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Aneurin Bevan University Health Board Neighbourhood Care Network (NCN) News

ISSUE 1: May - July 2023

Welcome to the first edition of our quarterly newsletter.

Neighbourhood Care Networks (NCNs) bring together all local services involved in health and care across a geographical area, typically serving a population between 40,000 and 60,000. General Medical (GPs), Dental and Optometric Practitioners, Pharmacists, Community Nursing, Allied Health Professionals (AHP), and Social Care combine their detailed knowledge and expertise.

Working as an NCN ensures care is better coordinated to assess population needs, identify service improvement priorities and develop local solutions to promote the wellbeing of individuals and communities.



For further information about the NCN programme, please visit [Neighbourhood Care Networks \(NCNs\) - Aneurin Bevan University Health Board \(nhs.wales\)](https://nhs.uk/Neighbourhood-Care-Networks-(NCNs)-Aneurin-Bevan-University-Health-Board).

Aneurin Bevan University Health Board consists of 11 NCNs across five Boroughs: **Caerphilly North, Caerphilly South, Caerphilly East, Blaenau Gwent West, Blaenau Gwent East, Torfaen North, Torfaen South, Newport West, Newport East, Monmouthshire North and Monmouthshire South.**

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#NHS75 Primary Care

For further information about any of the stories featured in this newsletter, please email: abb.strategicchangeteam@wales.nhs.uk

<https://abuhb.nhs.wales/health-care-services/gps-dentists-etc/neighbourhood-care-networks-ncns/>



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Blaenau Gwent



Tyleri Ward Community Resource Team (CRT) Rapid Response Direct Admission Model Launched

The launch of the new model at Ysbyty Aneurin Bevan was held on the 2nd May. The aim of this model is to operate a short-stay solution, tailored to meet the needs of individuals within Blaenau Gwent.

A large cohort of frail and/or elderly patients with health and social care needs can remain at their usual residence if they have access to additional support in the community.

The primary purpose of the new pathway is to provide the most suitable clinical environment to deliver safe and effective care for people. It will support step-up access where acute care is not required.

The new model will provide medical and nursing treatment and timely multidisciplinary intervention, and/or provide a solution for a critical social issue. It will also support the discharge of patients back to their usual place of residence.

Ann Lloyd CBE, Chair, Aneurin Bevan University Health Board, said "With the growing numbers of older people, I cannot see a better way of keeping them in their own environment. To know that they are going to be safe and constantly reviewed is a solution which is very suitable for them and their relatives. This is such a huge, positive safety net".

Further information about the service can be found in this video:

<https://vimeo.com/832600248?share=copy>

BGFM Radio Interview

On Wednesday 19th May 2023 Blaenau Gwent NCN Lead Dr Simon Donovan joined BGFM Radio during the live interview which focused on mental health awareness week.

BGfm is a community radio. Run by the community, for the community, from its studio at Banna Park Nantyglo.

Mental Health Awareness Week took place from Monday 15 – Sunday 21 May 2023. The official theme for this year was 'anxiety'. The campaign aimed to help people and organisations to understand the difference between anxiety and anxiety disorders and to confidently seek and signpost each other to the right support.



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Caerphilly



Nature Prescribing

Caerphilly Locality and CCBC have invested in the nature prescribing programme and have supported a single point of access (coordinator). Nature Prescribing encourages and empowers people to take steps to improve their own health and wellbeing which in turn can and will reduce pressure on other clinical services and resource.

Generally, nature/social prescribing activities are most often provided by voluntary organisations and registered charities, but there are a small number of "social businesses". The provision of services provides a pathway to refer individuals to discuss and consider best options for local, non-clinical based services.

Activities associated with this prescribing include outdoor activities, such as walking and cycling, but also increasingly, activities such as environmental conservation, horticulture etc.

Following a positively evaluated pilot, statutory and 3rd sector partners have developed a model to implement this pathway for general practice and other services to refer individuals who they feel might benefit from a "nature/social prescription". People can also self-refer to the service.

Pan Caerphilly NCN & Third Sector/Voluntary Event

The Caerphilly Management Team facilitated a Pan Caerphilly event, held at Brynmeadows Golf Club to enable the broad NCN memberships to come together for information sharing and networking.

The afternoon event had a Third Sector led marketplace with over 30 stalls providing information and advice. In addition, presentations were delivered by guest speakers on Building a Fairer Gwent (Marmot Principles), Mental Health & General Wellbeing, Women's Health, IWN & GAVO and Social & Nature Prescribing. Throughout the event the importance of working across all sectors was evident and we all agreed that the only way to succeed was working in partnership.

The successful event was attended by approximately 150 people from across the NCN memberships and Third sector.

Support For Ukraine

The team at Trethomas HC continue to support Welsh Aid for Ukraine who have in the last week managed to get a couch along with other items that were no longer fit for use delivered to the team working there.



The photo shows equipment being delivered that Head Orthopaedic Surgeon Serhiy Hariyan said would be used to set up a 5th operating area within a hospital for Ukrainian civilians and soldiers in the war-torn region to receive essential treatment.

The team in Ukraine wished to extend their thanks for the ongoing support from the health board.

If you have any items that are no longer in use and could be sent to support efforts, please contact Mari Burland in the Caerphilly NCN team who will be able to link you with Welsh Aid for Ukraine.



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Monmouthshire

Monmouthshire Wellbeing Links Service

A small team of colleagues, funded by GAVO, MCC and NCN who work together to enhance the quality of life of people who live in Monmouthshire. We do this by meeting people in the community, and by having meaningful conversations to find out what is important to them and what they are interested in.



Each GP surgery in Monmouthshire has a Wellbeing Links Advisor who is available to meet patients who are struggling with stress, anxiety or depression due to 'non-medical' issues.

People may be facing difficulties due to finances, employment, relationships, housing, bereavement or all manner of other things in their life.

GP surgery staff recognise that many of their patients could benefit from having a conversation with someone who can help them to identify what may be useful in overcoming problems and finding some enjoyment in life to have a better sense of well-being.

Micro Care Monmouthshire

A micro carer is a self-employed care worker that provides flexible, personalised support and care to citizens in their local area.

Micro carers can provide a wide range of services which will depend on the micro carers previous experience and what they are comfortable delivering. Some will offer personal care while others may offer support with domestic chores or social activities.

Micro carers can be paid via a direct payment or by those who choose to fund their own care.

All micro carers must adhere to the standards laid out in the code of practice. Once they have adhered to the standards, Micro carers are entered onto the directory. Access to Monmouthshire's micro care directory is via Dewis Cymru. Nine Micro carers have been entered onto the directory in Monmouthshire, delivering 161 hours of care and support in total each week.

South Monmouthshire CRT Frailty

The South Monmouthshire CRT Frailty service has only been up and running for just over one year now. In this time many initiatives have been implemented.

Initially the majority of referrals to our service came via GPs and District Nurses, however over the past few months we have been proactively promoting our services, via forums with Accident and Emergency (A&E) in the Grange and other specialties. Early supported discharge is a service that allows for departments such as A&E / Care of the Elderly to more efficiently and safely discharge frail older patients from an inpatient setting back into the community.

It is hoped that this service will have a positive impact on inpatient length of stay, reducing time in hospital and thus improving patient outcomes and easing stress on inpatient services. Examples of what we can provide in an early supported discharge are blood monitoring, continuation of IV antibiotics in the community setting (with the support from our District Nursing teams), clinical reviews and medication reviews. This service may not just have a positive impact on secondary care, but also help ease the burden on our primary care colleagues.



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Newport

Health Inclusion Service working with the Roma community

The Health Inclusion Service (HIS) have been supporting the Roma community to access healthcare and overcome the barriers that they have faced when trying to manage their health. HIS attend every week alongside the TGP Cymru organisation and have been enabling members of the community to get appointments within primary care and more importantly, they are attending their appointments which many have found difficult to do in the past due to a communication barrier.



We are starting to see the difference that small changes are having and are hoping to commence health promotion sessions in the coming months, which we have identified, are very much needed!

Ruperra Ward Conducts First Clock Cricket Session

Ruperra Ward at St Woolos Hospital have successfully hosted their first Clock Cricket session to help patients get out of bed and stay active!



Led by Clock Cricket Director, Shaun, both patients and staff were able to take part and interact with each other throughout the game. The session also gave staff the opportunity to learn about the benefits of Clock Cricket and how to run future sessions themselves.



There was great feedback from all involved!

<https://vimeo.com/831823973?share=copy>

Farewell to Victoria House, Newport

Victoria House, 136-140 Corporation Road, Newport has been the home to several iterations of the Newport Locality Team and partners since December 2005, when it first became home to the Newport Local Health Group, and subsequently Newport Local Health Board.

Victoria House will be closing its doors for the last time on 3rd September 2023. Notice has been given to the landlord and the Locality Team, NERS, Health Inclusion Service and Southeast and Central East District Nursing Teams will be moving to their new accommodation in Church Road in July 2023.

The building has seen many teams come and go over the last 18 years and the building holds a lot of memories for the staff who have worked there. Unfortunately, the building has since fallen into disrepair and there have been many incidents of antisocial behaviour which have deemed it necessary to relinquish the building.

Church Road will offer the Newport Locality Team and its partners the fantastic opportunity to create a new collaborative working space to deliver on our local priorities and foster new working relationships and make many new memories in the future.





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Torfaen

IRIS Domestic Abuse Programme in Torfaen

Torfaen NCNs continue to support IRIS (Identification and Referral to Improve Safety), a programme that supports clinicians and GP practice staff to recognise and respond to the needs of patients affected by domestic abuse (DA). In Gwent, Torfaen has the highest number of GP practices IRIS-trained and North Torfaen is the first NCN in Gwent with all practices IRIS-trained. Evidence shows that 84% of victims/survivors stated that the first person they would disclose DA to is a GP. With IRIS, Torfaen GP's and health care professionals, along with the reception staff report feeling more confident to safely deal with patients that disclose DA. IRIS referrals are made directly to our dedicated Torfaen Advocate Educator who provides specialist support to each patient.



"I don't know if I would have still been here in 6 months' time if I didn't have support from you. I felt broken. I am not saying that I am fully recovered now from what I have been through, that will take years to go if it ever does go.

But having the support has made me realise I have got a lot to live for. My kids, my family and friends. Thank you"

Podiatry Services returning to Blaenavon Resource Centre

Podiatry services returned to Blaenavon Resource Centre on the week commencing 29th May 2023. They are running sessions on Tuesdays and Thursdays from 8.45am to 5.15pm.

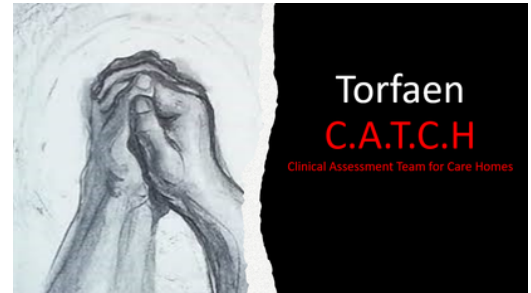
Podiatrists treat a number of conditions including conditions affecting bones, joints, soft tissue and blood supply. They work to prevent foot problems occurring, correct deformity, keep people mobile and active, relieve pain and treat infections.

They don't provide a social nail cutting service therefore it would be better to contact Age Connect and Age Cymru for this:

- [Services \(ageconnectswales.org.uk\)](https://ageconnectswales.org.uk)

[Age Cymru | We are the national charity for older people in Wales. \(ageuk.org.uk\)](https://ageuk.org.uk)

Access to Podiatry services is by referral from a GP, or Health Care Professional, there is no self-referral system.



Torfaen C.A.T.C.H

CATCH supports GP practices in the borough of Torfaen to provide an enhanced level of healthcare to those patients who reside in nursing or residential care homes. Working in collaboration with care home staff and alongside the wider community MDTs, CATCH nurses complete comprehensive patient assessments, make timely onward referrals, and discuss advanced care wishes with residents and their families, with the aim of achieving right care at the right time and in the right place.

"The CATCH nurse called Vicky, she has plenty of time for me. She checks me over better than the doctor, and she can prescribe medicine if I need it as well."



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Professional Collaboratives

Professional Collaboratives (PCs) are networks of professionals with shared expertise, working together to use their unique skills to assess the needs of the population where they work. The collaboratives will capture the knowledge and experience of local professionals to map service provision, identify gaps and develop against needs. They will inform decision making and propose solutions. Working with professional peers within and across service boundaries helps our workforce to deliver the standards of care to which they aspire. This way of working makes it easier for them to advocate for their community to achieve wider system improvements within their area of expertise.

The Nursing Professional Collaborative

The Nursing Professional Collaboratives launch event took place on 23rd March, at Lysaght Institute in Newport.

The event, opened by Jenny Winslade, Executive Director of Nursing, was a huge success.

Speakers included, Dr Sue Thomas, NCN Lead, Newport West; Kelly Downes, Divisional Nurse, Primary Care and Community Division; Dr Karen Gully, National Professional Advisor, Strategic Programme for Primary Care; Will Beer, Consultant in Public Health/Assistant Divisional Director for Primary and Community Care; Paul Labourne, Nursing Officer for Primary & Integrated Care, Welsh Government and representatives from various nursing teams.

The Nursing Professional Collaboratives will work with each other and other professionals in the planning and delivery of local services and will drive care forward in a different way. Having all professionals around a table, working together will help to form solutions.

Kelly Downes, Divisional Nurse, Primary Care and Community Division, chaired the event, "It's so empowering for nurses to come together around a table to have open and honest conversations."

Pippa Britton, Independent Member, ABUHB Board, attended the event, "This is a real mechanism to make a big difference to people in the community."

Watch the video to find out more

<https://vimeo.com/811217099?share=copy>

Professional Collaborative Launch Event

The Optometry, Dental and Pharmacy Professional Collaborative launch events were held on Tuesday 11th July at The Christchurch Centre in Newport and Green Meadow Golf Club in Cwmbran.

The events were a huge success with fantastic attendance and lots of enthusiasm.

Lots of positive discussion took place in the breakout groups, looking at what can be achieved as a collaborative and opportunities to learn together in a multi-disciplinary way.

Lloyd Hambridge, Interim Divisional Director Primary Care and Community Services said, "We've had great representation from our dental colleagues, community pharmacy colleagues and optometry colleagues this evening. We've had really good engagement and hopefully this will continue to progress as we develop the professional collaboratives further".

<https://vimeo.com/844606813?share=copy>

What is the Optometry Collaborative?

Stephanie Campbell, Community Optometrist Lead and Cath McNamara, Optometry Advisor, introduce the Optometry Collaborative:

<https://vimeo.com/842210125?share=copy>





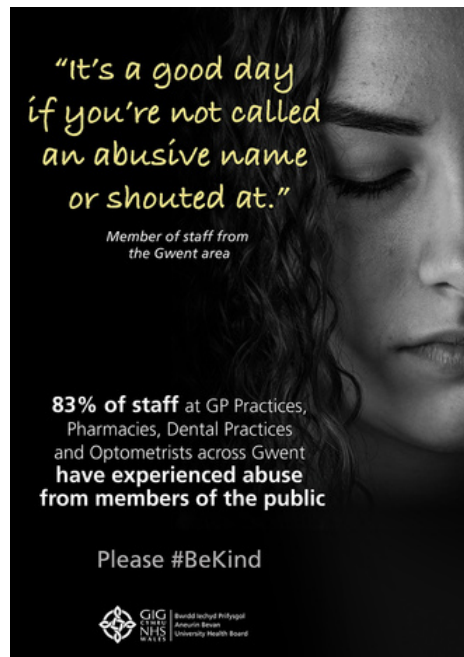
NCN Communication & Engagement

#BeKind Campaign

Following reports of increasing instances of abuse towards staff across Primary Care, a staff survey was sent out to staff in public facing roles in GP Practices, Dental Practices, Pharmacies and through Optometry. As well as gathering information, the survey acted as a listening exercise. 291 responses were received, with 83% of staff surveyed having faced abuse on some level. The survey also gathered feedback detailing staff experiences.

The campaign messaging incorporated some of the staff quotations to portray the effect abuse has on the individual in a bid to make people stop and think before being rude or aggressive.

Digital campaign packs were created and distributed to GP Practices, Pharmacies, Dental Practices, Optometry and our Stakeholders. The messaging is being regularly featured on our social media channels. All NCN Teams have invested in printed pop-up banners and posters to distribute to Practices across all five ABUHB Boroughs.



GP Practice Roles

To increase public understanding of the different roles in GP Practices and raise confidence in having an appointment with a different healthcare professional, a series of profile videos have been produced.

The different roles include:

- Psychological Health Practitioner (PHP)
- Practice Pharmacist
- Physician Associate
- Identification and Referral to Improve safety (IRIS) Project Manager
- Practice Paramedic
- Practice Nurse
- Advanced Nurse Practitioner
- Primary Care Health Care Support Worker

Video profiles of all roles are available on our website:

<https://abuhb.nhs.wales/healthcare-services/gps-dentists-etc/gps/>

NEW Community Hospital Admission and Discharge Booklets

The newly designed, [Community Hospital Welcome Pack](#) will support individuals, their carers and family in understanding the transition to a community hospital environment.

The [What You Need to Know About Leaving Hospital](#) booklet will aid good communication and effective discharge planning, helping people understand the next part of their journey, facilitating a smooth transition to their usual, or next place of residence.

The creation of the two booklets has been clinically led by Joanne Lane, Deputy Head of Nursing, working with senior nurses and wider stakeholders, importantly including patients, family members and local authority and third sector teams.

The content is available on our website, where the Recite Me tool can be used to support people with disabilities, learning difficulties, visual impairments, or if English is a second language. Pdfs are also available to download and print. [Community Hospital Admission and Discharge Booklets - Aneurin Bevan University Health Board \(nhs.wales\)](#).



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#NHS75 Primary Care Celebrations

#The Fifth-Generation Brothers Continuing the Legacy of 150-Year-Old Local Pharmacy

As we look back over the 75 years of the NHS and 150 years since Shackleton's opened, this Pharmacy is a great example of how health services have, and continue to adapt to, meet the needs of its growing local population. The family run business has expanded into several well-known and well-loved premises; boasting multiple consultation rooms, an electronic dispensing system and a comprehensive list of NHS services. <https://vimeo.com/841250965?share=copy>

From Victorian Front Room to Training the Future Workforce of Primary Care

Beechwood Surgery was established in 1918, when it was set up in the front room of the Victorian House. Although the Practice is still in the same building, it has changed dramatically over the last 100 years, becoming a very modern facility with over 14,500 patients.

Last year Beechwood Surgery received GP Practice of the year from their patients, and they look forward to continuing to serve and being part of their local community <https://vimeo.com/842210414?share=copy>



100 Years of Eye Care at Blackwood Opticians

Phillips Opticians was established in 1922. Today Phillip's Opticians consists of five practices located across the South Wales Valleys, employing over 20 staff, comprising of Optometrists, Prescribing Opticians, and a large support staff... it's definitely come a long way from picking up your glasses in a jewellery shop!

<https://vimeo.com/842134071?share=copy>

The Monmouth Pharmacy Featuring Almost Two Centuries of Local History

A Monmouth Pharmacy, now owned by Daniel Rosser, has been serving the local population from the same building for over 190 years.

The bustling shop has lots of historical features, such as an old medicine cabinet, light fitting made from old pharmaceutical bottles and a fascinating window display.

Whilst they may no longer offer tooth extractions ☹️, they provide a comprehensive list of pharmacy services and professional advice <https://vimeo.com/842133504?share=copy>

Happy Birthday NHS from Our Lady of the Angels School in Cwmbran

Our Lady of the Angels school visited Oak Street Surgery in Cwmbran today to help celebrate the 75th birthday of the NHS. Staff and patients were treated to a selection of wonderful songs. The children also delivered thank you letters to the NHS.

<https://vimeo.com/842492400?share=copy>

<https://vimeo.com/842492276?share=copy>



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