

Borders NHS Board

Meeting Date: 17 January 2019

Approved by:	Tim Patterson, Joint Director of Public Health
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INTEGRATION OF PREVENTION AND EARLY INTERVENTION SERVICES - WELLBEING SERVICE	
Purpose of Report:	
The purpose of this report is to advise the Board of the integration of prevention and early intervention services and the implementation of the new Wellbeing Service.	
Recommendations:	
The Board is asked to note this report.	
Approval Pathways:	
This report has been endorsed by the Public Health Senior Management Team.	
Executive Summary:	
<p>The new Wellbeing Service is commencing implementation from 7 January 2019. This will provide evidence based, early interventions supporting lifestyle change and emotional wellbeing. The Wellbeing Service will integrate the following services which currently provide wellbeing support:</p> <ul style="list-style-type: none"> • Quit Your Way (QYW) – smoking cessation service • LASS –lifestyle advice and support to increase physical activity, reduce weight and eat healthily • Doing Well (DW) – support to improve low to moderate mental wellbeing <p>The new service will continue to be provided in Primary Care. The benefits associated with the Wellbeing Service include:</p> <ul style="list-style-type: none"> • Improved patient journey (no need to transfer between services) • Increased accessibility • Provision of holistic support thus increasing availability of specific lifestyle and wellbeing work across Borders • Equity of delivery across Borders region • Increased capacity in service will reduce demands on GP time <p>Action 15 Mental Health funding will allow recruitment of additional staff which will increase the availability of the service and also provide dedicated psychology time to ensure supervision and coaching for staff.</p> <p>Work has progressed sufficiently in the following areas to allow for initial implementation:</p>	

- Database – a new database using emisweb (currently used in community and mental health) has been developed.
- Staffing – existing staff have new job descriptions and have participated in training
- Budgets – NHS Borders Finance is supporting a process of managing the budget for the service which will include the existing budgets in Public Health (LASS), Pharmacy (QYW) and Mental Health (DW and Action 15).
- Communications – all referrers have been advised of the development of the service and routes for referrals.

Actions in progress:

- Staffing – additional advisors hours are currently being advertised
- Communications – branding for the new service will be tested with patients in January. Wider public facing communications work will commence once new advisors are recruited.

Summary:

Work has progressed to allow initial implementation as scheduled from 7 January 2019.

Impact of item/issues on:

Strategic Context	This development aligns with NHS Borders Clinical Strategy to have a greater emphasis on prevention which is also echoed in the Integration Strategic Plan 2018-21 and the Community Plan. This development also supports the national and local Mental Health Strategies; Borders Diabetes Prevention Partnership and will assist delivery of the national Towards a Smokefree Generation delivery plan.
Patient Safety/Clinical Impact	This development will increase capacity for person centred wellbeing support in primary care and improve access for patients. .
Staffing/Workforce	Existing staff have participated in a comprehensive training programme prior to implementation. Additional workforce will be recruited via Action 15 funding.
Finance/Resources	Additional workforce will be recruited via Action 15 funding.
Risk Implications	Full implementation will be dependent on recruitment which is currently underway.
Equality and Diversity	EQIA completed.
Consultation	The Steering Group supporting this work included staff and management from each of the services as well as Partnership and HR. This work was presented at the Public Reference Group, Primary Care Improvement Session in Summer 2017 and the Mental Health and Wellbeing Group and Public Health Management Team have been kept informed throughout.
Glossary	SIMD – Scottish Index of Multiple Deprivation.

WELLBEING SERVICE IMPLEMENTATION

Situation

From 7 January the new Wellbeing Service will begin implementation. This will provide evidence based, early interventions supporting lifestyle change and emotional wellbeing.

These services are currently provided by three different services:

- Quit your way (QYW) – smoking cessation services
- LASS –lifestyle advice and support to increase physical activity, reduce weight and eat healthily
- Doing Well (DW) – support to improve low to moderate mental wellbeing

The integrated service will continue to be provided in GP practices in Primary Care and community venues. The existing provision is being extended to ensure an equitable service to all GPs in sites across the Borders based on population size weighted by deprivation.

The Wellbeing Service will support the work of the Borders Diabetes Prevention Partnership through enabling healthy lifestyles and delivering a local weight management programme.

The initial implementation phase will be from 7 January operating with existing staff. Recruitment is underway for additional advisors and we expect to be fully staffed by the end of March 2019.

Background

QYW, LASS and DW deliver focussed interventions supporting lifestyle changes and emotional wellbeing. This development aligns with a focus on prevention, early intervention and will redesign services to ensure a more holistic model of care and deliver the following advantages:

- Improved patient journey (no need to transfer between services)
- Increased accessibility
- Provision of holistic support thus increasing availability of specific lifestyle and wellbeing work across Borders
- Equity of delivery across Borders region
- Increased capacity in service will reduce demands on GP time

The work is being led by a Steering Group with representatives including managers and staff from each of the three services, HR and Staff side. Support to the process is also provided by Better Borders Project Manager. Five staff mapping/development sessions have been held to support this work.

The following workstream areas were identified by the group:

- Database – NHS Borders IT department developed a new emisweb based system and associated referral processes. Emisweb is currently used by community nurses and mental health. This system enables straightforward referral from primary care and also allows people to self refer.
- Staffing – Development of new job descriptions and a training schedule for staff.

- Budgets- required to confirm budgets for the new service and allocation of hours across practices.
- Communications – need to communicate with referrers and other stakeholders. Need to ensure appropriate branding for the service.

Assessment

The identified workstreams have progressed sufficiently to allow initial implementation from 7 January 2019. Full implementation and wider communications work will commence once additional recruitment has taken place.

- Database – emisweb is up and running and referrers advised of changes to routes to referrals. Additional work will be required to streamline processes within Badgernet (midwifery system) and Trak (BGH), however, a function is in place to allow referrals.
All current caseload details have been migrated from individual service databases. Standard operating procedures (SOP's) have been developed for managing patient journeys.
The emisweb system will allow reporting on key performance indicators including:
Process:
 - Referral, DNA and completion rates
 - Primary and secondary reasons for referral
 - Demographics (e.g. age, gender, SIMD category)
 Outcomes:
 - Smoking status and quits at 4 and 12 weeks
 - Physical activity levels
 - Weight/Body Mass Index
 - Mental health and wellbeing scores
- Staffing – new job descriptions have been developed and evaluated and a ring-fencing exercise to align staff to the new structure has been completed with support from HR.
Existing staff have completed additional training.
Additional advisor hours are currently being advertised.
- Budgets- budgets for the new service are confirmed and unchanged from the existing LASS (Public Health); QYW (Pharmacy hosted by Public Health) and DW (Mental Health).
Additional Action 15 funding has been made available to the service which will increase the number of advisors by the equivalent of four full-time posts over and above currently 8.3 full-time equivalent posts.
Action 15 funding will also allow some dedicated psychology time to provide supervision and clinical coaching. Mental Health colleagues are progressing this work.
NHS Finance colleagues are supporting a process for straightforward governance and management of the budget streams for the new service.
- Communications – Morton Ward communications and marketing company have received feedback on initial design concepts and are developing ideas for testing with patients in January.
Existing referrers have been advised of the role of the new service and issued with instructions on how to refer.
Communication work will continue during January and will be undertaken more widely with a public launch once fully staffed.