



Wellbeing Erewash – making a difference

Wellbeing Erewash is one of a number of places around the country - known as NHS England 'vanguards' - looking at new ways of improving people's health and wellbeing. It involves the people of Erewash, the local NHS, social care and the voluntary sector.

The aim is to encourage thriving communities within Erewash, where people feel confident and supported to choose a healthier lifestyle, stay well, and know how to get help and support when needed.

Changing demographics

There are **12 GP practices** in Erewash with a registered population of **97,000 people**.



Erewash has an ageing population with increasingly complex health needs.



This is leading to ever rising numbers of people needing urgent or emergency care.

In Erewash by **2020**

21% of the population (22,000) will be aged over 65
↑ an increase of 17% from 2013

3% of the population (3,500) will be aged over 85
↑ an increase of 33% from 2013

Enablers

We have been helped in our work by a number of contributing factors, these included:



Strong GP engagement and leadership

Multi-agency working (including primary care, community services, adult care, local authority, commissioners, voluntary sector)



Clear vision



Citizen engagement



Population insight



Trust

Financial investment from NHS England



On Day Service

The On Day Service seeks to ensure that patients registered with a GP within Erewash can be seen on the same day for an urgent care need.



From April 2017 to October 2017, **22,716 appointments** were delivered by the 'On Day' Service (an average of 3,245 per month).



The On Day Service has recorded **97%** patient satisfaction.

In a six-month period of 2017-18 compared to the same period in 2016-17, GP practices signed up to the On Day Service recorded:



3.8% drop in non-elective admissions to hospital.

Practices outside this scheme saw non-elective admissions increase by 6.9%.

1.4% rise in A&E attendances.

Practices outside this scheme saw A&E admissions increase by 7.7%.



Nearly **one in three** people using the On Day Service in Long Eaton said they would have gone to A&E if an On Day appointment had not been available.



Investment in the On Day Service has generated estimated cost savings to the NHS of **£1.4 million** in 2017-18 – exceeding CCG targets.

Acute Home Visiting Service



The Acute Home Visiting Service is a same day, home visiting service provided by advanced nurse practitioners for patients with an acute care need.

There are approximately between **400 and 500** appointments made for this service every month.

100% of patients are happy or very happy with the service.



Compared to the alternative of a GP home visit, this service is potentially **saving more than £50** per appointment.



Care co-ordinators

To help people access the most appropriate health service, we have nine care co-ordinators. During April to September 2017, the care co-ordinators:

★ Had **6,242** contacts with patients

★ Delivered **44** 'over-80s' appointments

★ Supported **570** hospital discharges

★ Contacted **94** individuals on the frailty register

★ Completed **1,140** case reviews

★ Made **589** referrals to Community Delivery Team meetings

The work of the care co-ordinators has helped contribute to:



Reduced non-elective admissions to hospital by **2.47% for those aged over 75**

(comparing the first six months of 2016-17 to a similar period in 2017-18)



Reduced excess bed days for over 75s from **1,684 to 671** (a decrease of 60%)

Reduced non-elective admissions to hospital by **11% for people with long-term conditions**

Resilience



Erewash Time Swap has **166 active members** who have swapped **878 hours** to date, supporting each other with skills such as DIY, gardening and cooking.

Time banking is an easy way for people to become a valued part of their community as well as giving practical help to those who need it.

Brilliant Erewash

has introduced positive psychology and mindfulness to

695 students in **six** Erewash schools

leading to a **118% increase** in those who feel optimistic about the future and an **88% increase** in those optimistic in others. Evidence suggests this may lead to improved academic attainment, improved physical, emotional and social wellbeing, and subsequent reduced demand on services.

There are now **90 members of a new Development Workers Forum** and **72 members of a new Voluntary Sector Forum** helping share best practice, reduce duplication and strengthen the community and voluntary sector.

More than 500 people

in integrated care teams, care co-ordinators, and those caring for individuals with diabetes, have been trained in person-centred approaches and health coaching skills.

This is helping to inspire a cultural shift in traditional services.



More than **30 voluntary Community Connectors** have been trained to help increase connections within communities and signpost people to community support, leading to reduced isolation, improved wellbeing and reduced demand on services.



The online community directory - **www.communitydirectoryderbyshire.org.uk** - bringing together details of community and voluntary sector organisations, has more than **3,500 groups listed**.

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