



Bath and North East Somerset,  
Swindon and Wiltshire Together

# Bath and North East Somerset, Swindon and Wiltshire Together

An introduction to our Integrated Care System





## Integrated Care Systems...

- Have been shown to deliver the best outcomes for patients and populations across the UK and internationally
- Involve all care providers and commissioners working together to deliver an agreed set of outcomes for our population
- Help to simplify an overly complex system to improve services and make the most effective use of budget and resources

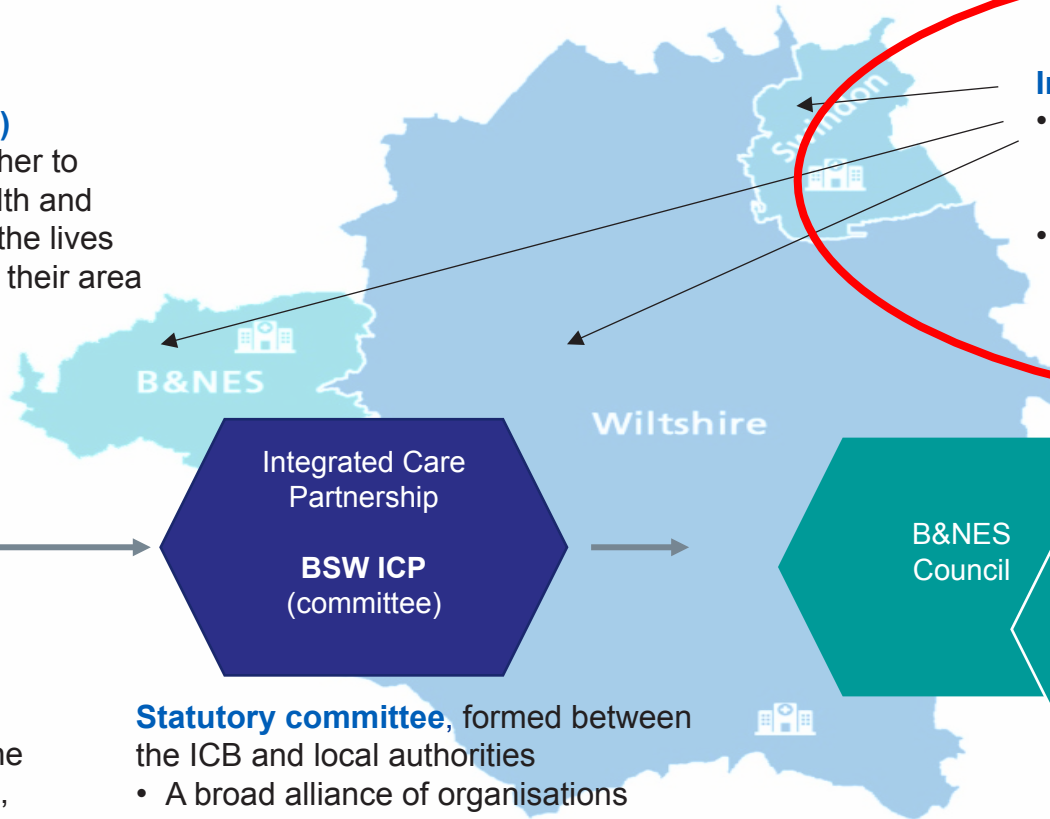




# How the BSW ICS is made up

## Integrated Care System (ICS)

Organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area



## Integrated Care Alliances (ICA)

- Place-based partnerships of NHS, councils, community and voluntary organisations, local people, carers
- Lead the design and delivery of integrated services at place



## Statutory NHS organisation

- Develops a plan for meeting the health needs of the population,
- Managing NHS budget
- arranges for the provision of health services in BSW



## Statutory committee, formed between the ICB and local authorities

- A broad alliance of organisations concerned health and wellbeing of the population
- Author of the Integrated Care Strategy advocate for innovation, new approaches and improvement



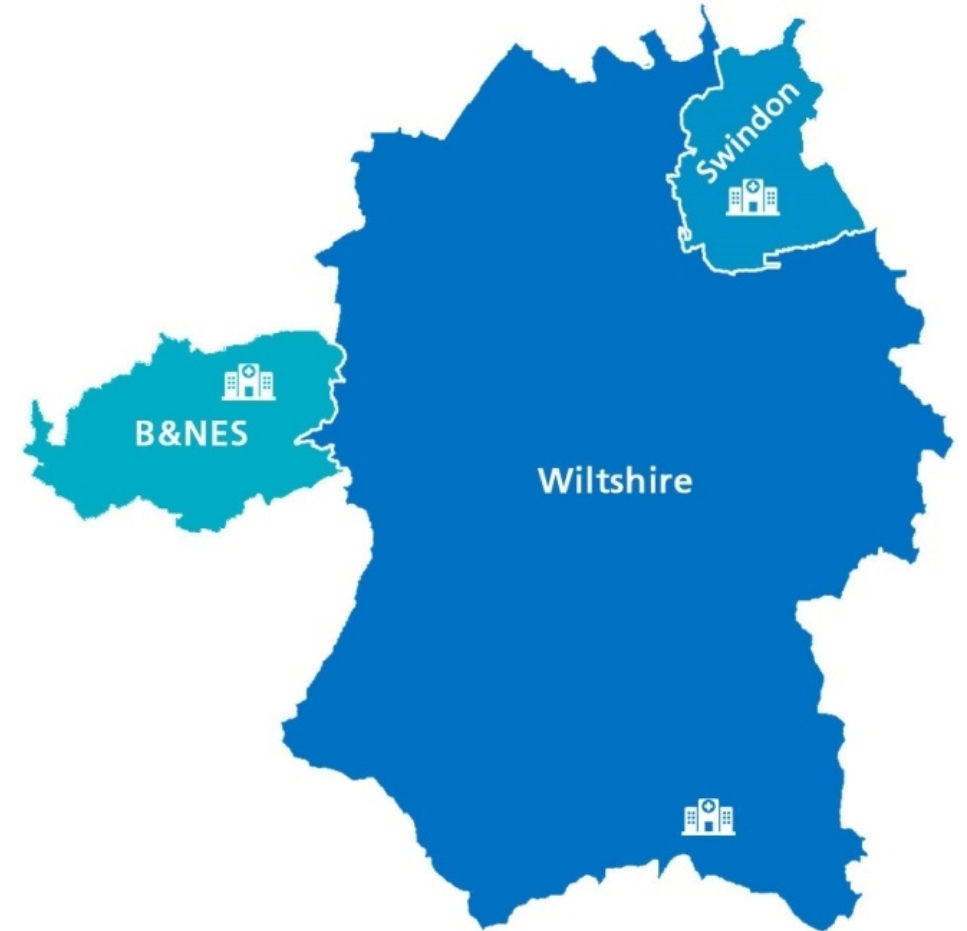
## Local Authorities

- Responsible for social care and public health functions and other services for local people and businesses



## Who we are

- We serve a combined population of 940,000
- We directly employ 37,600 colleagues and benefit from the contribution of many more carers and volunteers
- We are made up of 88 GP practices, 26 Primary Care Networks, two community providers, three acute hospital trusts, two mental health trusts, an ambulance trust, an Integrated Care Board (ICB), three Local Authorities, 2,800 Voluntary, Community and Social Enterprises





# Our vision: Working together to empower people to lead their best life



Plus, a wide range of voluntary and community sector organisations that help provide invaluable support to our populations and our health and care services



# Our Integrated Care Strategy on a page



Bath and North East Somerset,  
Swindon and Wiltshire Together

**Bath & North East Somerset**  
Joint Strategic Needs Assessment and Joint  
Local Health & Wellbeing Strategy

**Swindon**  
Joint Strategic Needs Assessment and Joint  
Local Health & Wellbeing Strategy

**Wiltshire**  
Joint Strategic Needs Assessment and Joint  
Local Health & Wellbeing Strategy

**What we  
will deliver  
together**

**The BSW Vision**  
We listen and work effectively together to improve health and wellbeing and reduce inequalities.

We will deliver this vision by prioritising three clear objectives:

1. Focus on prevention  
and early intervention 

2. Fairer health and  
wellbeing outcomes 

3. Excellent health  
and care services 

**How we will  
deliver it**

## The BSW Care Model:



Enablers to help make it happen:

  
Shifting funding  
to prevention

  
Developing  
our workforce

  
Technology  
and data

  
Estates of  
the future

  
Environmental  
sustainability

  
Our role as  
Anchor Institutions

# Role of ICAs in BSW

Our ICAs have a key role in enabling the ICS in delivering its strategic aims including supporting broader social and economic development. Our Places are where partners come together (in service of and as part of the System) to work collaboratively for the benefit of local communities. Our ICAs are responsible for leading the design and deliver of local health delivery at neighbourhood, and community level

## The following features of Place define their contribution to the *BSW System*

- Closeness to local populations: relationships, democratic mandate, knowing the population
- Geographies in which health and local authority partners align best
- Population sizes that can support locally based service models

These features enable:

- Joint decision making between Place Partners
- A strengthened relationship with local communities
- Integration of community based services across organisational boundaries
- Tapping into and empowering local assets including the voluntary, faith and community sectors
- Opportunities for reducing duplication, inefficiencies, and unwarranted variation
- Meaningful population health management footprints offering the potential for improving equity of access and reducing inequalities in health and care outcomes



# Wiltshire ICA Joint Local Health and Wellbeing Strategy Actions

- Provide integrated services at key stages in a person's life – including later life planning, end of life care, and increasing the provision of personal budgets and coproduction of services.
- Boost 'out-of-hospital' care, dissolving the divide between primary and community health services - through community multi-disciplinary teams, clustering services around primary care networks, and guaranteeing support to people in care homes.
- Enable frontline staff to work more closely together – planning our workforce needs together, developing case studies on front line cooperation, supporting shared records and IT and sharing estates wherever possible.
- Ensure carers benefit from greater recognition and support by improving how we identify unpaid carers.
- Improve join-up of services including specialised commissioning.
- Drive improvement through collective oversight of quality and performance, reconfigurations and recommissioning; overseeing pooled budgets and joint teams together – including the ICA transformation programme and Better Care Plan

## Locality Delivery Plans and Actions

The actions in the Joint Local Health and Wellbeing Strategy are aligned to cluster groups.

**Cluster 1** – Focus on Prevention and Early Intervention

**Cluster 2** – Tackling Inequalities, Improving Social Mobility, Fairer Health and Wellbeing Outcomes (actions for Localisation and Connecting with our Communities are within this Cluster)

**Cluster 3** – Excellent Health and Care Services, Integration and Working Together.



- Lay the foundations for good emotional wellbeing whilst young – by developing a coordinated approach and promoting a core offer in schools across Wiltshire.
- Empower individuals across the life course – in all schools, with working age adults and for the elderly – with advice focusing on healthy lifestyles, smoking cessation, alcohol and substance misuse.
- Prevent ill health - through increased uptake of screening, health checks and immunisations as well as tackling antimicrobial resistance through the best use of antibiotics.
- Adopt a proactive population health approach – rolling this out to new areas (such as moderate frailty) each year to enable earlier detection and intervention.

- Promote health in all policies – including housing, employment, and planning. This will include the development of sustainable communities, whole life housing and walkable neighbourhoods.
- Support healthy home settings – with action on fuel & food poverty, help to find stable well-paid work, mental health, and loneliness and by increasing digital inclusion.
  - Give children the best start in life – with a focus on the whole family, family learning, parenting advice, relationship support, the first 1000 days/ early years and community health services.
- Target outreach activity – identifying particular groups to improve access to services and health outcomes and tackle root causes.
- Improve access through online services and community locations.

- Support local community action – through initiatives such as neighbourhood collaboratives allied to the development of Primary Care Networks, community-based programmes and social prescribing, the community mental health model, area board activity.
  - Pilot community conversations – starting with neighbourhoods in Wiltshire that have significant deprivation and roll these out gradually across the
- Consider the role that procurement can play in delivering social value and the way in which organisations can act as anchor institutions.
- Embed Healthwatch Wiltshire and VCS voices in relevant decision-making structures; ensure the results of consultation are reflected in decision papers.





## Working together across BSW

- Health and care providers across BSW have a long history of collaborative working
- This July we are celebrating the first anniversary of the formation of BSW Integrated Care Board
- The following slides highlight some of our achievements over the past twelve months through working together





# BSW Integrated Care Strategy

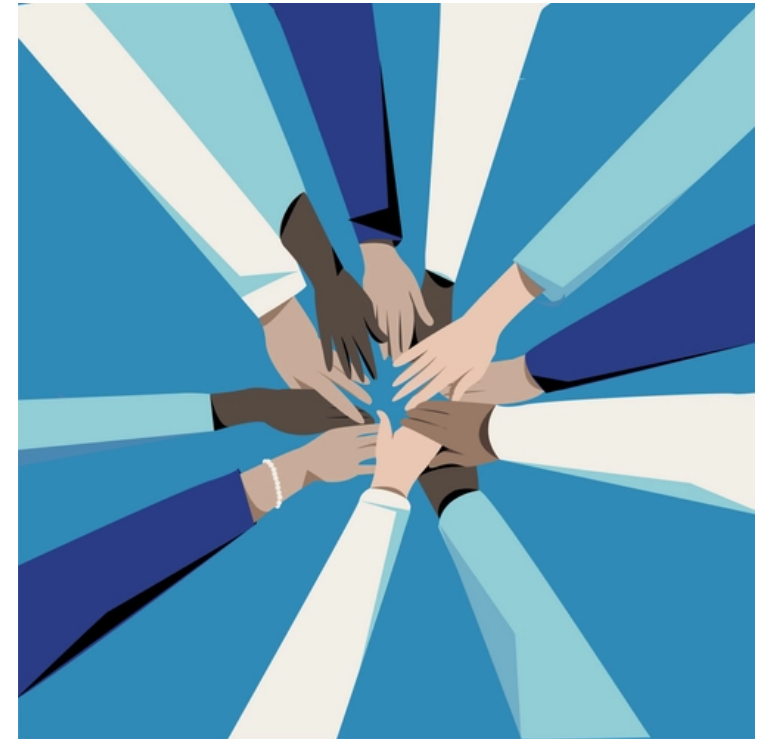
- Sets out our ambition as partners to support the people of BSW to live happier and healthier for longer
- Lays out plans to help those living and working in BSW to improve their health and wellbeing
- It provides a vision for the next five years, uniting partners behind three clear objectives:
  - Focus on prevention and early intervention
  - Fairer health and wellbeing outcomes
  - Excellent health and care services





## Neighbourhood Collaboratives Programme

- Co-developed by Wiltshire Alliance Partners, the Neighbourhood Collaboratives Programme aims to support neighbourhoods to establish collaborative groups who will work to improve health and wellbeing outcomes
- The Alliance will offer support to develop connections between organisations, community groups and services, with the aim of building stronger relationships with communities
- Collaboratives will connect with each other to learn, develop, and succeed through the Wiltshire Collaborative, which will bring neighbourhood groups together





## New state-of-the-art health centre

- New facility in Devizes, made possible following an £11 million investment from the NHS, is one of the South West's first integrated care centres
- GP appointments, along with other health services, such as outpatient clinics, community care and mental health support, can be provided under one roof
- Also leading the field in sustainable design as one of the NHS' first net zero buildings





## Virtual Wards

- People living in BSW are able to receive acute clinical care at home through the NHS@Home Virtual Wards service
- Within Wiltshire there are Consultant & Advanced Clinical Practitioners with healthcare professionals specialising in community Frailty & long-term conditions
- This is a joint initiative provided across BSW by local health and care organisations
- It supports suitable patients to receive a high level of care, assessment, monitoring and treatment at home or their normal place of residence, similar to being an inpatient in a hospital ward.

**NHS@Home**



**Virtual Wards**



## Community Health Services 2 hour rapid response and reablement care



- Health and social care partners across BSW are working in collaboration to provide urgent care to people at home
- Within Wiltshire the service provides care to adults over the age of 18 experiencing a sudden deterioration in health and wellbeing who without urgent response are likely to result in a hospital admission
- It delivers a crisis response within two hours of referral and reablement care within two days of referral
- The service offers support for catheter problems, end of life support, wound care, carer breakdown, equipment provision, decompensation of frailty, diabetes, falls and delirium
- The services in Wiltshire work closely with other organisations including acute hospitals, out of hours services, adult social care and SWAST



## Care Coordination Centre

- Partners across BSW working together to coordinate care across the entire system
- This project is helping to ease pressures on our ambulance service and Accident and Emergency departments and help patients and ambulance staff avoid long unnecessary waits
- Innovative, holistic and data-led approach to improving the flow of patients through the BSW system





# Mental Health, Learning Disabilities & Autism

- Within Wiltshire we have seen a 60% reduction in the number of adults with a learning disability and/or autism admitted as an inpatient in a mental health ward
- This is supported by the continued alignment to the national policy for Dynamic Support Registers and Care Education Treatment Reviews - our 'prevention mechanisms' in Learning Disabilities & Autism to support admission avoidance
- Within Wiltshire Learning Disabilities Annual Health Checks were completed for 76.4% of our population (23/34 target of 75%) – more for us to do!
- Wiltshire Mental Health Workshop held with our ICA stakeholders – this will support our BSW Mental Health Strategy, and importantly identify what our local priorities should be



**Dynamic support register and  
Care (Education) and Treatment  
Review**

**Policy and guidance**

January 2023







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# Children and Young People

- Implementation of the Family and Children's Transformation Programme (FACT), including the development of Family Hubs and the Family Help pilot to enable multi-agency work in neighbourhoods.
- Collaborative working to enhance the range and quality of services provided to Children Looked After
- The CQC undertook an inspection into HCRG Children's Health Services in October 2022. The outcome of the inspection was overall "Good", with HCRG obtaining "Outstanding" in service effectiveness.
- Local Government Association Peer Review of the SEND – it highlighted the enthusiasm and ambition in Wiltshire to drive improvements!





## Acute Hospitals Alliance

- Hospitals in Bath, Swindon and Wiltshire are working together to tackle local challenges, improve patient outcomes and enhance resilience
- Established in 2018, made up of GWH, RUH and SFT
- Only collaborative from the South West chosen by NHS E for first wave of Provider Collaborative Innovators Scheme
- Progress in areas including aligning back-office functions such as procurement and IT, closer working within clinical teams for the benefit of patients, development of BSW Virtual Clinical Team to break down organisational barriers between hospitals and work together on common patient pathways





## Recruitment outreach to India

- New recruitment initiative to attract nurses from India to come and work in health and care roles in BSW
- Integration course launched in both Kerala in South India and Mumbai to help increase local nurses' knowledge of nursing in the UK
- Working with partners in India to establish career coaches in universities and teaching hospitals to help create long lasting links and positive relationships
- 60+ nurses recruited to take part in the course





## Publication of Green Plan

- Sets out how BSW Together will begin to reduce its environmental and carbon impact over the next 3 years
- Ambition is for 100% of BSW Together members to achieve net zero for the emissions we directly control by 2040
- Also outlines plans for greener travel and transport, smarter buildings, LED lighting and energy-saving measures to reduce emissions

