Welcome to the Neighbourhood Care Networks’ (NCN) Newsletter for ABuHB. This regular newsletter aims to keep you updated about how our NCNs are progressing their plans and working with partners to deliver community based services that meet the needs of the population served.

Do you want to share what’s happening in your NCN area? To submit an article for the next newsletter, please contact your NCN Network Support Officer. For more information, see the contact list on the back page.

Putting NCN Plans into action – what we’ve achieved so far...

Across Gwent
The Road to Wellbeing

The Primary Care Mental Health Support Team have been touring NCNs to publicise their two new programmes for patients and carers:

**ACTivate Your Life** is a free 4 week course, developed by Consultant Psychologist Prof. Neil Frude. Sessions are based on Acceptance and Commitment Therapy (ACT) and teach the individual about stress and suffering caused by emotional issues like worry or chronic pain.

**Stress Control** is a 6 week course delivered by a team of Stress Control Trainers from ABuHB and Communities First. The course includes free resource information booklets and a mindfulness CD.

These are different from traditional group therapy in that patients can pick and choose the dates and venues that they attend, and do not even have to speak. Both courses are free, open to anyone and everyone and do not include registration, assessment or waiting list. For information about classes for either course available in your area, visit: http://www.wales.nhs.uk/sitesplus/866/page/81687

**Bowel Screening**

95% of ABuHB practices are taking part in an NCN funded pilot project in partnership with Public Health Wales and Bowel Screening Wales. The project aims to provide those individuals that did not respond to the initial Bowel Screening Wales invitation for testing by providing another opportunity to participate in this very important testing programme to support early detection and improve bowel cancer mortality rates.

**Bowel screening** invitations and testing kits are sent every 2 years to men and women aged 60-74. Non-responders are being contacted by letter and follow up telephone call to promote and encourage screening.
Dementia Roadmap

A web based application, Dementia Roadmap, has been funded by NCNs and is currently being populated with local signposting information by Louise George, Gwent Association of Voluntary Organisations (GAVO).

The website will provide information to help professionals, those diagnosed with Dementia and their families to navigate through the services available to them from diagnosis to end stage.

Healthcare Support Workers join the District Nursing Service

Health Care Support Workers have joined the District Nursing Service to provide basic care, including a Phlebotomy service. This support enables the District Nursing Service to focus on more specialist elements of their role. NCN funds were used to support this new service, together with new funding from Welsh Government.

NCN-funded Training

NCN monies have been made available to support Practices with clinical and non-clinical training to improve knowledge, skills and access to training courses. This has provided training across Administrative Staff, Healthcare Support Workers, Practice Nurses, GPs and Practice Managers.

Training sessions included:
- Communication/ customer service skills for non-clinical staff
- Read code training for Practice Administrators
- Venepuncture training
- Ear irrigation training

You said, we did Diabetes Service User Event

The Christchurch Centre, Newport was host to the second “You said, we did” event on 29th February. Patient, carers, Health professionals and Third Sector Agencies, including Diabetes-UK, came together to hear how services for patients with Diabetes have changed. Most importantly, patients gave feedback on what was working well for them and what needs to be improved. These lessons will help inform the NCN development plans for 2016/17.

Siân Millar, Divisional Director opening the You said, we did event

Across Blaenau Gwent

Malnutrition Universal Screening Tool (MUST) in Practice

4 half day Nutritional Pathway Guidance training sessions utilising the Malnutrition Universal Screening Tool (MUST) are being hosted during Nutritional Hydration Week, 14th -20th March, for Registered Nurses and Health Care Support Workers in the independent Sector.

The training will ensure that appropriate referrals are made to the Community Dietetic Service, those with the greatest need are responded to in a timely manner and that independent sector Registered Nurses are up-skilled in MUST knowledge and the application of MUST outcomes. This training is being funded by NCN monies.
Maternity Obesity Clinics at Ysbyty Aneurin Bevan

Maternal Obesity Clinics are hosted at Ysbyty Aneurin Bevan on Wednesday and Thursday mornings, alongside current Midwifery Clinics.

This additional obesity service in Blaenau Gwent supports mums to be in Blaenau Gwent who are excluded from the standard Adult Weight Management Package during pregnancy, which is open to those with a Body Mass Index (BMI) greater than 30.

This is being supported by Louise Gillam, Community Dietitian funded by the Blaenau Gwent NCN plans.

Across Caerphilly

Practice-based Social Workers

3 Practice-based Social Workers have been appointed at Risca Surgery; Gelligaer Surgery and Tonyfelin Medical Centre, as part of an initial 1 year NCN funded pilot.

The Social Workers provide a greater focus on achieving people’s well-being outcomes through holistic integrated assessment and co-productive solutions:

- increased capacity for GP’s where people can access the right person, with the right skills and at the right time
- development of professional relationships between GP’s and Social Workers and avoidance of admissions to hospital through community support via Frailty
- increased care at home
- innovative co-productive solutions or access to step up beds.

Across the North... Living Well Living Longer Health Check

The Living Well Living Longer Health Check Programme invites residents, age 40-64 (who are not currently on a chronic disease register), who live in the most deprived areas of ABUHB, to receive a cardiovascular risk assessment – a “mid-life MOT”. Individuals are then supported to identify lifestyle changes to lower their identified risks and signposted to local services such as Stop Smoking Wales, National Exercise Referral Scheme (NERS), Adult Weight Management Services and the Gwent Drug & Alcohol Service (GDAS). This is a Welsh Government Tackling Poverty priority and is being delivered by Aneurin Bevan University Health Board and Public Health Wales.

Assessments have been taking place in local community venues including: Rhymney Library, St David’s Community Centre, and the Rhymney Integrated Health & Social Care Centre.

Across the East... Glan yr Avon Residential Care & Nursing Home achieves IQT Silver

As part of the wider Advance Care Planning work, Glan yr Avon Residential Care & Nursing Home has just completed the Improving Quality Together (IQT) Silver Award. This award will allow the Nursing Home to:

- Apply improvement methodology to Advance Care Planning and End Of Life care
- Prevent avoidable admissions.

Across the South... Healthy at Home Scheme

The Village Surgery and Lansbury Surgery have been working with Care and Repair to indentify elderly patients who may benefit from adaptations to their accommodation to improve safety. The NCN funded short-term project is proactive, offering a home visit by a Care and Repair Officer to all patients over 75 who are aligned with the practices, to identify current and anticipate future needs and intervene early with advice and services.
**Across Monmouthshire**

**New Integrated Dementia Support Service**

Dementia has been highlighted as a priority in the Monmouthshire NCNs’ development plans. Sharon Lambert, Integrated Dementia Support Worker in Monmouthshire, delivers the Alzheimer’s Society’s **Integrated Dementia Support Service**.

Once someone has been newly diagnosed with Dementia by their Consultant, the Integrated Dementia Support Worker makes contact to tailor the support provided to the individual and their family. Support Workers provide patients and their Carers with a supportive relationship to enable them to live well, and independently, with Dementia for as long as possible.

**Sharon Lambert**  
Tel: 01495 221445  
Mob: 07484053254  
Email: sharon.lambert@alzheimers.org

**Clare Marchant, Director of Social Services, Monmouthshire County Council & Integrated Service Partnerships Board Joint Chair**

Clare Marchant, recently appointed as Director of Social Services with Monmouthshire County Council attended the Integrated Partnerships Board on 23rd February.

The purpose of the Integrated Service Partnerships Board (ISPB) is to oversee the implementation of Welsh Government’s *Setting the Direction* strategy, linking with Neighbourhood Care Networks (NCNs), Frailty and the delivery of integrated service plans. The aim is to ensure they ‘fit’ within the wider planning framework.

The ISPB oversees operational delivery issues, monitors the overall performance of the NCNs and Integrated Service Teams (ISTs), and ensures that all relevant service standards and targets are being met.

**Across the South... Pulmonary Rehabilitation Classes, Chepstow Hospital**

The current **Pulmonary Rehabilitation pilot**, funded by Monmouthshire South NCN, will end on 8th March. Patients and carers have shared really positive feedback in relation to the range of educational topics which include smoking cessation, anxiety and stress in respiratory health, diet and healthy living. Patients also found the chest condition question and answer session with Dr Patrick Flood-Page, Respiratory Consultant informative and gave them a greater understanding of their condition.

16 patients have been invited to the next programme, which has been filled, and is due to start on 26th April 2016.

**Across Newport**

**Newport Diabetes UK Group**

Many Practices in Newport have a high prevalence of Diabetes, with many patients from different ethnic backgrounds.

Sarah Gibbs launched the **Newport Diabetes UK Group** in May 2015 following her diagnosis of Type 2 Diabetes. The group meets on the 3rd Thursday of every month 19:00-20:30, at Church Hall of St Julius and St Aaron, Heather Road and was recognised by Diabetes UK Cymru at their Volunteer Conference and Inspire Awards 2016, when they were presented with the **Inspire Local Group & Community Award**.
The members mainly consist of those with Type 2 Diabetes, however they welcome Type 1 suffers too, in addition to Carers, family, friends and anyone who wants to know more about living with the condition.

[Click here for group event information]

**Sarah Gibbs**
Tel: 07743 447331
Website: www.newport.diabetesukgroup.org/
Email: newportdiabetesukgroup@gmail.com
Twitter: @Newportdiabetes

**Across the West... Vaughan Gething, Deputy Minister Visit**

Mr Vaughan Gething AM, Deputy Minister for Health in Wales, visited Newport West NCN meeting on 25th February 2016. The Minister spoke to grassroots members of the NCN and discussed some of the pressing questions on challenges currently facing Primary and Community Care. The audience were appreciative of the Minister’s direct and pragmatic approach on the discussion around sustainability of General Practice.

**Across Torfaen**

**Practice Manager Forums to progress roll out of My Health Online**

My Health on Line (MHOL) - Practice Managers agreed to run a project to agree a consistent approach to raise awareness and uptake of MHOL, through sharing good practice and agreeing processes with the support of NCN funding.

**Welfare Reform – the impact on Mental Health & wellbeing**

Sue Browne, Partnerships & Policy Manager for Torfaen County Borough Council, and Emma Davis, Collaboration & Improvement Officer for Communities First have presented to the NCNs regarding the likely impact of the Welfare Reforms on patients and citizens attending GP Surgeries. She has created a contact sheet with useful information to support Clinicians in difficult consultations.

The reforms are both complicated and hard hitting; they will continue to impact on the some of the most vulnerable people in our communities, and the new focus on reducing the “tax credits” side of the equation, will mean that their impact is extended into a much broader range of household types, including many more people potentially vulnerable to “in work” poverty.

These changes are and will continue to have a huge impact on people’s health, for example:

- Previously well people in work, needing to visit their GP due to anxiety and stress
- Chronic Mental Health patients increasing their intake of antidepressants
- Anxiety caused by the delays in benefit decisions being made for those with chronic
conditions and disabilities, causing Mental Health and wellbeing issues and an increased demand for psychiatric services

- Avoidable winter deaths resulting from older people cutting back on heating their homes
- Increase in: suicides/ suicidal behaviours, domestic violence, child neglect, homelessness (particularly amongst young people), demand for GP consultations focusing on patient’s social and economic concerns

A lot of these issues will be taken up by the Social Prescriber, funded by Torfaen North NCN.

**Obesity Strategy Workshop Support**

NCN funds have been allocated to support Torfaen and Communities First to deliver the *Gwent Childhood Obesity Strategy workshop* for professionals.

*Fit for Future Generations*, a childhood obesity strategy for Gwent to 2025 has been developed by Aneurin Bevan Public Health Team in collaboration with key public services and stakeholders. Our vision is for healthier fitter children of the future - obesity will not be harming children and limiting the wellbeing and health of future generations. The strategy provides a strong case for public service-wide, coordinated and effective action on childhood obesity. It will help all NCNs within Gwent to plan services in the future.

**Patient Engagement**

NCN Leads have met with Diabetes Patient Representatives to instigate their input in NCN plans and have made arrangements to attend future Diabetes Representative Meetings.

**Across the North... Patient “Did not attend” (DNA) GP Surgery appointments**

A reduction in the number of patients who did not attend their GP Surgery appointment has been achieved predominantly through the large scale roll-out of *My Health Online*. This online booking system has successfully signed up to by 892 patients from Abersychan Surgery.

**Across the South... Judith Paget, ABuHB Chief Executive, NCN visit**

Judith Paget observed the Torfaen South NCN meeting on 20th January. Following the meeting, Judith contacted Dr Amanda Head to express that she was:

"Truly impressed with the number of colleagues at the meeting, the range of partners present and the discussions. You are all clearly building excellent relationships and a common sense of purpose and collaboration focusing on the needs of South Torfaen residents. Thank you – I came away feeling positive and motivated about the work you are leading."

Judith also reported that she is looking to attend further NCN meetings across Gwent.

**Partnerships Team Update**

**Paul Mayberry, NCN Independent Advisor – Community Pharmacy Lead**

Paul Mayberry is a Community Pharmacist and joined the team as an NCN Independent Advisor Lead on 10th January. He owns 7 pharmacies, of which 6 are in the ABuHB area, is also a Board Member of Community Pharmacy Wales and sits on the Welsh Pharmaceutical Committee.

Paul is looking forward to understanding the issues and pressures on the Health Board and
using his 25 years of experience in Community Pharmacy to help identify, with the other NCN Leads, where it can be prudently utilised to deliver better patient outcomes, whilst reducing pressures on others within the Primary Care Team.

What's on?

The Gwent-wide NCN meeting schedule for March is shown below. We would be grateful if all members could ensure that representation is provided.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Meeting name</th>
<th>Location</th>
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<tbody>
<tr>
<td>Tuesday 8th March</td>
<td>13.15 – 17.15</td>
<td>Monmouthshire South Meeting 5</td>
<td>Chepstow Day Hospital, Chepstow</td>
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<td>Wednesday 9th March</td>
<td>13.00 – 15.00</td>
<td>Prescribing Leads (Blaenau Gwent/ Caerphilly)</td>
<td>Lecture Theatre, Ysbyty Ystrad Fawr</td>
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<td>13.00 – 15.00</td>
<td>Blaenau Gwent East Meeting 5</td>
<td>Training Room, Blaina ICC</td>
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<td>Thursday 10th March</td>
<td>13.00 – 15.00</td>
<td>Newport West Meeting 5</td>
<td>Large Board Room, Victoria House</td>
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<td>13.00 – 15.00</td>
<td>Torfaen North Meeting 5</td>
<td>Pontypool Medical Centre</td>
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<td>14:00 – 16:00</td>
<td>Caerphilly Management Team</td>
<td>Seminar Room 1, Ysbyty Ystrad Fawr</td>
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<td>Tuesday 15th March</td>
<td>13.00 – 15.00</td>
<td>Monmouthshire North Meeting 5</td>
<td>Bridges Community Centre, Monmouth</td>
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<td>Thursday 17th March</td>
<td>13.00 – 15.00</td>
<td>Caerphilly East Meeting 5</td>
<td>Lecture Theatre, Ysbyty Ystrad Fawr</td>
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<td>13.00 – 15.00</td>
<td>Newport North Meeting 5</td>
<td>Large Board Room, Victoria House</td>
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<td></td>
<td>13.00 – 15.00</td>
<td>Blaenau Gwent West Meeting 5</td>
<td>Seminar Room, Ysbyty Aneurin Bevan</td>
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<tr>
<td>Tuesday 22nd March</td>
<td>13.00 – 15.00</td>
<td>Newport East Meeting 5</td>
<td>Large Board Room, Victoria House</td>
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<tr>
<td>Thursday 24th March</td>
<td>13.00 – 15.00</td>
<td>Caerphilly North Meeting 5</td>
<td>Meeting Room 1 &amp; 2, Rhymney Integrated Health &amp; Social Care Centre</td>
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<td>13.00 – 15.00</td>
<td>Torfaen South Meeting 5</td>
<td>Boardroom, Bron Afon Housing Association, Cwmbran</td>
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<td>Thursday 31st March</td>
<td>13.00 – 15.00</td>
<td>Caerphilly South Meeting 5</td>
<td>Nantgarw Road Surgery</td>
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As a first step in a three year development programme, and aligned to the Quality and Outcomes Framework (QOF), in 2013-14, 12 NCNs were formed across Aneurin Bevan University Health Board. A Lead is assigned to each NCN area, supported by a Network Manager and Network Support Officer from the Partnerships & Networks Team.

GP Practice Development Plans (PDPs) are submitted to the Primary Care & Networks Teams, which are analysed to identify key themes and points raised to begin informing the development of local NCN action plans.

<table>
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<tr>
<th>Area</th>
<th>NCN Lead</th>
<th>Clinical Specialties</th>
<th>Clinical Director</th>
<th>Network Team</th>
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<tr>
<td>BLAENAU GWENT EAST</td>
<td>Vacant</td>
<td>Musculoskeletal Radiology</td>
<td>Dr. Anne Marie Cunningham</td>
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<td><a href="mailto:ian.haywood@wales.nhs.uk">ian.haywood@wales.nhs.uk</a> Tel: 01495 241252</td>
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<td>BLAENAU GWENT WEST</td>
<td>Dr. David Minton</td>
<td>Diabetes Renal Neurology</td>
<td>Dr. Rebecca Payne</td>
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<td>Network Support Officer Stella Montgomery</td>
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<td>CAERPHILLY EAST</td>
<td>Dr. Alun Walters</td>
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