Summary Annual Performance Report 2017/18

Our vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well.

Brighter futures

Message from David Leese, Chief Officer

Welcome to Renfrewshire Health and Social Care Partnership's Annual Performance Report Summary 2017/18.

We want to give you a flavour of our performance during our second year as a Partnership and highlight some of our key achievements as we work together to improve the health and wellbeing of the people of Renfrewshire.

The report describes our performance in different ways using Case Studies, Care Groups and also detailing financial information and the outlook for 2018/19.

We use a set of National Outcomes and Performance Indicators to measure our performance and to help plan and improve our services for the future.

Some key achievements this year:

We have developed a successful communications campaign so people in Renfrewshire 'Know Who To Turn To' for the best health and care services for their individual needs. The aim is to reduce demand on hospital services, and where appropriate support people in their own homes and communities.

We have reduced our alcohol related hospital stays for those aged 16+ to 8.3 per 1,000 population, exceeding our target of 8.9. This is the lowest rate achieved since January 2009.

After a successful test of change in 2017/18, our flu vaccination programme for housebound patients will be extended to all GP practices in Renfrewshire in 2018/19 as part of our Primary Care Improvement Plan arrangements.

In addition, Community Link workers will also be joining all GP practices to support patients for issues non medical in nature and to provide support and information on patients' health and wellbeing.

We also performed well in a recent Joint Inspection of Adult Health and Care Services by the Care Inspectorate and Healthcare Improvement Scotland. The report highlighted the significant progress the Partnership is making in improving residents' health and social care services.

For more information, our full Annual Report is available on our website at:

http://www.renfrewshire.hscp.scot/media/6993/Annual-Report-2017-18/pdf/Annual_Report_2017-18.pdf

David Leese

David Leese
Chief Officer
Renfrewshire Health & Social Care Partnership

Case Studies

We have used Case Studies in our 2017-18 Annual Report to show some of the positive outcomes for people in Renfrewshire who use our services. The Community Connectors Case Study below shows how link workers, soon to be based in all GP surgeries in Renfrewshire, can help improve people's health and wellbeing.

To read more of our Case Studies, which include examples from Rehabilitation and Enablement Services, Care and Repair, Addictions, a Young Carer's experience and our Family Nurse Partnership, read our full report available on our website.

Community Connectors

Ms M, in her late 50s, had major heart surgery four years ago and, after losing her job, was suffering from low mood and low self-esteem.

A legal battle in relation to her job which resulted in financial hardship led to her being unable to see any future for herself in the job market. She visited her GP who referred her to the Link Worker attached to the practice initially to try to support her with her low mood and to help her gain some structure to her days.

The Link Worker successfully worked with Ms M to increase her confidence and self-esteem and as a result Ms M referred herself to the Recovery Across Mental Health (RAMH) counselling service. This service enabled her to cope with the changes in her life and, after a period of time, Ms M also felt confident enough to refer herself to the RAMH employability service. This has resulted in Ms M now enjoying volunteering with a local third sector organisation.

Ms M has stated that she feels well supported by her peers and is happy in her volunteering role. She has reported reduced anxiety and increased self-esteem and confidence and will receive support from the RAMH employability service for as long as it's required.

Before being referred to the Link Worker, Ms M visited her GP 17 times in one year.
After her referral, she visited her GP five times in a year, and saw the Link Worker on six occasions.

Performance by Care Group

The Annual Report highlights our performance by Care Group. We've included some of our achievements below...

Older People

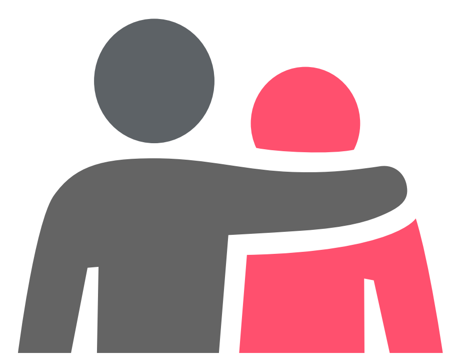
Falls and fragility fractures remain a concern, particularly with an ageing population. The Renfrewshire Falls Prevention & Management Strategy aims to reduce falls in the community. Early identification and intervention has contributed to a reduction in Renfrewshire's population aged 65 and over admitted to hospital following a fall-related injury. The figure has decreased from 20.5 per 1,000 population in 2015/16 to 17 in 2017/18.

Child and Maternal Health

Community based immunisation clinics have now rolled out to all areas in Renfrewshire.

In some clinics parents can discuss issues such as oral health and feeding. Feedback has been positive:

"Very helpful staff that helped with queries on feeding and general baby health"



Primary Care and Long Term Conditions

There is a new GP contract which aims to improve patient access, address health inequalities and improve population health. Priorities include working in partnership with physiotherapy and mental health professionals; and developing and increasing pharmacy and vaccination services. Practices will also benefit from link workers who will support patients to address a wide range of issues affecting their health and wellbeing. This will mean GPs can spend longer with patients.

Learning & Physical Disabilities

Self Directed Support (SDS) allows people to choose how their support is provided, and gives them control over their individual budget. It uses a needs-based approach and involves service users and their carers in the production of their support plans. This means we need to be able to respond flexibly to a wide range of needs. It may have an effect on existing services where SDS may reduce the level of demand and available funding.

Mental Health

Over the past three years, the Primary Care Mental Health Team (Doing Well) has introduced a self-referral route to the service. One positive aspect of this has been the decrease in clients attending a GP for referral. The number of self-referrals to the service has increased from 207 in 2013/14 to 1,237 in 2017/18. This route has successfully redirected work away from GP Surgeries.

100% **of patients started treatment for Psychological Therapies within the target of 18 weeks from referral**

Alcohol and Drugs

We have achieved our target for reducing alcohol related hospital stays for the period April 2017 to March 2018 at a rate of 8.9 per 1,000 population aged 16+ (target 8.9). An independent review of Addiction Services will inform a change programme over the next three years and shape our service model to become more person-centred, and recovery and outcome focused when meeting future care needs.

Carers

The Carers' (Scotland) Act came into force on 1 April 2018.
The Act applies to both adult and young carers and aims to provide more support to unpaid carers and improve their health and wellbeing.

43 **training courses were delivered by the Carers' Centre to 242 carers in 2017/18**

106 **new carers were identified during 2017/18**

For more information visit: www.renfrewshirecarers.co.uk

Partnership Performance

We've been working hard across the Partnership throughout 2017/18. Here's a taster of some of the areas covered in our Annual Report...

Reducing Health Inequalities

Significant inequalities exist across Renfrewshire's communities. Our focus has been on early intervention and prevention, supporting our staff and working together with our statutory, community and third sector partners to achieve better outcomes for everyone. Activities include the promotion of mental health through school counselling; peer education in secondary schools; a financial inclusion service for new mums and their families; and increasing digital participation for older people and people with disabilities.

Quality, Care and Professional Governance

Renfrewshire HSCP's Quality, Care and Professional Framework is based on service delivery, care and interventions that are person centred, outcome focused, equitable, safe and effective. Following a review in early 2018, a number of commitments have been made in terms of staff training, guidance, and patient/service user and carer feedback. A process is also in place to share learning across all Health and Social Care Partnership Governance Groups.

Unscheduled Care

Unscheduled care is the unplanned treatment and care of a patient, usually as a result of an emergency or urgent event. Most of the focus on unscheduled care is on accident and emergency attendances and emergency admissions to hospital. 86% of emergency admissions in Renfrewshire are to the Royal Alexandra Hospital, with 8% going to the Queen Elizabeth University Hospital (QEUH). 2017/18 showed a decrease in both emergency admissions and unscheduled bed days.

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Effective Organisation

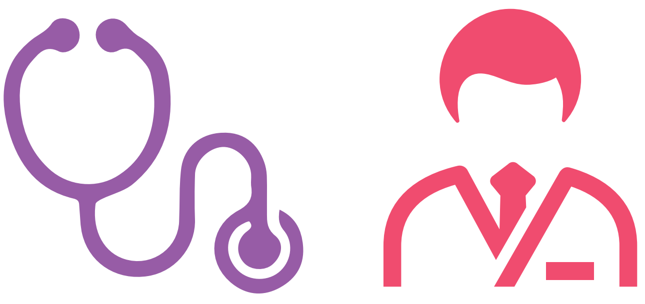
Our Organisational Development, Service Improvement and Workforce Implementation Plan covers the planning period 2017-20 and supports the workforce to be committed, capable and engaged in person centred, safe

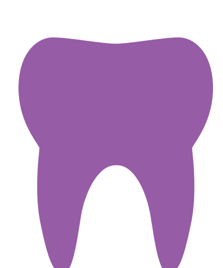
2,412 **people work in Renfrewshire HSCP**

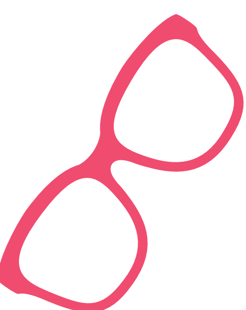
Reporting on Lead Partnership Responsibility

Renfrewshire HSCP has responsibility for Podiatry and Primary Care Support across NHS Greater Glasgow and Clyde. Around 200 podiatrists are employed in 60 clinical locations across six Health and Social Care Partnerships. The service cares for around 40,000 patients, representing 3.4% of the population.

The Primary Care Support Team supports 238 GP practices and 184 optometry premises. The team also supports Partnerships in the development of Primary Care Improvement Plans, which take into account local priorities, population needs and existing services.







Finance and Best Value

The financial position for public services continues to be challenging, with the Integration Joint Board (IJB) operating within increasing budget pressures. Looking into 2018/19 and beyond, it is anticipated that the public sector in Scotland will continue to face a very challenging short and medium term financial outlook, with £6.4m of savings expected to be delivered in the years 2018/19-21. For more information, read the Finance section in the full Annual Report at http://www.renfrewshire.hscp.scot/media/6993/Annual-Report-2017-18/pdf/Annual_Report_2017-18.pdf

A week in the life of Renfrewshire HSCP

2,530
Evening meals and 1,839 lunches delivered by Community Meals

31
Babies born

30,603
Care at Home staff visits, providing care for 1,703 people over

2,782
District Nurse home visits

316
People organise their own care and support with a direct payment

346
Visits by the Rehabilitation and Enablement Services

149
Visit the Carers' Centre every week (97 adults, 4 young adults and 48 young carers)

402
People over 65 are supported in Day Centres

420
People attend Addiction Services

152
People attend Speech and Language Therapy

54
Responses to Adult Welfare and Protection concerns

540
Requests made to the Adult Services Request Team

1,172
People visit A&E at the Royal Alexandra Hospital

32
Children receive their 30-month health check

214,600
Hours provided by unpaid carers

366
Places available daily for adults with learning disabilities to enhance their life skills

145
Referrals to Mental Health Services

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