



13/02/2015 Innovation and Improvement Bulletin

This bulletin includes research which focuses on improving and developing services to improve the patient journey and make services more effective and efficient. It also includes information on service evaluations and future challenges for services that need to be considered in planning.

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## Intermediate care

### [Community rehabilitation and intermediate care](#)

The National Institute of Healthcare Research has published a [literature review](#) and analysis to identify patient characteristics associated with outcomes. It provides additional evidence that interdisciplinary teamworking in intermediate care may be associated with better outcomes for patients, but warns that care should be taken with overinterpretation.

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## General Practice

### Building sustainable GP services

Prior to a Parliamentary debate last week relating to the current pressure on general practice and options for addressing it, the Nuffield Trust produced a Parliamentary Briefing [Building sustainable GP services](#). This short briefing pulls together key findings from the Nuffield Trust's work in this area. It examines funding and workforce difficulties, explores possible effects on patient care and A&E, and makes recommendations for the future. The briefing advocates both increased funding and the development of larger scale general practices which work closely with the wider NHS, managing patients better and meeting more complex needs.

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## Community Services

### Improving health visiting services

NHS England is working with the Department of Health to show the difference improvements to health visiting services are making to new parents and children. They are posting a [series of blogs](#) that highlight the vital work being carried out by health visitors around the country.

### New learning materials published for health visitors

The Institute of Health Visiting has developed [new resources to support the continuing professional development](#) of health visitors. The new resources include:

- A National Framework for Continuing Professional Development for Health Visitors – This framework has been developed for employers of HVs to support the commissioning and benchmarking of CPD across all HV service providers
- Lifelong Learning in Health Visiting a guide to personalise continuing professional development. This guide aims to enable them to review their own personal and professional development and consider how best to develop their own practice.
- A new online CPD directory for health visitors to provide them with access to a wide range of CPD opportunities to enhance their capabilities

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## Innovation and improvement policy

### Health Policy

The Health Foundation has published [Three tests for a credible health policy](#). This report focuses on the actions politicians need to take to maintain and improve the quality of care both now and for the future.

There have been significant advances in the quality of care over the last 15 years, however, this progress is starting to unravel in some areas. To understand whether the political parties' health policies meet this challenge, politicians must demonstrate how their proposals pass three tests: will the policies maintain or improve quality in the short term? Will the policies transform NHS care for the medium to long term?; and will the policies achieve financial balance?

### Coalition government and NHS reorganisation

The Kings Fund has published [The NHS under coalition government: part one: NHS reform](#). This report covers six major themes of the coalition government's reform programme: commissioning of care; provision of care by NHS providers; regulation of the quality of care; competition and choice; governance and accountability and the integration of care. For each theme, it describes the situation the coalition government inherited when it came to power in 2010, the policies it has pursued and (where available) evidence of their impact.

### Partnership arrangements between NHS bodies and local authorities

The Department of Health has begun an open consultation seeking views on bringing NHS England's primary medical care functions into local authorities and health bodies' partnership arrangements. The proposed amendments set out in [NHS Bodies and Local Authorities Partnership Arrangements \(Amendment\) Regulations 2015 Public Consultation](#) will make it possible for pooled budgets to include funding for primary medical care which will encourage greater integration across community health, social care and primary care. The consultation period runs until the 8 March 2015.

### Is special measures working?

Dr Foster has published [Is special measures working?](#) This report provides the first analysis of the impact that the intervention of 'special measures' has had on mortality rates at the eleven hospital trusts placed under these measures following a review into standards of care in 2013. The report concludes special measures has been effective at reducing mortality rates across the 11 trusts combined. Following this report the Health Secretary has announced new plans to reduce the number of "avoidable deaths" in English hospitals with an [annual review of 2,000 cases of patients who later died](#) which would allow hospitals to be ranked according to avoidable mortality rates

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## **Innovation and improvement tools and techniques**

### Improving experiences of care

The National Quality Board (NQB) has published [Improving experience of care: our understanding and ambition](#). The NQB is a multi-stakeholder board established to champion quality and ensure alignment in quality throughout the NHS. This document sets out a common way for the national health and care organisations on the NQB to talk about people's experiences of care and their roles in improving them. It also includes examples of good practice and resources, to support organisations and individuals in improving experiences of care.

### Change in the NHS

The Kings Fund has published a new digital report, [the future is now](#). The report looks across England and overseas into future ways of changing health and health care systems. It brings together examples of change, focusing on a future that already exists, albeit unevenly distributed. From Yorkshire and London, to Sweden and the Netherlands it provides examples of change that is unfolding among patients and the public; among NHS staff and leaders; and across systems.

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## **Clinical commissioning**

### Commissioning Support Lead Provider Framework

NHS England has announced the organisations that have been approved to join the new [Commissioning Support Lead Provider Framework](#), following a procurement process. The framework has been developed with local clinical commissioners who asked for a simpler and less costly process for choosing the support they need. In February 2014, NHS England invited organisations to come forward who were capable of bringing together end to end support services, such as back office finance and human resources, GP IT services, contracting, engagement and business intelligence.

### PCC outlines 2015 work programmes

Outcomes-based based commissioning, development of new models of care and primary care commissioning development are the three pillars of support [PCC](#) is offering to commissioners and providers this year. They are underpinned by two further work programmes: personal and team development, and patient and public participation, to build relationships, effective networks and teams.

### CCG Bulletin

[Issue 77](#), 9 February 2015

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## Workforce innovation and improvement

### Care certificate guidance

NHS Employers has made available new guidance and resources aimed to help employers implement the new [Care Certificate](#) for health and social care support workers, which launches in March 2015. The resources are intended to be used to support employers as they prepare to implement the Care Certificate which has been developed to create more consistency in standards of care among healthcare assistants and social care support workers.

### Revised code for nurses and midwives

The Nursing and Midwifery Council's [revised code for nurses and midwives](#) will come into effect for all nurses and midwives from 31 March 2015. The code has been revised to take into consideration the new revalidation model which is due to come into force at the end of 2015. The code is shaped around four key principles which state that good nurses and midwives should prioritise people, practice effectively, preserve safety and promote professionalism and trust.

### Culture change in the NHS

The Department of Health has published [Culture change in the NHS: applying the lessons of the Francis Inquiries](#). The report shows that a great deal has been achieved since Sir Robert Francis's public inquiry into Mid Staffs, and that the improvements made since must be sustained and embedded for the future and applied equally and rigorously across all sectors of the health and care system. Each chapter sets out the main areas where further action is needed to ensure that safe, effective and compassionate care is the norm. The supporting annex sets out in detail the substantial progress made against the 290 recommendations of the Francis report.

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## Health informatics

### Improving transparency in the NHS

The Department of Health has published [MyNHS – greater transparency for better health and care: MyNHS planning 2015-2017](#). The MyNHS website is a single place where health and care organisations, as well as the public, can compare the performance of services over a range of measures, at both local and national level. The site aims to drive improvement across the health and care system encouraging organisations and professional teams to compare their performance and see where they can improve what they do and the

services they offer. The document summarises the current plans for how the information on MyNHS will be expanded and improved between 2015 and 2017.

### Role of IT and digital media in the redesign of health and social care

Socitm (the Society of Information Technology Management) has published a [report](#) on the consequences of NHS and social care reforms on IT and digital policy and activity.

The context for the report is the Health and Social Care Act 2012 and the Care Act 2014.

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### **Long term conditions**

#### Help for people facing multiple and complex needs

A new report published by the Revolving Doors Agency and Centre for Mental Health shows that some of the most excluded and disadvantaged people in society can be effectively helped through better, more targeted support. The report, [Comprehensive Services for Complex Needs: A summary of the evidence](#), assesses the evidence for three programmes designed to work directly with people facing multiple and complex needs: multisystemic therapy; wraparound; and the link worker model. It shows these programmes can address important issues such as crime and homelessness, while improving clients' wellbeing.

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### **Medicines management**

#### Surveillance and the evaluation of antibiotics

As part of the ongoing Review on Antimicrobial Resistance, the Review has published its second report [Tackling a global health crisis: Initial steps](#). The report sets an assessment of the international antimicrobial resistance research funding landscape, and makes the first recommendations for global action to address the challenges of rising drug resistance. It includes details of the establishment of a global AMR Innovation Fund; steps to help maintain the effectiveness of existing antibiotics; and action to address an emerging skills shortage in this field of research.

Additional link: [PHE press release](#)

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### **Patient engagement**

#### New guidance on how pharmacies can help support carers

Carers have an important role to play in caring for patients and NHS England want healthcare professionals to do more to identify and support them.

PSNC has published a [briefing](#) on how community pharmacy teams can help carers in their work.

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## Public health

### 'Act FAST' stroke campaign

Public Health England is launching the annual '[Act FAST' campaign](#) , which highlights the common symptoms of stroke and mini strokes and encourages people to call 999 if they notice the symptoms in others or experience them themselves. Since the Act FAST campaign launched in 2009, an additional 38,600 have got to hospital within the vital 3-hour window meaning that stroke sufferers receive the immediate medical treatment required. This not only results in a greater chance of better recovery, but since the campaign launch over 4,000 fewer people have become disabled as a result of a stroke.

### Rheumatoid arthritis: public health campaign

Public Health England has launched a [rheumatoid arthritis campaign](#) for people in Nottingham and Hardwick, encouraging people to visit their GP if they experience signs of swollen, stiff or painful joints. The campaign, which commenced on 2 February for four weeks, will identify the key three symptoms of rheumatoid arthritis and will encourage those who regularly experience these symptoms to visit their GP with the message that, the earlier the condition is identified, the more treatable it is. The campaign will be targeted at 40-65 year olds.

### Health inequalities plan for men who have sex with men

Public Health England has launched an action plan to address the health and wellbeing inequalities affecting gay, bisexual and other men who have sex with men (MSM). [Promoting the health and wellbeing of gay, bisexual and other men who have sex with men: action plan](#) focuses on three interrelated areas in which MSM are disproportionately burdened with ill-health: sexual health and, mental health and in the use of alcohol, drugs and tobacco.

### NICE Public Health Awareness Bulletin

[Issue 32](#), February 2015

## Smoking in cars carrying children to become illegal

Parliament has approved regulations which will make [smoking in cars carrying children illegal](#). The new rules will come into force on 1 October 2015 and people failing to comply could face a £50 fixed penalty notice. Public Health England will launch a campaign to raise awareness of the dangers that secondhand smoke in homes and cars can cause to children's health. Public Health England will also be running a campaign later in the year to raise awareness of the new legislation.

## Community centred approaches to health and well-being

Public Health England has published [A guide to community-centred approaches for health and wellbeing](#). This guide outlines a 'family of approaches' for evidence-based community-centred approaches to health and wellbeing. It presents the work undertaken in phase 1 of the project and provides a guide to the case for change, the concepts, the varieties of approach that have been tried and tested and sources of evidence.

## Public Health Transformation

The Local Government Association has published [Public health transformation twenty months on: adding value to tackle local health needs](#). This document includes a compilation of case studies showing how local authorities are continuing to make progress on improving health and wellbeing and tackling health inequalities since public health was formally transferred in April 2013. The case studies were chosen because they show a range of ways in which public health in councils is approaching its new roles. They include councils spread across England, covering both rural and urban environments and with varying levels of deprivation and affluence.

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## **Children and young people**

### Maternity Care Pathways tool

The Centre for Workforce Intelligence and Health Education England have produced a [Maternity Care Pathways tool](#) for maternity service providers in England. The tool aims to enable service providers to analyse their whole maternity workforce aligned with their service's individual care pathways. The tool is free to download in Microsoft Excel, together with guidance materials in the form of a user guide and video.

### Children and young people to get more say in their health care

Children and young people are set to play a more active role in deciding which mental health outcomes are most important to them. The move comes as NHS England announces seven sites across the country chosen to develop [Patient Centred Outcome Measures](#) for children and young people with a range of

health conditions. As well as psychological interventions as part of medical treatment, and mental health conditions such as self-harming and eating disorders, children will be consulted on illnesses such as asthma, complex respiratory conditions, palliative care, and on use of wheelchair and posture services.

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## Mental health

### [Investing in children's mental health](#)

The Centre for Mental Health has published [Investing in children's mental health: A review of evidence on the costs and benefits of increased service provision](#). This report examines the costs and the benefits of a range of interventions to prevent or treat some of the most common mental health conditions that affect children and young people. It finds that there is a wide range of interventions for conduct disorder, anxiety, depression and ADHD that not only improve children's mental health but also lead to economic benefits including future savings in public spending. The report concludes that under-investment in children's mental health support is a false economy.

### [Commissioning tools for transitions from child and adolescent mental health services](#)

NHS England has published [two new resources](#) to support commissioning effective, seamless transitional mental health services for young people.

The [new model specification](#) builds on previous specifications and can be adapted locally to reflect the multi-agency nature of commissioning and delivering these services. A sample transition discharge from and transfer of care protocol have also been developed, to help improve support for young people leaving child and adolescent mental health services.

### [Right here: how to promote youth-friendly mental health and wellbeing services](#)

This [guide](#) is aimed at those delivering mental health and wellbeing services for young people aged 16 to 25. It has been written to help services address the specific needs of this age group and tackle some of the barriers which prevent them from accessing traditional mental health services.

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## Learning disabilities

### [Care services for people with learning disabilities and challenging behaviour](#)

The National Audit Office has published [Care services for people with learning disabilities and challenging behaviour](#). Following the exposure in May 2011 of abuse of patients at the Winterbourne View Hospital, the government responded with a commitment to transform services for all people with learning

disabilities or autism who had challenging behaviour or a mental health condition. This report highlights that the Government has not met its central goal of moving people with learning disabilities and challenging behaviour out of hospital by 1 June 2014, because it underestimated the complexity and level of challenge in meeting the commitments in its action plan.

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