

Humber, Coast and Vale Health and Care Partnership Stakeholder Newsletter

July 2020

Our confirmed status as an Integrated Care System should be a source of great pride for everyone who is a part of the Partnership

In May we received confirmation that our Partnership had achieved Integrated Care System (ICS) status. This is fantastic news and a real testament to the commitment of all of our leaders across our local authorities, NHS bodies and other health and care organisations to developing a strong and effective partnership across Humber, Coast and Vale.

It is a signal of the confidence that the national team has in our Partnership and should be a source of great pride for everyone who is a part of the Humber, Coast and Vale Health and Care Partnership. Over the past three years as we have been building this Integrated Care System in Humber, Coast and Vale, we have achieved many things and made a real difference to the quality of peoples' lives within our region and enabled and supported more joined-up approaches to health and care.

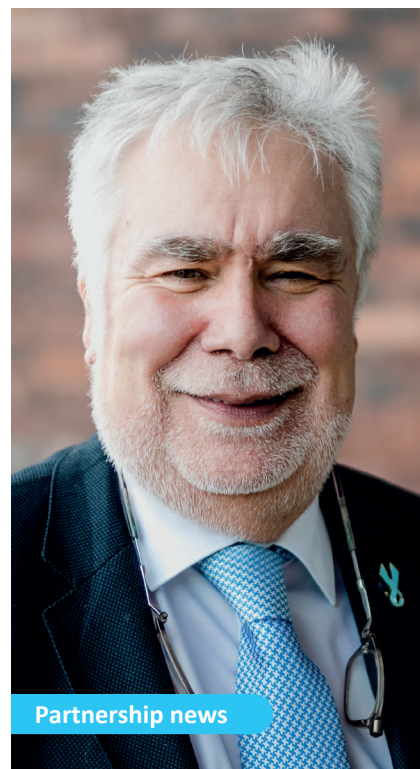
And as an Integrated Care System, we have had the tools and the systems in place to deliver a coordinated response to Covid-19. One thing that has been evident throughout our response to Covid-19 has been the role that collaboration and working together has had in enabling a strong response across every aspect of health, care and community wellbeing.

Getting these responses right has required individuals and organisations to cooperate and work together more closely than ever before.

We must capitalise on the rapid progress we have made over the past few months to ensure we can continue to work together effectively as we continue to tackle Covid-19 and its effects on our health and care system and wider communities, and as we shape our health and care system in the future to help the people who live in Humber, Coast and Vale to stay healthy and live happy lives.

We recently asked our partner organisations to submit examples of how they have implemented changes and services improvements in response to Covid-19, so lessons could be learned and shared across our Partnership.

I was blown away by not only the large number of examples put forward – more than 330 unique initiatives across Humber, Coast and Vale – but also because they demonstrated the lengths to which our colleagues have gone to support people to stay well during these unprecedented times.



Partnership news

It has been clear to see in the submissions that, above all else, colleagues have prioritised the safety of patients and staff and there is a clear commitment amongst colleagues to provide the best possible service to patients and clients within the restrictions and challenges that Covid-19 has brought.

Thank you to health and social care colleagues for all the hard work, enthusiasm and ingenuity they have shown over the last three months in responding to the Covid-19 pandemic.

Professor Stephen Eames CBE,
System Lead and Independent Chair,
Humber, Coast and Vale
Health and Care Partnership.



Are improvements and transformations made in response to Covid-19 providing the required quality of care and improving health and well-being?



Partnership news

If you've been following the Partnership's blog series recently you'll have seen several references to the great work and ingenuity colleagues from across all sectors have shown in responding to the Covid-19 pandemic (see also Stephen's article on page one).

At the height of the pandemic, it became clear there were a large number of rapid changes and service improvements taking place to ensure staff could continue to deliver quality health and care services safely during these difficult times.

As we started to look to the future, it was important that we captured, evaluated and learned from these changes and improvements to understand the impact they have had.

Through the Partnership's Clinical and Professional Group that I chair, we established a piece of work to reach out to colleagues across our area (including in primary care, secondary care, mental health, community and voluntary services), inviting them to tell us about the changes or innovations they had implemented in response to Covid-19.

We were overwhelmed by the response, with more than 330 examples across Humber, Coast and Vale put forward. It's likely this is only the tip of the iceberg and there will be many more initiatives of this kind that have been introduced since.

There were recurring themes within the submissions and in many cases a number of primary and secondary clinical and non-clinical reasons for why the changes had been introduced.

Working closely with our Yorkshire & Humber Academic Health Science Network (YHAHSN) colleagues we have started to evaluate the service improvements and changes to provide greater detail and insight on the difference they have made.

Once this rapid insight and evaluation work is completed there will be a report which we anticipate will be available at end of July. But we also need to consider how we continue to learn from the improvements we make and measure the impact of our changes so we understand whether they are providing the quality of care required and improving the health and well-being of our population.

**Dr Nigel Wells, Clinical Lead,
Humber, Coast and Vale
Health and Care Partnership**

New Rapid Diagnostic Centre helps to diagnose cancer during Covid-19

York Teaching Hospital NHS Foundation Trust's new rapid diagnostic service has continued to assess patients during Covid-19.

The Rapid Diagnostic Centre (RDC) pathway is a one-stop clinic for suspected cancer, providing coordinated tests and a single point of contact for patients with serious non-specific symptoms.

By modifying the service, the RDC team has offered diagnostic testing and virtual follow-up appointments to high-risk patients. Low-risk patients have received telephone appointments to reassess symptoms after six weeks.



Cancer

Jo Clark, YHFT Cancer Nurse Specialist, said: "The RDC pathway is personalised, reduces unnecessary appointments and tests and can reduce diagnosis delays. Although we're limited by Covid-19, we continue to discuss and review a patient's pathway to make sure they're well supported."

Humber, Coast and Vale Cancer Alliance is working to embed RDC principles and pathways across our region. Mikki Golodnitski, Programme Lead for Diagnostics, said: "As we continue to mitigate against the impact of Covid-19, RDCs will help increase capacity and support our ambition of achieving faster patient diagnosis."



Humber, Coast and Vale

Newly launched Kooth service provides timely support to children and young people during lockdown



Children and young people living in Humber, Coast and Vale have been able to turn to a free online service for mental health and emotional wellbeing support to help cope with the pressures of lockdown.

People aged between 11 and 25 in all parts of Humber, Coast and Vale can register to use Kooth, a free, anonymous online counselling and emotional wellbeing service which can be accessed using a computer, smartphone or tablet device.

Children and young people can use Kooth for one-on-one online sessions with qualified counsellors, receive and provide peer-to-peer support through moderated online forums, and read and contribute articles. Users can also keep an online journal and track their wellbeing via an interactive goal tracker.

The service launched in Hull, East Yorkshire and North Lincolnshire at the start of April, having been introduced in North East Lincolnshire, York and the wider North Yorkshire area towards the end of last year.

It appears that Kooth has been extremely important in supporting youngsters in our region with their mental health and emotional wellbeing issues, such as stress and anxiety, which could have been intensified by the Covid-19 pandemic and subsequent lockdown.

During April, May and June (a significant part of the lockdown period to date), around 1700 children and young people accessed Kooth in the Humber, Coast and Vale area, with more than 4,200 logins accumulated.

Michele Moran, Senior Responsible Officer for the Partnership's Mental Health Programme, said: "We acknowledged early on during the Covid-19 outbreak that young people were one of the groups struggling with the changes to their lives and on 1st April we launched the Kooth online counselling platform across Hull, East Yorkshire and North Lincolnshire, with the service already available in the other areas of Humber, Cast and Vale since late 2019.

"We have seen over 4,200 log-ins to this digital mental health support service which allows our children and young people to get quick access to qualified professionals who can offer support and advice without the need for referrals or waiting lists. We are really pleased with the uptake of Kooth so far and the fact that this gives our younger population greater choice about how they engage with mental health support."

Frailty response line helps avoid unnecessary hospital admissions during Covid-19 pandemic

In recent years the Humber, Coast and Vale Urgent and Emergency Care Programme has focused on pre-hospital care, building capacity and consolidating pathways to support people accessing out-of-hospital care.



Urgent and Emergency Care

This work has included initiatives enabling more people to receive treatment out of hospital, which became even more important during the initial response to Covid-19 when the proportion of Covid-19 hospital admissions was greatest.

The Hull and East Yorkshire frailty response line is an example of an alternative pathway introduced in Humber Coast and Vale to avoid unnecessary hospital admissions. It aids clinician decision-making to support frail patients regardless of their residence.

In most cases, the most appropriate and preferred place of care is in the community. Between March and May, Yorkshire Ambulance Service clinicians called the response line in relation to 175 frail patients (35 of whom were suspected of having, or confirmed to have Covid-19).

A total of 111 of these patients were able to receive treatment at home through joint care planning with the frailty service and the help of anticipatory medicines, oxygen therapy, antibiotics and/or escalation planning.





Partnership news

We're on Facebook!

The HCV Partnership now has a Facebook page – facebook.com/HCVPartnership.

As we currently do via our Twitter account, we will be using our Facebook page to share news, campaigns and other announcements. So please like our page to keep up to date with all the goings-on across the Partnership.



Digital

Care home residents in Humber, Coast and Vale have remained connected to GPs during lockdown – after more than 500 tablet devices were supplied to the region's care homes through a digital programme launched in response to the COVID-19 (coronavirus) pandemic.

'Ask a Midwife' Facebook service gives peace of mind to new and expectant mums

The Humber, Coast and Vale Local Maternity System (LMS) has not had the option to pause work during the last few months - even while concern about COVID-19 was at its peak, the babies kept coming!

It was therefore important to find a way of communicating with women and families, to reassure them about their concerns and to highlight key information as their pregnancy or labour progressed.

LMS colleagues worked with maternity provider organisations to set up an 'Ask a Midwife' service, linked to existing Facebook pages for each area. This enabled women to submit their queries and receive a prompt response from local midwives who were working or shielding at home.

A list of FAQs was compiled and as these grew it allowed colleagues to identify trends in the types of query – so the teams could proactively put together information that could be posted on the Facebook pages.



Maternity

The service has been really well received; with women commenting on the timeliness and clarity of the advice they received, and the relief they felt knowing there was a midwife available to answer their queries.

The staff involved were able to use their skills effectively at this time, and know they were supporting their colleagues by diverting some of the contact from busy hospital phone lines.

More than 500 tablet devices help care home residents remain connected to GPs during Covid-19

Many healthcare services were reconfigured to adhere to the Government's lockdown measures, which meant that most face-to-face appointments were replaced with telephone or online consultations.

To ensure that care home residents could continue to receive care from a GP, digital programme leaders from the Humber, Coast and Vale Health and Care Partnership worked to provide data-enabled tablets in every care home in Humber, Coast and Vale.

In total 537 tablet computers were supplied to care homes in Humber, Coast and Vale for online GP consultations, which meant the care and support that GPs would normally provide to residents during care home visits could continue – with residents facing no increased risk of exposure to COVID-19 as the number of people visiting the care homes in person was greatly reduced.

The provision of tablets in every care home in Humber, Coast and Vale also enabled care home staff to consult with GPs if they had any queries about the health of a resident.



Humber, Coast and Vale