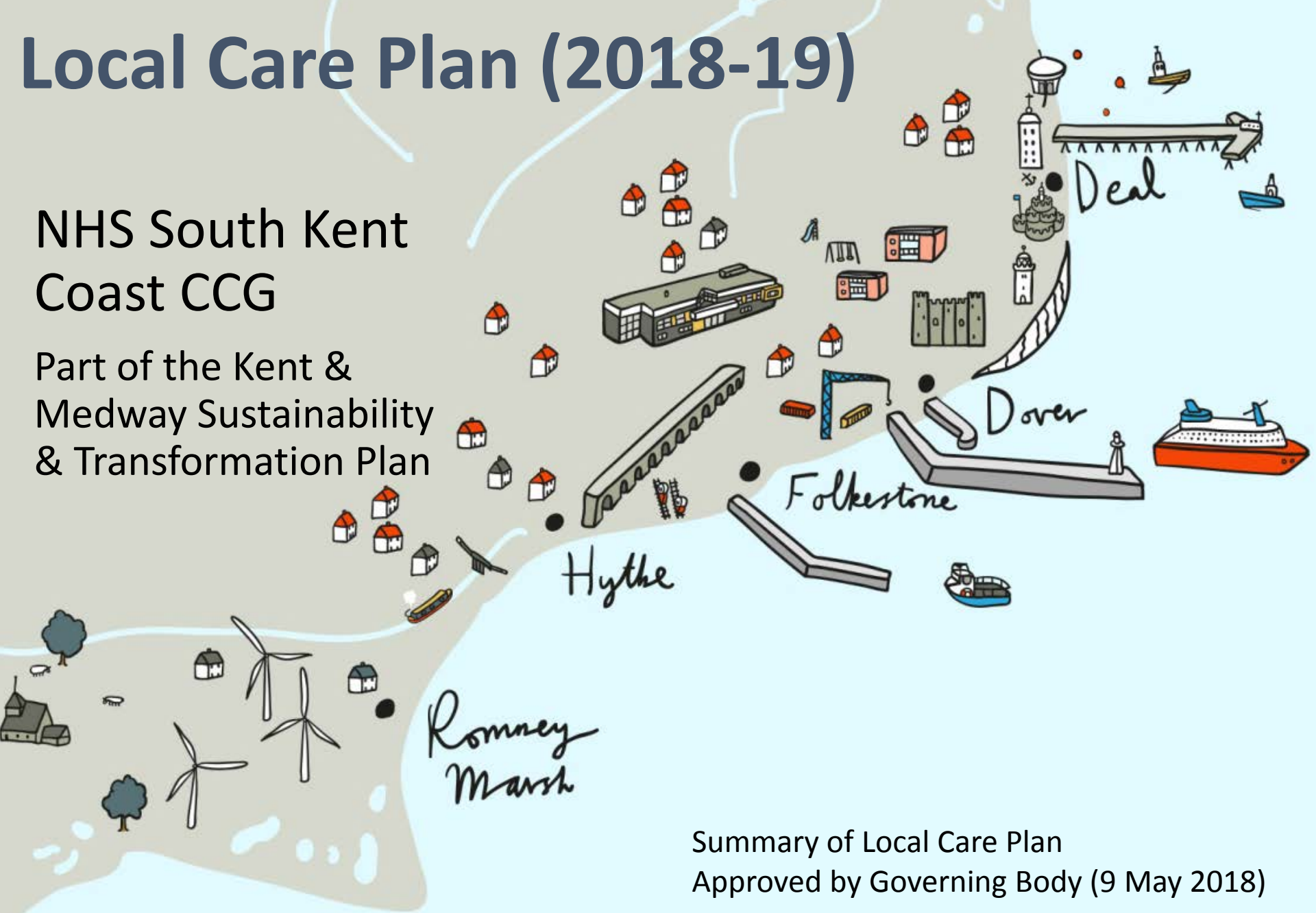


Local Care Plan (2018-19)

NHS South Kent Coast CCG

Part of the Kent &
Medway Sustainability
& Transformation Plan



Summary of Local Care Plan
Approved by Governing Body (9 May 2018)

Overview

Vision - Our local care plan supports people to be well and healthy in their own homes in Deal, Dover, Folkestone and Hythe & Rural Localities.

Aim – Patients only visit hospital when necessary. More care is provided out of hospital supported by primary care at scale.

Communities of Practice - Use education and training to support improvement and create a sustainable workforce.

Live within our means - Through transformation, development funds and new ways of working to redistribute resources from acute care over time.

Health needs analysis- Deprivation statistics are higher than the Kent average and the England average, with generally worse health outcomes.

The deprivation in this area has resulted in the following health outcomes:

- Higher premature mortality rates.
- Higher numbers of people living with a disability.
- Higher hospital admission rates.

Meeting the needs of hard to reach communities including Asylum Seekers and minority communities, where English maybe a second language.

Significant range of homes – care; nursing; LD; dementia village (Dover, 2019-20); Retirement villages (in development)

Major housing developments– Otterpool, Folkestone & Hythe over next 10+ years

Primary Care resilience

On average - South Kent Coast has 1 GP for 2500 patients, with 20% of GPs set to retire in 5 years this number is projected to increase to 3,000+

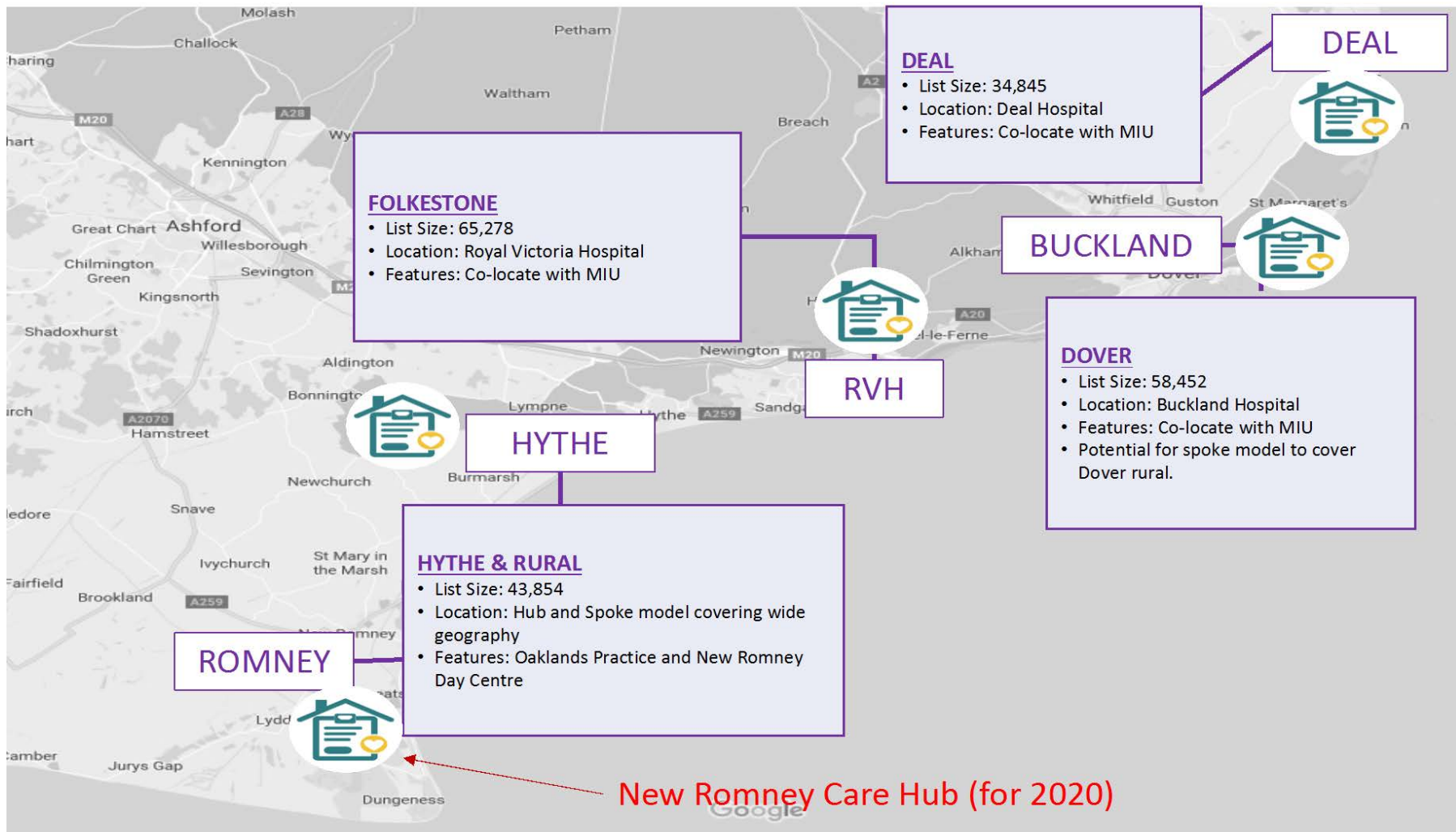
- 13,000+ patients go to A&E when practices are open requiring no treatment and no investigation.
- Increasing pressure on primary care services due to an ageing and growing population with more complex health needs and difficulties recruiting medical staff particularly GPs
- The current consulting model is unsustainable with a smaller future workforce in primary care.
- The unscheduled care system is confusing and difficult to navigate for patients.

Our priorities include:





- 1. Operational resilience**
- 2. Shared resources and joint working including federated primary care**
- 3. Attract clinical talent**
- 4. Hubs – to transform estate at scale**

ABOUT US: 206,000 patients in 4 Localities

35,000 - 65,000 / 4 Hubs for local care services



SKC Locality Profiles

| Locality | IACO Leads/ Notes | Practices | Practice List Size | No. of GPs | Care Homes Provision | | | | | | | |
|---|---|--------------------------|-----------------------|------------------|----------------------|-----|------------------|---------|-------|-----|------|-----|
| | | | | | | LD | Residen- tial | Nursing | Total | AE | NELS | |
| Deal 35,575 pop |  | Balmoral Surgery | 12,892 | 8 | Homes | | 8 | 6 | 14 | 191 | 141 | |
| | | Cedars Surgery | 10,511 | 7 | | | | | | | | |
| | | Manor Road | 2,282 | 1 | Beds | | 245 | 170 | 415 | | | |
| | | St Richards Road | 9,890 | 5 | | | | | | | | |
| Dover 60,185 pop |  | Aylesham Practice | 6,696 | 2 | Homes | 28 | 12 | 3 | 43 | 459 | 309 | |
| | | Buckland Medical Centre | 3,913 | 1 | | | | | | | | |
| | | Lydden Surgery | 4,746 | 4 | | | | | | | | |
| | | Pencester Health | 4,095 | 5 | | | | | | | | |
| | | Pencester Surgery | 9,379 | 5 | Beds | 233 | 340 | 119 | 692 | | | |
| | | Peter Street Surgery | 6,530 | 2 | | | | | | | | |
| | | St James Surgery | 8,454 | 4 | | | | | | | | |
| | | The High Street Surgery | 7,977 | 5 | | | | | | | | |
| White Cliffs Medical Centre | 8,395 | 3 | | | | | | | | | | |
| Folkestone 65,339 pop <i>* Includes 1,197 still to be allocated in quarterly list size data for Folkes East FP</i> |  | Central Surgery | 2,619 | 1 | Homes | 42 | 13 | 3 | 58 | 405 | 269 | |
| | | Guildhall Street Surgery | 8,822 | 4 | | | | | | | | |
| | | Hawkinge and Elham | 9,144 | 3 | | | | | | | | |
| | | Manor Clinic | 7,656 | 4 | | | | | | | | |
| | | Park Farm Surgery | 3,220 | 1 | Beds | 291 | 413 | 134 | 833 | | | |
| | | Sandgate Surgery | 11,648 | 11 | | | | | | | | |
| | | The New Surgery | 10,823 | 6 | | | | | | | | |
| | | The White House | 10,210 | 4 | | | | | | | | |
| Hythe & Lyminge 44,849 pop |  | New Lyminge Surgery | 4,262 | 3 | Homes | | 6 | 4 | 10 | 201 | 159 | |
| | | Oak Hall Surgery | 6,004 | 4 | | | | | | | | |
| | | Oaklands Health Centre | 11,371 | 7 | | | | | | | | |
| | | Orchard House Surgery | 4,117 | 1 | Beds | | 141 | 166 | 307 | | | |
| | | Sun Lane Surgery | 5,052 | 3 | | | | | | | | |
| | | The Surgery | 2,733 | 2 | | | | | | | | |
| | | Church Lane Surgery | 6,587 | 5 | Homes | | 5 | 3 | 8 | 136 | 4 | 106 |
| | | Martello Health Centre | 4,723 | | Beds | | 134 | 92 | 226 | | | |

Local Care Service Provision - South Kent Coast

South Kent Coast wide urgent care provision

➤ **Step Up/down beds**

Complex/at risk pts
Dementia pts
Rehabilitation
Deal Hospital

➤ **GP Streaming**

GPs in KCH MIU and A&Es at WHH and QEQMH – 8.00-18.30/7 days per week

➤ **Minor Injury Units (MIUs)**

8.00-8.00 7 days per week

- **Buckland Hospital**
- **Royal Victoria Hospital**
- **Deal Hospital**

➤ **Care Home Rapid Response Line**

Safety net response/ not to replace current primary or community care responses .

Co-ordinated via the LRU with 'warm transfer' to Rapid Response teams in the local areas.

Rapid Response would provide advice and where needed a face to face response

➤ **Public Health Programmes**

Stop smoking/Healthy walks etc.

Locality provision 35-65,000 popn of registered patients

Integrated Multi-disciplinary Team (currently working at practice level > moving to 15,000+ clusters > full locality model with specialist support)

GP, Practice Nurse, Community/LTC Nurse, MH Worker, Pharmacists, AHP, Social Workers, Care Navigators, Primary Care Mental Health Workers

Additional support varies locally: Integrated Discharge Team / Intermediate Care Teams (KCHFT); Psychiatry (Adult and Older People), Community Mental Health Teams (KMPT), Range of Voluntary Sector providers. Health Trainers (KCC, Public Health)

➤ **Wound Care Clinics**

Wound Management Centers (KCHFT) and Primary Care Services.

➤ **Mental Health Care**

Drop in dementia clinics in place across all 4 localities led by clinicians with voluntary sector service support.
Primary Care Mental Health Workers
Care Home Specialist Dementia Nurses

➤ **Improved Access to Psychological Therapies**

➤ **Catheter Clinics**

Service specification is now under review with a focus on reducing infection rates

➤ **Home Visiting Service**

See Primary Care at scale

➤ **Falls Prevention**

KCHFT service (2 localities).
Service specification review underway working with the KCC
Falls prevention commissioned service.

➤ **Social prescribing**

8 Care Navigators; business case in development with KCC to increase the number of wte in East Kent.

Planned Care –Buckland, RVH and Deal Hospitals.:

- New rheumatology service (Tiers of Care);
- Including: Phlebotomy; Children's Assessment Unit; East Kent rehabilitation and Out Patient Physiotherapy services ;
- Women's Health services – consultant antenatal, post natal breast feeding clinics; colposcopy; pre and post natal clinicians, day care.
- Renal dialysis services;
- Diagnostic services – x-ray and ultrasound;
- Range of audiology services including ENT and one stop hearing services
- Ophthalmology cataract surgery
- Various Out-Patient clinics including cardiology, colorectal, dermatology, diabetic, endocrinology

Primary Care at scale

New Primary Care Services (Hubs)

8am-8pm & weekends subject to ongoing utilization audit

For minor illness – GPs, Nurses, and Physiotherapy assessments

Mental health pathway potentially mobilization from November.

- Buckland Hospital
- Royal Victoria Hospital
- Deal Hospital
- Oaklands Surgery (Hythe)
- New Romney Day Centre

Home Visiting Service 8am-6pm – weekdays

Paramedic Practitioner, Nurses and HCAs supporting all SKC practices.

Frailty MDTs

Mobilization from Q4 although earlier implementer sites are expected

Working at a minimum cluster level of 15000 patients