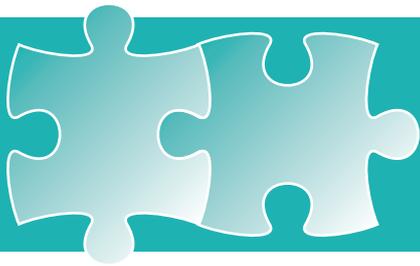




integrated working



JIGSAW

PIECING TOGETHER CARE IN WEST SUFFOLK

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SUFFOLK WELLBEING SERVICE

By Nettie Burns, Norfolk & Suffolk Foundation Trust



Suffolk Wellbeing Service is a free and confidential NHS service provided by the Norfolk and Suffolk NHS Foundation Trust in partnership with the third sector, such as voluntary organisations.

It provides wide-ranging classes, therapies and support for people who want to take the first steps towards improving their emotional wellbeing. Around 10,000 people each year make use of this free service, which aims to help people understand why they feel down, stressed out, overwhelmed or anxious and help them to develop skills and strategies to improve their emotional wellbeing. It is important for people experiencing feelings like this to know that there is help available. If people are ready to work on making changes, we can help them to help themselves. We aim to help people to feel better using practical strategies that work for them.

The Service provides a variety of one-off workshops, available to everyone, whether or not they have already been referred to the service. These workshops act as taster sessions, enabling people to decide if they would like to receive further advice and support. They take place in Ipswich and Bury St Edmunds

and cover subjects such as problem solving, relaxation, sleep and motivation.

A range of four-week courses, which take place all over the county, are run by qualified therapists and are available following a telephone assessment of individual needs. Areas covered include dealing with worry, managing stress and improving your mood. The Service can also offer help with work related difficulties, counselling for young people, support for family carers, access for marginalised and minority groups to wellbeing, online one-to-one therapy and a 24-hour online peer support network.

The Suffolk Wellbeing Service is available to anyone who is over the age of 13 and registered with a GP, but is not able to offer support to people who are in acute mental health crisis (it is important to contact the GP for help in these situations).

The Service accepts self-referrals for individuals over 16 or from GPs and social care or health professionals. This can be done either by telephoning 0300 123 1781, or by visiting the website www.readytochange.org.uk and submitting an online referral form.

Younger people aged between 13 and 15 need to be referred to the service by a health professional, such as a GP or school nurse.

A comprehensive website, www.readytochange.org.uk provides lots of useful information about the Suffolk Wellbeing Service, including a range of self-help guides. You can also like the service on Facebook (www.facebook.com/NHSwellbeing) and follow us on Twitter (@NHSWellbeing).

Welcome to JIGSAW

This is the latest newsletter for staff working in the health and social care system in the west. There is a lot happening to bring hospitals, community, mental health, voluntary sector and the West Suffolk Clinical Commissioning Group (CCG) together to help patients.

WEST SUFFOLK CCG MOVE

From Monday 7 July 2014, West Suffolk CCG will be based at West Suffolk House.

This is an exciting opportunity that will mean the CCG will be co-located with colleagues from Suffolk County Council and St Edmundsbury Borough Council.

The new contact details are:

NHS West Suffolk Clinical Commissioning Group
West Suffolk House
Western Way
Bury St Edmunds
IP33 3YU

Telephone: 01284 758010
Fax: 01284 758020

Arrangements are in place for old telephone number(s) to be diverted to the new numbers.



CONNECTING COMMUNITIES

By Rob Kirkpatrick, Social Work Area Manager (West), Suffolk County Council

Suffolk County Council has a new way of working called Supporting Lives, Connecting Communities (SLCC) which is being rolled out across Suffolk.

This system is based on helping people to help themselves, helping them to live independently at home for longer, giving them help to get back to independence when they need it and providing ongoing support for those people who need it.

Partnership is the key to its success, not only across health and social care, but also the voluntary and community sector and with people and their families and friends. We have seen how useful this is, especially in first pilot areas like Felixstowe, where partners like Suffolk Family Carers were able to work alongside the local social work team, bringing their expertise into the team to support customers as needed.

This is the "connecting communities" part of SLCC and building a strong network in each local area takes time and commitment from everyone.

We have such a rich variety of communities in Suffolk that taking a "one size fits all" approach simply will not work. For this reason, the County Council recently set up networking events in Mildenhall and Haverhill to make those local links between the social work teams and key local resources. Whether it's an informal knitting group or a more established organisations all will be able to contribute to how people are supported in their local communities to remain well and resilient.

There will be more formal and informal networking and local events so do keep an eye out for what is happening locally.

RAIDR

(Reports Analysis & Intelligence Delivering Results)

By Alex Briggs, Head of Corporate Planning & Performance

From the end of June RAIDR will begin to be rolled out to practices in West Suffolk CCG along with practices in Ipswich and East Suffolk CCG. The CCGs and practices will start to use this new innovative business intelligence tool. RAIDR comes to Suffolk from the North of England Commissioning Support Unit who have been successfully working using RAIDR with 15 CCGs and 560 GP practices for the last couple of years.

Why is RAIDR different?

RAIDR is able to pull together patient data from both secondary and primary care sources to form an integrated view of activity across the health economy. Match this with access to further dashboards on performance and finance and it is anticipated RAIDR will quickly become the application to go to for monitoring performance and finance, but also for quickly assessing the trends and relationships essential for redesigning pathways.

Developing a proactive approach to managing patients at risk

RAIDR can provide GP practices with an innovative view of their clinical data by using risk stratification across both primary and secondary care records. Practices will be able to quickly view patients at high risk of admission, atrial fibrillation, respiratory disease and fractures. GPs will be able to start to working differently through engaging with patients and proactively providing care aimed at preventing more serious conditions.

Single source of data

Once fully operational, RAIDR will enable a single portal for accessing all health activity, quality performance and finance information for the CCG team and GP practices enabling everyone to see the same information at the same time - for the first time!

RAIDR Development

Initially secondary acute information (SUS) data and primary care data will flow into RAIDR. However, the aim is to join these data with community, mental health and social care information, creating a genuinely integrated view across the whole Suffolk health system.

If you would like more information about RAIDR contact Alex Briggs on alex.briggs@suffolk.nhs.uk

CHANGES TO THE WAY ADULT SOCIAL CARE OPERATES

By Rob Kirkpatrick, Social Work Area Manager (West), Suffolk County Council

June 2014 sees the end of Suffolk County Council's contract with Customer Service Direct (CSD) after 10 years.

This means that the staff who have been working in Customer First, the first point of contact for many people with social care, come back in-house to the local authority.

A smaller Customer First team will continue to operate as first point of contact with the public and will refer calls from the public to local teams. Adult Social Care in Suffolk will still exist, and the contact details for the general public will stay the same. However, the contract change means that the way local teams operate using SLCC approaches and principles can be enhanced by the additional staff and skills that the integration of colleagues from Customer First with ACS staff will bring to local teams.

The changes will mean a greater emphasis on stronger local social work teams, and improved outcomes

for local people will allow for a complete roll out of SLCC and supports the preparation for new integrated teams

The contact details that members of the public will use for Customer First will stay the same: customer.first@suffolk.gov.uk (this is our preferred method of contact for non-urgent enquiries) or telephone 0808 800 4005.

Calls are free from landlines and most mobiles, and lines are open 8am to 6.45pm Monday to Friday.

Outside these hours calls are automatically diverted to the Emergency Duty Service, which deals with any matters that cannot wait until the next working day.

We are hoping to improve our contact and referral details for GPs and professionals for social care but for the moment these remain unchanged.