

Meeting: Primary Care Commissioning Committee			
Meeting Date	25 July 2018	Action	Approve
Item No.	7	Confidential	No
Title	Care Navigation Pathways		
Presented By	Dr Jeff Schryer, CCG Chair		
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Clinical Lead	Dr Jeff Schryer		

Executive Summary

As part of the General Practice Forward View, central funding has been allocated to CCGs for the training of reception and clerical staff to undertake enhanced roles in active signposting and the management of clinical correspondence.

The CCG in collaboration with West Wakefield Health & Wellbeing are currently developing and rolling out a local care navigation model for Bury. This has involved a series of engagement and development workshops in which practices have been invited to take part. Through these workshops general practice staff have prioritised local services which frontline staff will signpost patients to and developed and agreed the pathways for those services.

Recommendations

It is recommended that the Primary Care Commissioning Committee:

- Approve the access criteria for the four local services that will be used by the care navigators' in general practices to signpost patients.

Links to CCG Strategic Objectives

To empower patients so that they want to, and do, take responsibility for their own healthcare. This includes prevention, self-care and navigation of the system.	<input type="checkbox"/>
To deliver system wide transformation in priority areas through innovation	<input type="checkbox"/>
To develop Primary Care to become excellent and high performing commissioners	<input type="checkbox"/>
To work with the Local Authority to establish a single commissioning organisation	<input type="checkbox"/>
To maintain and further develop robust and effective working relationships with all stakeholders and partners to drive integrated commissioning.	<input type="checkbox"/>
To deliver long term financial sustainability in partnership with all stakeholders through innovative investment which will benefit the whole Bury economy.	<input type="checkbox"/>
To develop the Locality Care Organisation to a level of maturity such that it can consistently deliver high quality services in line with Commissioner's intentions.	<input type="checkbox"/>

Supports NHS Bury CCG Governance arrangements	<input type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	
GBAF <i>[Insert Risk Number and Detail Here]</i>	

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Has a Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Is a Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any associated risks?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>If you have ticked yes provide details here. If you are unsure seek advice from Lynne Byers about the risk register.</i>						

Governance and Reporting		
Meeting	Date	Outcome
Name of meeting		These boxes are for recording where the report has also been considered and what the outcome was. This will include internal meetings like SMT.
		If the report has not been discussed at any other meeting, these boxes can remain empty.

Care Navigation Pathways

1. Introduction

As part of the General Practice Forward View, central funding has been allocated to CCGs for the training of reception and clerical staff to undertake enhanced roles in active signposting and the management of clinical correspondence.

Care navigation is a tried and tested model of care that improves access to primary care services for patients and reduces GP pressures. Reception staff are given training and access to a directory of information about local health and wellbeing services, in order to help them safely and effectively direct patients to the most appropriate source of help or advice for their needs.

2. Background

West Wakefield Health & Wellbeing offer a multi award-winning, accredited training package in care navigation / active signposting which includes guided learning, online sessions plus consultancy to support the development of systems and processes across primary care.

In collaboration with West Wakefield Health & Wellbeing the CCG are currently developing and rolling out a local care navigation model for Bury. This has involved a series of engagement and development workshops in which practices have been invited to take part. Through these workshops general practice staff have prioritised local health and wellbeing services which frontline staff will signpost patients to and developed and agreed the pathways for those services. The services that have been identified for inclusion in year 1 of the programme are:

Community Pharmacy
Dental
Healthy Minds
Integrated Wellness Service

Year 1 will focus on the roll out and safe implementation of the care navigation model across practices with a select group of local service providers. The programme will be expanded in years 2 and 3 to include further local services.

3. GP Indemnity

There is a requirement to evidence that the access criteria that will be used to signpost patients to services has been clinically signed off, both at a CCG and practice level. This is an important step as indemnity lies with each GP practice (Health Education England Guidance)

4. Care Navigation Pathways

4.1 Dental Access Criteria

Who can use the service? Are there any age restrictions?	No age restrictions Domiciliary visits can be offered to housebound patients
What problems can the service help with?	Any urgent dental care; Dental & soft tissue infections Toothache Severe dental (pain not controlled by self-help advice) Fractured tooth
What problems can't the service help with?	Routine dental care - patients should be advised to see the dentist they are registered with or use NHS Choices
What can patients expect when they contact service?	Patients will be telephone triaged for a decision to be made as to whether an urgent course of treatment is needed
Will the patient incur any cost when using the service?	NHS Dental Charges apply. Present charge for non-exempt patients is £21.60
Where does the patient attend?	Moorgate Primary Care Centre 22 Derby Way Bury BL9 0NJ
When can they attend? E.g. Opening Hours	<u>In Hours</u> Mon – Fri Phone Lines 08:45 – 16:45 Clinics – 08:30 – 16:45 <u>Out of Hours</u> Mon – Fri Phone Lines – 18:00 – 22:00 Appointments available 18:30 – 22:00 Sat/Sun/Bank Holidays Phone Lines – 08:00 – 22:00 Appointments available 15:00 – 22:00
How do they access the service? E.g. Drop In, Phone	Contact helpline phone number for triage/appointment In hours only – patient should contact their own dental practice if already registered with one
Does the service require a formal referral or can the patient self-refer?	The service can only be contacted by telephone helpline only. NOT A WALK-IN SERVICE – APPOINTMENT NEEDED
Is there a telephone number or website address for the service? If so, please list it here.	<u>In Hours</u> 0161 716 2525 <u>Out of Hours</u> 0161 763 8941

4.2 Healthy Minds Access Criteria

Who can use the service? Are there any age restrictions?	Anyone over 16 who is a resident of Bury or registered with a Bury GP
What problems can the service help with?	Feeling anxious or worried Feeling depressed Feeling low/feeling down Feeling stressed Issues of loss Bereavement - 12 months following the bereavement Assertiveness issues Dealing with adjusting to life events Panic attacks
What problems can't the service help with?	Patients who have psychotic illnesses such as Schizophrenia/I am hearing voices Personality disorders Patients who are suicidal Bipolar disorders Substance misuse – drugs/alcohol Patients on SMI register (Severe Mental Illness) Dementia Severe self-harm behavior Medication reviews
What can patients expect when they contact service?	The patient if suitable will be sent an opt in letter to book an assessment. This assessment usually takes 1 hour and is usually done by telephone.
Will the patient incur any cost when using the service?	No
Where does the patient attend?	Various locations – Primary Care Centres, some GP Practices, Sure Start Centres. Some patients will access treatment by telephone. Initial assessment is usually done over the telephone.
When can they attend? E.g. Opening Hours	09:00 - 17:00 but there is the opportunity for a limited number of appointments after 17:00 or before 09:00
How do they access the service? E.g. Drop In, Phone	Access to therapy is by appointment only. Therapies can be delivered over the telephone, face to face or in group/workshop settings.
Does the service require a formal referral or can the patient self-refer?	Patients can self-refer or can be referred by a professional.
Is there a telephone number or website address for the service? If so, please list it here.	Tel: 0161 253 5258 Website: https://healthyminds.penninecare.nhs.uk/

4.3 Integrated Wellness Service Access Criteria

Who can use the service? Are there any age restrictions?	Anyone over 16 years of age Smoking Cessation service – 12 years and over
What problems can the service help with?	Healthy eating Sensible drinking Smoking cessation Weight management Breast feeding Sleep problems Expert Patient Programme – long term health problem support Signposting to bowel screening Pre-diabetes programme Living with and beyond cancer
What problems can't the service help with?	Lifestyle service will signpost patients onto other services where appropriate
What can patients expect when they contact service?	Patient will be contacted by service either by telephone or by letter.
Will the patient incur any cost when using the service?	No cost at point of access but some services do incur charges e.g. smoking cessation if patient normally pays a prescription fee
Where does the patient attend?	A variety of venues are offered including local leisure centres, libraries, health centres and children's centres.
When can they attend? E.g. Opening Hours	Service can be accessed Monday – Saturday including evening sessions depending on the help required.
How do they access the service? E.g. Drop In, Phone	Patient can self-refer by telephone or email. Professionals can also refer patients. Patient will then be either telephoned or receive a letter.
Does the service require a formal referral or can the patient self-refer?	Both, patients can self-refer
Is there a telephone number or website address for the service? If so, please list it here.	Tel: 0161 253 7554 http://www.bury.gov.uk/wellbeing

4.4 Community Pharmacy Access Criteria

Who can use the service? Are there any age restrictions?	Anyone
What problems can the service help with?	Allergy/rash Cold sores Cold symptoms Conjunctivitis Constipation Contact dermatitis Diarrhoea Dry skin Ear wax Earache Eczema Haemorrhoids Hay fever Head lice Headache Heartburn High temperature Indigestion Insect bites/stings Nappy rash Nasal congestion Pain relief Scabies Sore throat Teething Threadworms Vaginal/oral thrush Verruca/warts
What problems can't the service help with?	If the patient mentions any of the Symptoms below, with any of the red flags Bites/stings – swelling, cramps, fast heart rate, drowsy fever Cold symptoms – co-morbidities/LTC Conjunctivitis – severe pain, reduced vision, light sensitivity Constipation – severe/on-going, blood, weight loss Diarrhoea – on-going, blood, weight loss Earache – difficulty swallowing, weight loss, voice change Nasal congestion – blood, lasted 2+weeks, 1 side blocked sore throat – unable to swallow, lasted 3+weeks, voice change Temperature – without other symptoms Threadworms – loss of appetite/weight loss Thrush – diabetic patients, pharmacy treatment not worked, 60+, pregnant, under 16 Warts/verruca's – face, genitals
What can patients expect when they contact service?	The pharmacy will provide advice and support to patients on the management of minor ailments including the supply of medicines for treatment
Will the patient incur any cost when using the service?	The cost requested by the pharmacist will be less than a standard prescription fee. The minor ailment scheme is available free of charge for those patients who do not pay for their prescriptions, however ,the scheme should not be promoted to patients
Where does the patient attend?	Local pharmacy The minor ailment scheme is not available at

	<ul style="list-style-type: none"> • Asda Pilsworth • Asda Radcliffe • IQ Pharmacy • Fishpool Pharmacy
When can they attend? E.g. Opening Hours	Hours vary depending on pharmacy attended. Some pharmacies offer late night opening.
How do they access the service? E.g. Drop In, Phone	By telephoning the pharmacy or attending the pharmacy
Does the service require a formal referral or can the patient self-refer?	Patient can self-refer
Is there a telephone number or website address for the service? If so, please list it here.	Details for all local pharmacies are available on NHS choices https://beta.nhs.uk/find-a-pharmacy/

5 Actions Required

The Primary Care Commissioning Committee is required to:

- Approve the access criteria for the four local services that will be used by the care navigators' in general practices to signpost patients.

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