

Public Sector meets
Third Sector

21st January 2009



**Kate Jones, Director
and Helen McFarlane, Director,
Salford Health Matters**

Salford Health Matters

The 'How' and 'Why' of Salford Health Matters

Kate Jones

Advanced Practitioner & Director

Helen McFarlane

Director & Chair of Board

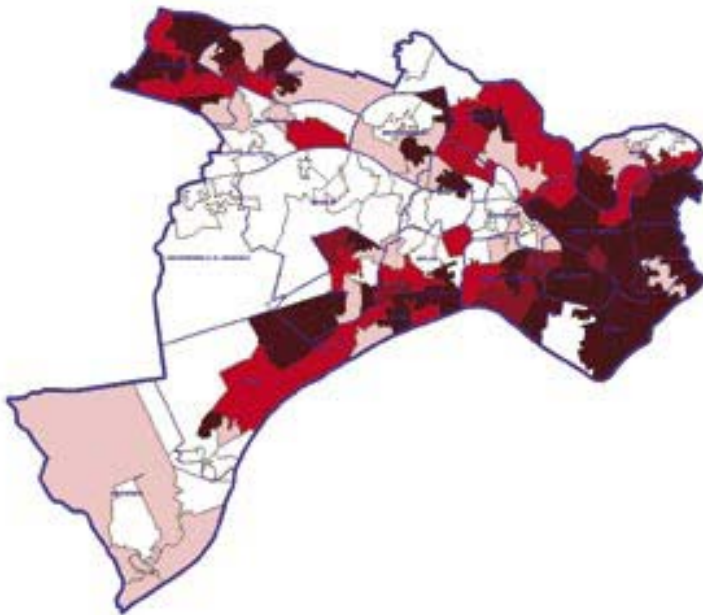
10/27/2008

Salford Health Matters is a Community Interest Company
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Why Salford?

- The city of Salford covers 37 square miles
- Some 220,000 people are proud to call Salford their home!
- Life expectancy is rising but life expectancy is lower in Salford than other more affluent cities.
- The challenge is to ensure that people in Salford remain healthier for longer and to ensure that the inequalities gap closes between different areas of the city,

Levels of deprivation in Salford



- ◆ Within the 7% most deprived nationally
- ◆ Within the 7-10% most deprived nationally
- ◆ Within the 10-20% most deprived nationally
- ◆ Within the 20-30% most deprived nationally
- ◇ Outside the 30% most deprived nationally

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Salford Health Matters – Social Enterprise

- Formed in November 2007

- Negotiated commissioning and tender process with PCT & Department of Health

- Met the tender specification of PMS provider

- Department of Health Social Enterprise Pathfinder status – enabling funds to form the company

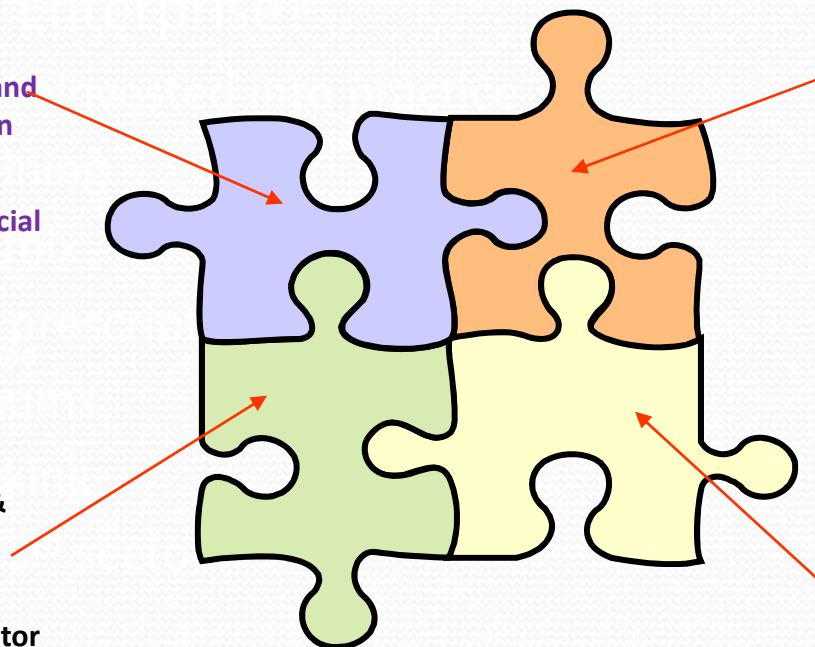
- A different kind of organisation...

Salford Health Matters – A New Model of Care

- **Social Partnership**
- Supporting enterprise with a health impact
- CIC provider, working with existing and new organisations to deliver change in Salford
- Third sector links and Board level social enterprise leadership

Learning Organisation

- Links with the University of Bolton & Deanery
- Nurse training, medical trainees, placement opportunities, skills escalator for local career opportunities in health



Essential Services

- High Quality; Maximum QoF attainment
- Continuity of care for needy populations
- Substantially increased access
- Proactive management of long term conditions to improve quality of life for patients and prevent unnecessary admissions

Expanded Enhanced Services

- Linked to agreed local objectives for PBC & out of hospital care
- Provide 'beyond boundaries'

Salford Health Matters

- Multi-professional Board of Directors including Non-Executive Directors
- CIC model ensures that investment remains in Salford, used for Salford residents – a social enterprise that protects core services but delivers BEYOND core services
- Central Business Unit with local delivery units – economy of scale and ensures that when the company expands, systems can be replicated easily to accommodate additional delivery units
- Developed mission statement and a set of SHM Values

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Salford Health Matters

Mission

By 2012 Salford Health Matters will be adding years to life and life to years for 30,000 people in Salford

Our Values:

- We defend and uphold the values of the NHS
- We create an environment in which people can flourish and give of their best
- We treat everyone with dignity and respect
- We engage and collaborate to add value to what we do
- We achieve excellence by holding fast to that which is good and through innovation
- We acknowledge and celebrate contributions that uphold our mission
- We are, each of us, accountable for living these values

Salford Health Matters – Skill Mix

Advanced Practitioners in each site

- These nurses have diagnostic skills, request investigations, interpret clinical relevance of results, make medical diagnosis, manage a patient's whole treatment, refer independently to other professionals, run GP clinics, prescribe and undertake medication reviews, perform invasive techniques

An Advanced Practitioner complements the medical team as an autonomous clinician with a special interest in rehabilitation and chronic disease management – offers cost-effective flexibility in the skill mix

Benefits of the AP role

Cross-organisational working – patient pathway focus

Partnership working & collaboration

Evidence of high patient satisfaction

Redesign services to better meet patient need

Effective list management

Provide better access to service

Reduce the number of GP consultations

Create greater flexibility within the workforce

Improve skills in the workforce and develop skills of other staff

Enhance quality of care provision

Salford Health Matters – Skill Mix

- Range of roles within a central function that offer support across the company, that will also enable the company to grow e.g. Data Quality Officer, Chief Executive
- Future possibilities include expanding the primary care team to include outreach workers, allied health professionals and mental health workers

Social Prescribing

SHM are currently commissioning a research evaluation to determine the health impact of the project, which will include impact on psychological health but also physical health including BMI, CVD risk, BP

Using a bespoke database to collect all data and track clients

In partnership with START – an organisation with a track record of delivering arts-based projects to people with mental health problems

Progress to date

GPAQ Comments Report

- Having a doctor who knows you and treats you as a person not just another patient
- AP B is very good, the best I've ever seen
- my doctor has always got time to talk
- I Feel Very safe
- Dr A is A Very well mannered, considerate doctor - a pleasure to talk to
- Receptionists very helpful, even when stressed

Thank you so much for your time

Questions