time and the space to rigorously plan their integration journey and a clear vision for 2020. They have planned a way of getting there with a strategic alliance of integration initiatives across the county, and links made between partners to align priorities via a shared action plan.

The programme also helped the group highlight and develop a robust case for Age UK's Integrated Care in Practice (ICP) and the Better Care Fund's Cluster

Integration work. The CCG is funding the expansion of this programme until March 2019, and it was selected to be part of the national Age UK Personalised Integrated Care Programme. This has enabled the CCG to appoint a Programme Manager for Integration.

ICP is working with GP practices, the hospital and Sirona partnership. Patients are assessed at discharge with three options which are: care home plus care support (interim residential care) or into home with care built up via community support.

“We are really excited about the potential to improve people's quality of life and save the system unnecessary expense” Martin Green, CEO, Age UK, South Gloucestershire

Background

South Gloucestershire had already made progress towards integration, setting up a 'cluster model' of six groups of GP practices across the region to enable more effective knowledge and resource sharing, with a more holistic and personalised offer for the service users.

Age UK South Gloucestershire has been leading a test and learn project 'Integrated Care in Practices' (funded by the CCG), to support older people with long term conditions to identify and then achieve their own non-clinical goals.

The South Gloucestershire BHP group felt passionately that there was far more they needed to do to change ways of working and develop systems to fully embrace an integrated approach.

"It has been great to share knowledge across different organisations, and to get to know one another. It has reduced patients' reliance on health care. And I think it reduces unnecessary (and often unsuccessful) medical treatments given to patients whose problem is not medical in the traditional sense"

Dr Anne Sephton, GP

About Building Health Partnerships

The Building Health Partnerships Programme aims to improve health outcomes through supporting the development of effective partnerships between Clinical Commissioning Groups (CCGs), local authorities and voluntary, community and social enterprise (VCSE) organisations. Supported by NHS England this programme is delivered by Social Enterprise UK and the Institute for Voluntary Action Research (IVAR). It takes a facilitative approach working with a cross sector group.

"Sometimes an impetus is needed to bring people together BHP provides that. By focusing on just a couple of main priorities we have given ourselves the chance to see real, measurable results"

The core sessions include the following:

- A diagnostic session to create a shared understanding of the local and national health context
- A partnership development session to cement partnership working and develop an area based action plan to address the key challenges
- An expert seminar to tackle specific local needs and build local knowledge
- A partnership development session to embed learning and review action plans
- Additional bespoke support from a dedicated facilitator.

Our approach

Building Health Partnerships took an action learning approach to developing a more joined up picture of all the projects and initiatives in the county.

They held a number of partnership development sessions led by [Age UK South Gloucestershire](#), the CCG, Local Authority and [Sirona](#). Those attending included GPs, VCSE organisations, Community Pharmacy, the Lottery and a range of other partners who have been key in building the ‘rich picture’ of integration in South Gloucestershire

- A user event took place in June supported by Healthwatch to consider engagement and co-production opportunities
- An analysis of all integrated initiatives locally has been undertaken to enable more integrated commissioning approaches

Dudley CCG and [Cloudberry Social](#)

Enterprise presented their Multi-Speciality Provider system to the group in July, sharing insights and learning from their integrated health system. In October the South Gloucestershire group spent a day with Dudley CCG finding out more about their social impact measuring system and its approach to commissioning and integration.

The main achievements through the South Gloucestershire BHP programme were:

- Development of the service user voice in the co-production of local service delivery.
- Putting in place the foundations of whole-system culture transformation that will enable a shift towards a more integrated, consistent and holistic system for health and care.

“The visit to Dudley was the right people, right time, right place, building champions of integration”

Paul Frisby, Partnerships Manager, South Gloucestershire CCG

The future

The BHP South Gloucestershire group will continue to drive forward their integration work:

- Ensuring the Building Health Partnerships work is visible across South Gloucestershire and across the national network
- More Service User engagement activities and more engagement with the voluntary sector
- Supporting the dialogue on integrated commissioning.

They will continue to trial different approaches to the integration of services and support for example, the Community Connector scheme and Dementia Advisors. The former launched in 2016 (and run by Curo) works in the six locality clusters in South Gloucestershire and will help to connect people with local services, facilities and activities, building their independence and enabling them to more actively look after themselves and enjoy life. It will also help to enhance the statutory health and care offer in each cluster by involving the local voluntary, community and independent sector. Another recent development is the Dementia Advisors (a non-medical social-prescribing service delivered by Sirona, responding to local need).

Integrated Care in Practices will work hand in hand with both initiatives.

How to find out more:

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Social Enterprise UK

We are the national body for social enterprise. We are a membership organisation. We offer business support, do research develop policy, campaign, build networks, share knowledge and understanding and raise awareness of social enterprise and what it can achieve.

Institute of Voluntary Action Research

We work to understand, support and strengthen voluntary and community sector organisation and management using action research. We work collaboratively; concentrate on problem solving; and want our work to be relevant and useful.