

# Making Healthier Wigan a Reality

## Healthier Wigan Partnership



# What The Deal means for Health?



# We Are All



- Voluntary & Community Sector (via Reference Group)
- Patients, carers and wider public (via Patient Forums and Citizen panels)
- Wider stakeholders including other health providers and public sector partners

# Healthier Wigan Partnership

Healthier Wigan Partnership is our Local Care Organisation (LCO) and brings together the main health and care providers in the borough across Primary, Community, Mental Health, Social Care and the hospital to deliver joined up, sustainable health and care services that meet the needs of local residents and improve the population's health in the longer term.

**'We are working together to help people live healthy, happy and fulfilled lives'**



# How have we made things happen?

- **Looked how our local people view their health and care in their borough**
- **Developed Aims**
- **Reviewed and starting to reform current system**
- **Looked at our unique and diverse areas and population**
- **What 'assets' do we have in those areas ?**
- **What do we need in those areas?**

# We've Listened – Local People have asked for

*'Everyone should work to a single care plan that has been agreed with me and my family'*

*'First call for the patient needs to be the GP'*

*'Care centred around me as the patient'*

*'The professionals to be there ...stepping in when I need them'*

*'Multi-agency approach to delivering seamless care'*



*'There will be someone who looks after the whole needs of the individual – a 'Care Co-ordinator'*

*'The voluntary and community sector needs to be there from the word go*

*'Access to practical support-understanding all my needs'*

*'It's about an individual plan and how we achieve that through systems and processes'*

*'Practical, proper support for self-management'*

*'I want to be treated as an individual'*



# Our Aims

- To join up health and social care services where people live
- To help people to be physically and mentally well
- To help people to live a full, active life doing what you like to do
- To offer easy to access services
- To provide people with the right treatment at the right time
- To offer the best possible care in the most affordable way
- To design services with people to meet their needs
- To support people to take care of themselves and manage their own care
- To build on the strengths of people & communities





# A Reformed Health & Care System



## Community Connectedness

Asset based approaches  
Community knowledge & understanding  
VCSE capacity  
Resilient & engaged communities



## Community-based Health & Care Services

Reformed General Practice  
Integrated Place Based Health Teams  
Outpatients & Diagnostics  
Segmented Care Model

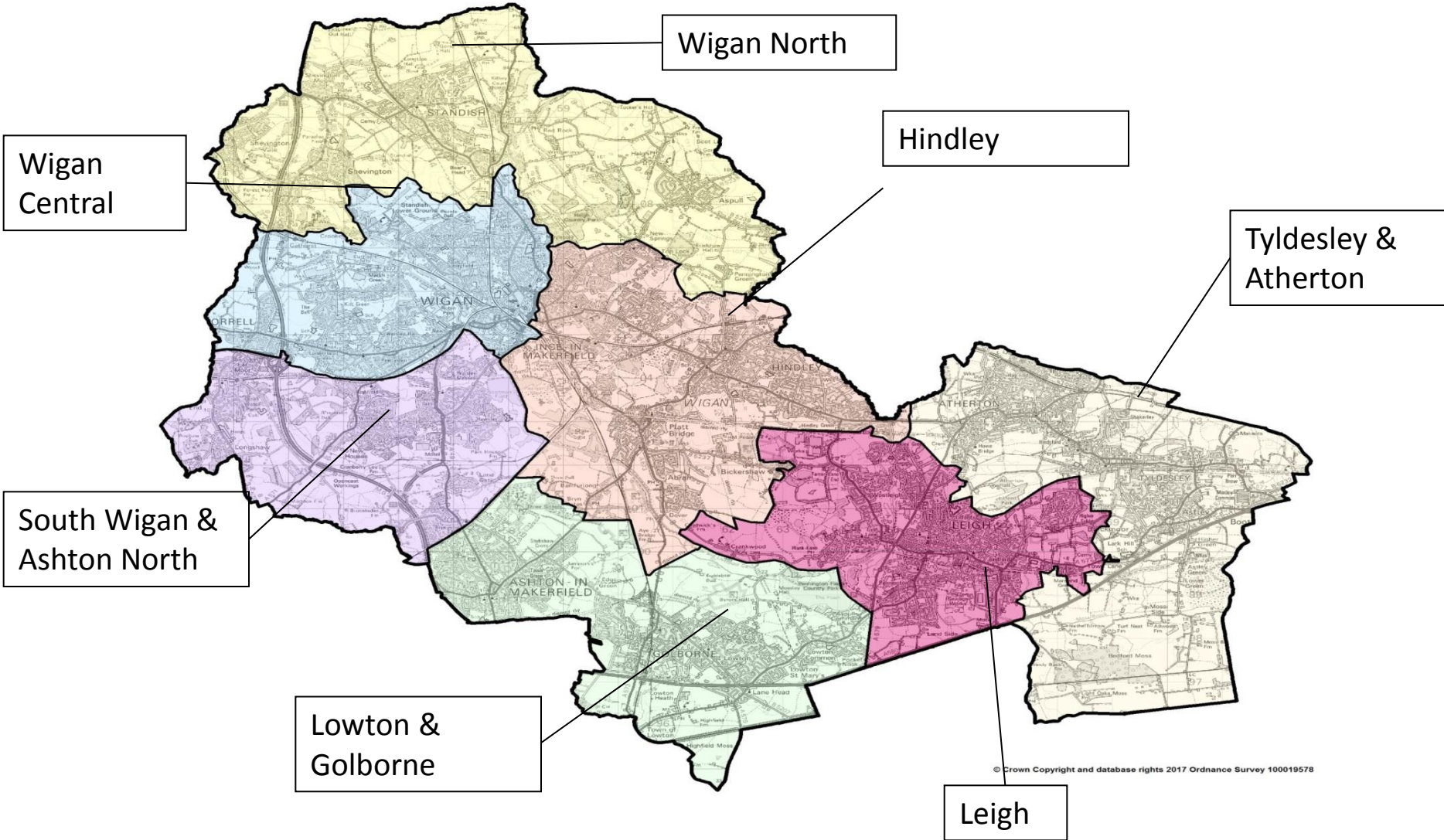


## Wider Public Sector Services

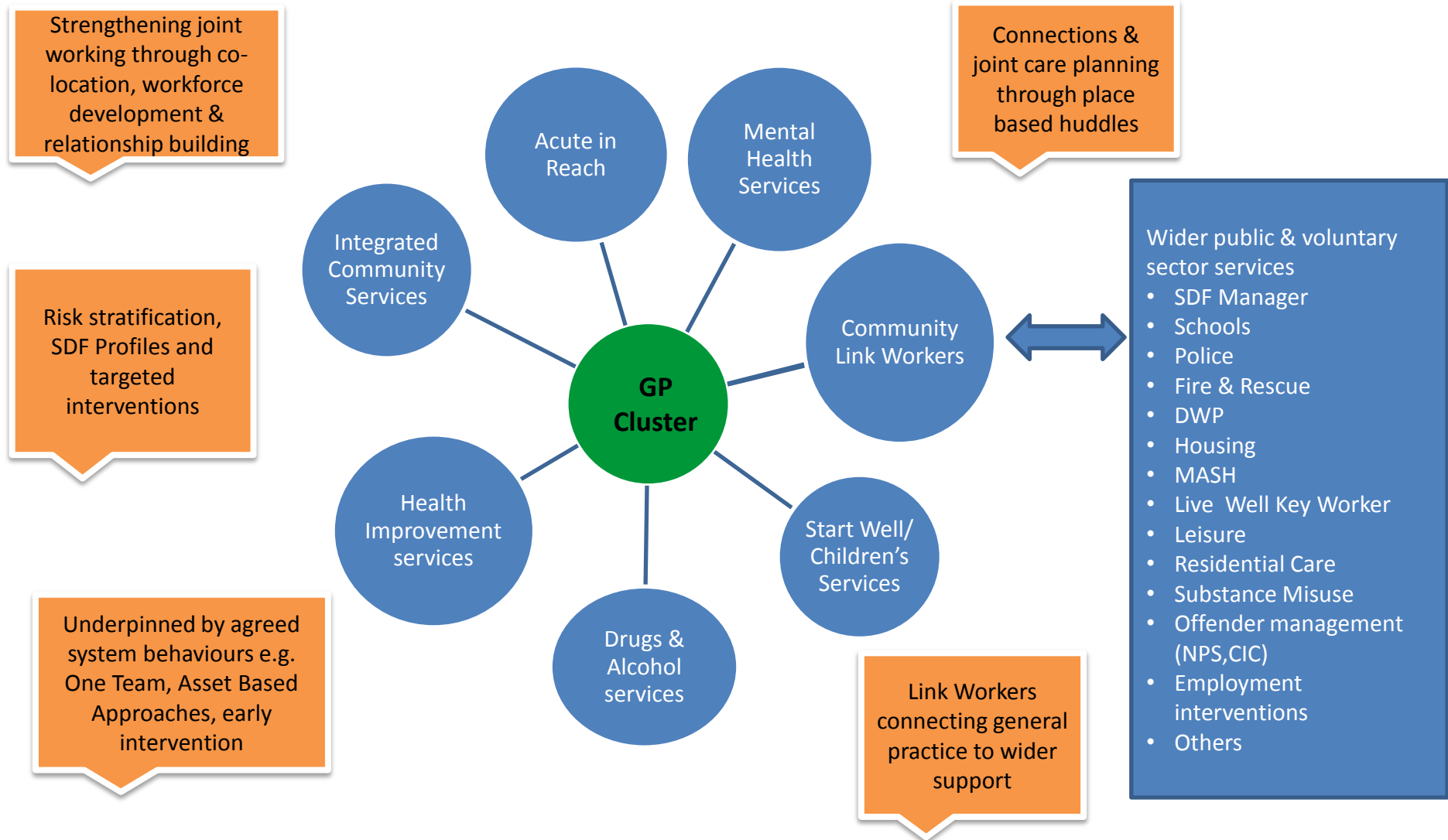
Addressing the wider determinants of health  
Connectivity with schools  
A population health approach  
Addressing complex dependency

**The span of our ambition**

# Service Delivery Footprints



# General Practice at the Heart of Place Based Working



# Asset Based Approaches

Primary Care  
Standards

Commissioning  
Intentions

HWP Alliance  
Agreement

VCSE  
Partnerships

Staff training &  
development

Community  
Link Workers

# Community Link Workers

- Address non-clinical demands on primary, community and acute health care services.
- 'health coaching' and community knowledge to connect people to sources of support within their community.
- Make effective use of voluntary and community sector assets
- Connect people to community based activities.
- Support transformational changes to the way we deliver health and social care.

# Community Link Workers

- Funding to develop pilot obtained through Better Care Fund (2016)
- Currently 16 WTE CLWs (15 primary care, 1 based in acute)- funding within Primary care budget
- Over 3,100 individuals supported in 2017-18 (referrals from GP growing by 33% each year)
- Evaluation completed by the Innovation Unit
- Shortlisted 'Innovators of the Year' National GP Practice Awards 2016
- CBA illustrates social return on investment of £10.40 for every £1 invested and fiscal return of £3.55
- Core part of place based working and 'Huddles' (connecting GP and other health providers to wider support)
- Current business case to extend the service to expand the service further with a focus on employment & health, pain management, low level mental health issues and family support

# Case Study: Tony's Story



# Thank you



[www.healthierwigan.co.uk](http://www.healthierwigan.co.uk)  
 @healthierwigan