



PIONEERING BETTER INTEGRATION

Closer working between health and social care services is being piloted in Hebburn in a bid to improve the experience of service users.

A prototype neighbourhood team, made up of district nurses and community matrons from South Tyneside NHS Foundation Trust and South Tyneside Council's social workers and occupational therapists, has been set up to enhance the way services are delivered, linking in with GP practices.

The new team, based together in one office, also includes a member of staff from Blissability - which provides advice and support for people with a physical disability - who will signpost to relevant services in the community. In addition, a care co-ordinator from within the team will be allocated to patients, in appropriate cases, so they, their carers and their GP have a named contact to ensure their individual needs are met.

The team is already delivering health and social care services to some patients registered with three Hebburn GP practices - The Park, The Glen and Ellison View. It has been established by South Tyneside Council, NHS South Tyneside Clinical Commissioning Group, South Tyneside NHS Foundation Trust and voluntary organisations through NHS Improving Quality, which works with local areas to improve health outcomes by providing improvement and change expertise.

Councillor Mary Butler, Lead Member for Adult Social Care and Support Services at South Tyneside Council, said: "The focus of the work is to improve how services are delivered on South Tyneside and make sure our services work together to enhance experiences for both service users and their carers.

"This initiative is all about developing integrated services and is a unique opportunity to drive forward improvements here in South Tyneside."

South Tyneside NHS Foundation Trust's Chief Operating Officer Steve Williamson said: "We are delighted to be involved in this groundbreaking approach to ensuring local people receive the

services they need. By working together in this co-ordinated way, we can provide them with the right care and support at the right time and in the right place for them.”

South Tyneside is one of just 14 pioneer sites across the country selected to lead on the development of integrated health and social care services. South Tyneside’s new Health and Social Care Integration plan has self-care at its heart and will enable local people to manage their own conditions and create a pathway of care focused on the needs of patients and families. The prototype team is just one example of staff across health, social care and the voluntary sector working collectively on a joined-up self-care ‘offer’ to reduce fragmentation of service delivery and improve the lives of local people.

Since the team was launched earlier this month, improvements have already been made to the way care is being delivered.

NHS South Tyneside Clinical Commissioning Group’s Clinical Director, Dr Jon Tose, said: “We want services to operate more smoothly for patients. All too often patients experience a lack of integration in their care and this is an opportunity to improve the way services link together to provide seamless care in the community.

“Staff have already noticed the benefits of working together and sharing information, and this is already resulting in patients receiving the care and services they need in a faster, more co-ordinated way. Health services must work with the social care services and the voluntary sector to provide patients with better support at home and earlier treatment in the community, and this is just what this pilot is set up to do.”

However, the team is keen to review how the new system is working before it is rolled out across the rest of the Borough. To feedback views contact Emma Hamblin, Project Manager - Health and Social Care Integration on (0191) 4246409 or email Emma.Hamblin@southtyneside.gov.uk

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Caption: Maria Bell, District Nursing Sister, Jessica Johnson, Student Nurse, Mandy Allen Community Matron, Michelle Robinson, Social Worker, Emma Baker Healthcare Assistant, Chloe Webber, Staff Nurse, Carol Laidler, Occupational Therapist