



A place-based approach to Integrating Health and Social Care

Rebecca Murphy

Healthy Wigan Partnership Director

 @healthierwigan

Our People

Our Place

Our Future

Who are we?

The Deal
2030

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‘We are working together to help people live healthy, happy and fulfilled lives’

Aims of HWP

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- 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 your own care
- To build on the strengths of people & communities
- To reduce demand on the health & care system and support a sustainable model of care

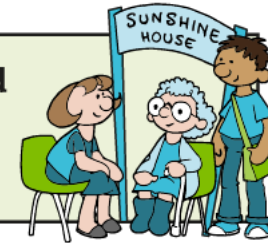
We are working together to help people live healthy, happy and fulfilled lives

The Deal Principles

Different conversations



An asset-based approach



Know your community



Staff attitude and behaviours



Place based teams



Permission to innovate





Delivering the Deal and Asset-based training to all health & care staff

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Aims and Objectives

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- To explore the behaviours and values that underpin Our Deal for a Healthier Wigan.
- Improve awareness of The Healthier Wigan Partnership and a new model for delivering health & care services.
- Build understanding of what asset-based approaches mean in practice and increase awareness of the tools and techniques that can support this way of working.
- Practice using an asset-based and integrated approach to providing holistic health and care services and understand how this improves outcomes for patients/residents.
- Meet, start to connect and build bonds with colleagues working across the Wigan borough's health and care services.

Our Approach

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- One day interactive walk through and immersive learning session
- Delivered in The Galleries, Wigan
- ‘Hosted’ by staff from Wigan’s health and care workforce
- Delivered to 16 – 20 staff at a time in mixed groups including:
 - Integrated Community Services
 - Start Well and Children's
 - Primary Care including Community Link Workers
 - Wigan Council
 - North West Boroughs Healthcare
 - Wigan Borough CCG
 - Wigan ,Wrightington & Leigh Hospitals
 - VCSE
 - SDF Managers and place based teams



Style of Learning



Creating shared values

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Real life case studies and scenarios

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Evidence of what works

Bill's story

Bill suffers from Chronic Obstructive Pulmonary Disease (COPD) and has a slight learning difficulty. This is Bill's story and the coming together of a GP, COPD nurse, Community Link Worker and a Community Physiotherapist.

Bill's admission trends

| Year | Admissions |
|------|------------|
| 2015 | 56 |
| 2016 | 20 |
| 2017 | 14 |
| 2018 | 1 |

Joanne's perspective

Bill is a man that was well known to all services within primary and secondary care and was a high service user. The complex Attending Respiratory Patient (CARP) monthly meeting facilitated a Multi-disciplinary patient focused discussion where a plan was formulated and implemented.

He was initially assessed for alternative care, however with the excellent support of both the Hospital COPD Unit the community Link team and AWARM he was able to continue to live in his own home.

There has been a dramatic reduction in hospital admissions and AE and GP presentations and Bill states he now has a better quality of life and is active within the wider community. Bill still contacts the COPD unit from time to time for health advice but more for a catch up and a cup of tea.

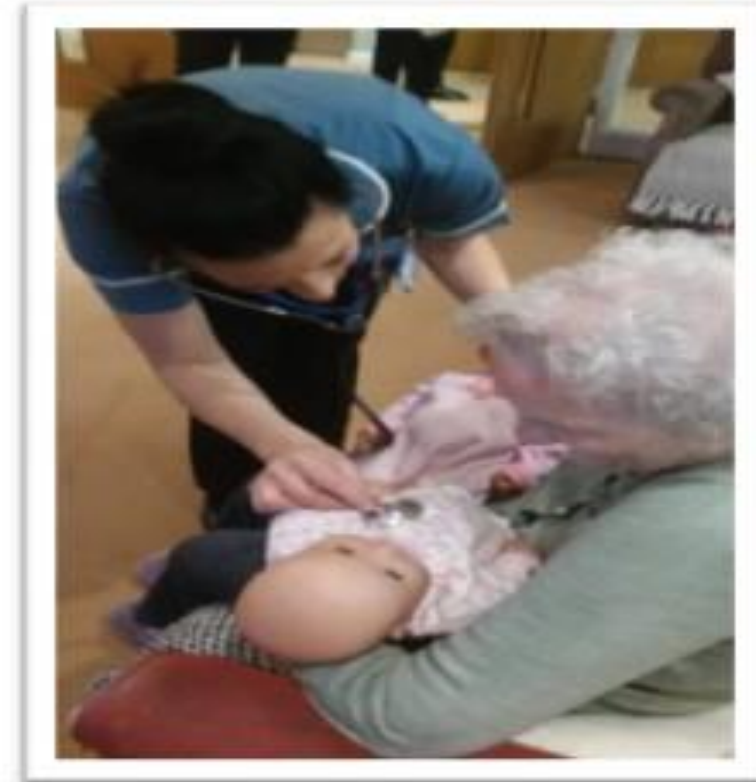
Debbie's perspective

By staff from across the health and care services coming together, we were able to make a difference to this gentleman's life.

"This case shows that when teams work together and take time to listen to an individual you can achieve the best for the patient."

Joanne Wright, COPD Oxygen Lead Specialist Nurse

Debbie Myers, Community Link Worker



Different conversations in different settings

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Delivering the experience for an integrated workforce

Ian Riding, Public Health Programme Manager - Live Well

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Endorsed by System Leaders

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Feedback so far ...

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- ✓ Over 96% of attendees rated the experience as good to excellent
- ✓ 100% reported the experience was well organised
- ✓ 100% positive feedback about the friendliness of our fantastic hosts

Feedback so far...

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Today made me feel inspired by the work we are doing and the way we are working

The hosts were great and made everyone feel welcome and comfortable

I feel motivated to make a difference

Fantastic opportunity to work with partners, feeling supported and encouraged to have a different conversation

Great day with a group of multi disciplinary colleagues who actively engaged and bonded throughout the session

Really enjoyable day, with good teaching techniques and interesting activities

What's the impact? Tony's Story

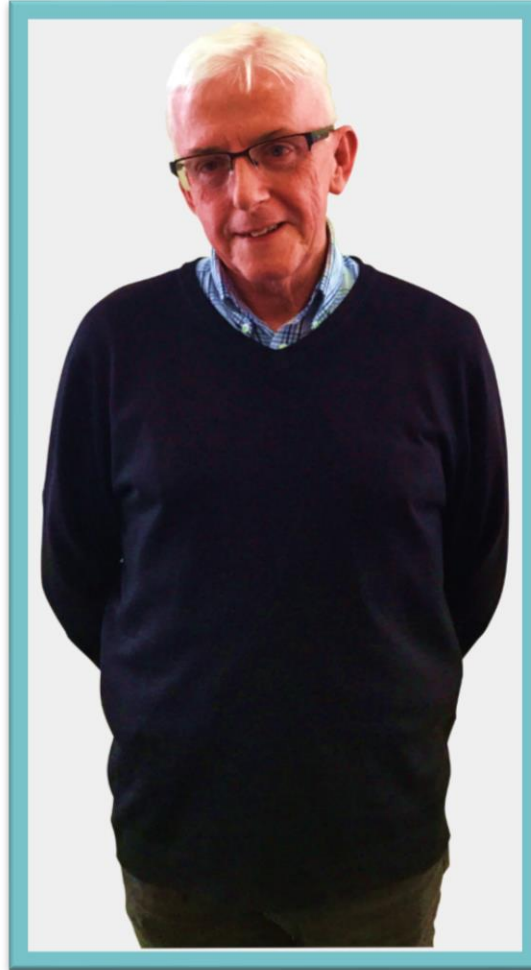
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