



FUELLING SYSTEM TRANSFORMATION

As new networks and systems evolve in our region, our teams are delivering programme management support and helping to introduce innovations which are improving care.

IMAGING TECH SHOWS THE BIGGER PICTURE

Patients in Liverpool and Blackpool are benefiting from a ground-breaking piece of software that produces a 3D image of the heart.

HeartFlow uses information provided by a CT scan to develop a computerised model of a patient's coronary arteries. It is non-invasive and can calculate to what extent blockages in the arteries restrict flow.

The system allows clinicians to form a much clearer picture about the extent of coronary artery disease and helps identify which patients need an intervention, so clinicians can reduce unnecessary invasive testing and reduce costs.

Liverpool Heart and Chest NHS Foundation Trust has used HeartFlow for the past 12 months where it has helped treat more than 300 patients; and Blackpool Teaching Hospitals NHS Foundation Trust has used Heartflow over the past 12 months to help treat more than 100 patients.

Clinicians speak highly of its role in shaping a patient's treatment. Dr Tim Fairbairn, Consultant Cardiologist at Liverpool Heart and Chest Hospital, said:

"It's transformational. I can't imagine life without it.

"It gives us greater diagnostic certainty and a much better understanding of the patient and their disease process and that allows me to better manage that patient.

"If you care about trying to make a difference for patients it's all about bringing in new technologies, new innovations and new forms of treatment."

"There are benefits for patients, for the doctor and for the institution itself. The patient receives an accurate diagnosis, the doctor has more confidence in reaching a diagnosis and it also relieves pressure on the institution, where there is high demand on getting patients through the system."

Dr Fairbairn said the production of the 3D image takes place remotely, saving hospital time, and can be completed within five hours. This compares with a 12-week wait for further tests in those cases where HeartFlow is not used.

HeartFlow is supported by the NHS Innovation and Technology Payment (ITP) programme.

"It gives us greater diagnostic certainty and a much better understanding of the patient and their disease process and that allows me to better manage that patient."

Dr Tim Fairbairn
Consultant Cardiologist
at Liverpool Heart and
Chest Hospital



patients
benefited



Bruce Prentice, Hassan Argomandkhah and David Barker of NHS England Cheshire and Merseyside receive the NWC Transformation Award from the Innovation Agency's Carole Spencer

TRANSFERS OF CARE AROUND MEDICINES

The introduction of an electronic hospital discharge system in our region is estimated to have led to around £9.5 million savings for the NHS.

Transfers of Care Around Medicines (TCAM) has been rolled out to trusts and community pharmacies in the North West Coast through a partnership between the Innovation Agency and NHS England (Cheshire and Merseyside).

It means that community pharmacies in Cheshire and Merseyside are being instantly notified by their local hospital when a patient is discharged who might need help with their medication. By March 2019 TCAM had been

implemented in all 635 community pharmacies in Cheshire and Merseyside and eight NHS trusts, including 11 hospitals and two mental health trusts. This is the fastest adoption and widest spread of the initiative by any region in England. Over two years there were 11,830 referrals to community pharmacists, resulting in potential savings of 3,917 bed days, equating to £9.5 million, to the NHS - as well as improved patient safety and quality of care.

Merseyside Local Professional Network for Pharmacy received the Transformation Award at the North West Coast Research and Innovation Awards 2019 in recognition of the successful implementation.

Hassan Argomandkhah, Chair of Merseyside Local Professional Network for Pharmacy, said: "I really am pleased for the team. What started as an idea - we've managed to achieve it, and even if we've made just one small change in the quality of life of one patient in the past two years it's been well worth it."

TCAM is one of the programmes selected by the AHSN Network for national adoption and spread during 2018-2020.



"None of this would have happened without the dedication of the pharmacists and their teams - in NHS England, in the community pharmacies and in the hospital pharmacy teams - and all the other ancillary staff surrounding them. Combined with the project management and innovation adoption expertise of the Innovation Agency it has been a very successful programme."

Hassan Argomandkhah
Chair of Merseyside Local Professional
Network for Pharmacy

REDUCING THE PRESSURE ON PATIENT SAFETY

A handheld scanner which can detect potential pressure ulcers before they appear has been introduced to three trusts in the North West Coast, with support from the Innovation Agency.

The scanner uses sensors to measure changes in the skin and tissue beneath, providing a basis for choosing the right intervention, such as turning more frequently, providing heel protectors or changing the surface of the bed or chair.

It also helps staff decide when equipment is no longer needed, which has led to more equipment being freed up for other patients – in the long term leading to savings in equipment procurement.



IMPROVING CARE IN PATIENTS' HOMES

At Mersey Care NHS Foundation Trust, it is the first time the SEM scanner has been used in patients' homes, as it was previously adopted only by hospitals and nursing homes.

An introduction by the Innovation Agency to Mersey Care led to a trial by district nursing teams with patients undergoing palliative care in their homes. For the community health division, pressure ulcers were the second highest clinical rated risk at the time of the pilot.

The trust's Head of Clinical Governance, Quality and Safety, Nicky Ore said: This is a fantastic innovation which is having a real impact on patients' health and pressure ulcer prevention. The SEM scanner provides site-specific analytical information which enables the clinicians to go straight to the point of risk for the patient.

"It is an innovative tool that is robust in its application and informs the care delivery that district nurses are providing."

Early feedback from Mersey Care nurses shows that in 82 per cent of patients, district nurses noted that the use of SEM scanner changed their clinical decision making based on using the scanner; and 94 per cent of patients had received additional interventions. There was a 27 per cent reduction in pressure ulcers after a three month trial with the pilot cohort of patients receiving end of life care – and the results are expected to be even better when the scanner is used with all patients. An order has been placed for 24 scanners, one for each district nursing team.



Sefton Road District Nursing Team:
Team leader Catherine Fox-Smith
and district nurses Amanda
Waddilove and Jillian Hemmings



Renal Matron Nora Kerigan
and Ward Manager Diane Till,
Lancashire Teaching Hospitals

NO NEW PRESSURE ULCERS DURING TRIAL

An evaluation in Lancashire Teaching Hospitals NHS Foundation Trust using the SEM scanner provided objective information on patients at risk of pressure ulcers which were not visible.

“We chose the renal ward as we were seeing about 21 avoidable pressure ulcers in a year,” explained Renal Matron Nora Kerigan.

“The real value is that it identified patients at risk before any skin damage was visible in the traditional risk assessment. Eighty per cent of the patients we scanned received interventions based on the scanner readings.

“During the six week trial period we had no hospital-acquired pressure ulcers – when we would normally expect to see three or four.”

The scanners were provided on loan for the trial and the trust has now bought one for the ward and is planning to buy further scanners for the assessment units and the emergency department, to identify patients at risk ‘at the front door’.

The Innovation Agency is also funding a trial of the scanner at The Royal Liverpool and Broadgreen University Hospitals NHS Trust.

100+

health
coaches
trained

HEALTH COACHING - STEPHEN'S STORY

A Lancashire man whose health suffered through weight gain and high blood pressure changed his lifestyle with help from a health coach.

Stephen weighed 20 stone, had breathing problems and suffered several mini strokes before he was referred to the Local Specialist Obesity Service. There, he attended an eat-well course and joined an Engaging Activities programme in which he was helped to think through choices and set goals.

He was helped by Occupational Therapist Suzanne Grady of Blackpool Teaching Hospitals NHS Foundation Trust, who attended a health coaching programme funded by the Innovation Agency. At the same time her team introduced the patient activation measure (PAM) to understand individuals' levels of knowledge, skills and confidence.

Stephen said: "It was not like being talked down to, they got you involved. They helped me set parameters that worked for me and find my own way - it wasn't about points and numbers but finding what worked for me.

"After Eat Well I moved on to the meaningful activity group, which was a four week programme. I began to get involved in circuit training which I still do every week. I also had one to one sessions with Suzanne who gave me time to review how I was doing and discuss any challenges.

"The first time I completed a PAM I am told it was level 2. Now I understand what that is about it makes sense. I knew I had a life changing decision to make but was reluctant to. The last PAM was a level 4. I now know how to maintain the right diet and it is second nature. I also know what to do if I fall off the wagon.

"It is like I walked into the programme blind and I have left with my eyes open. I have now lost four stone and feel confident that I can maintain the changes to my life."

Suzanne added: "As Stephen began to lose weight we were able to support him in connecting the dots between his new health behaviours and the weight loss. Through our programmes Stephen also made the decision to add exercise into his routine and you could see his confidence increase.

The Innovation Agency provided funding to spread the use of health coaching through a 'train the trainer' approach to cascade the learning throughout Lancashire and South Cumbria. This followed a successful application to our Transformation Through Innovation Fund in 2017. More than 100 people have been trained to deliver health coaching to residents in Lancashire.

"I used my health and wellbeing coaching skills to help him explore his levels of knowledge, skills and confidence. We spent time discussing what was working and not working and finding solutions together. Using a health coaching approach is incredibly empowering for patients and can help to overcome deep seated barriers that would otherwise prevent recovery."

Suzanne Grady

Occupational Therapist Blackpool Teaching Hospitals NHS Foundation Trust

CHEMO AT HOME – 'FANTASTIC FOR PATIENTS AND STAFF'

A ground-breaking service delivering chemotherapy treatments in patients' homes and workplaces in Cheshire and Merseyside was set up with help from the Innovation Agency.

Our funding provided a nursing post for The Clatterbridge Cancer Centre NHS Foundation Trust to undertake a trial of a chemotherapy at home service for specific treatments. Now, the trust delivers five per cent of cancer treatments at patients' homes or workplaces, supported by a team of five nurses and three administrators. The trust plans to expand the service to 10 per cent of all treatments in the coming year.

We commissioned research by the Royal College of Physicians which over the course of 2017 estimated savings to the trust of £182 per treatment episode at home compared to in the hospital – resulting in total estimated savings of nearly £400,000. The research did not take into account NHS patient transport costs or missed appointments, meaning that total savings to the NHS are almost certainly higher. Ninety nine per cent of home treatment patients who responded to a survey said they preferred treatment at home, and all respondents said they preferred treatment outside the hospital.

Helen Poulter-Clark, Chief Pharmacist at The Clatterbridge Cancer Centre NHS Foundation Trust, said: "Chemotherapy in the community has been one of our big success stories, not only for patients but for staff as well. The fact that we've been able to do this using Clatterbridge nurses and Clatterbridge pharmacists rather than a home care company is fantastic.

"It's part of a wider strategy – the more patients we treat at home, the more clinic capacity we have. We've also been the first cancer centre in the country to offer treatment at patients' workplaces, and I'm really proud of that. Our patient satisfaction has been fantastic, and that's the main reason we're doing this."

"We talk about putting people first, and this has been fantastic for our staff as well. We've done this using our chemo nurses, and it's a great diversification of their skills."

Helen Poulter-Clark
Chief Pharmacist at The Clatterbridge
Cancer Centre NHS Foundation Trust



£400k
saved

with chemo
at home

Dorothy Probert, Manager of Clatterbridge in the Community, with Rosemary Jones, who has received chemotherapy treatment at home

TELETRIAGE BY IPAD FOR CARE HOME RESIDENTS IN WIRRAL

The Innovation Agency helped fund an innovative new service in Wirral which provides remote medical advice to care home residents – reducing the number of ambulance calls and hospital visits.

The teletriage service was launched in 2017 and has been rolled out across all 76 care homes in Wirral. Care homes are provided with iPads funded by the Innovation Agency and staff are trained to use them for recording basic observations.

When a resident becomes unwell, care home staff use Skype to consult a nurse practitioner or GP. The teletriage nurse combines staff observations with a visual assessment of the resident to provide clinical advice and services, including prescriptions, same day GP appointments or other referrals.

The service is available 24 hours a day, 365 days a year, and receives around 300 calls a month from care homes. Only 15 per cent of calls result in hospital treatment. Between June 2018 and February 2019 there was a 14 per cent reduction in ambulance calls to care homes compared to the same period in the previous year.

“As well as providing better care and better health for patients, it provides better value for the NHS too.”

Val McGee

Chief Operating Officer of Wirral
Community NHS Foundation Trust

Teletriage is delivered by Wirral Community NHS Foundation Trust with support from Community Geriatricians and Wirral Health and Care Commissioning. In 2017 we provided £25,000 funding for the purchase of iPads for care homes.

Val McGee, Chief Operating Officer of Wirral Community NHS Foundation Trust, said: “Our teletriage service means unwell residents are now supported within their care home, rather than facing the frightening and disruptive prospect of ambulances and hospital departments.”



14%
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homes

“By working collaboratively across a range of sectors we can integrate an ecosystem of community support with healthcare services and revolutionise the way we respond to the wider needs of patients, saving lives and money in the process.”

Mark Swift
Wellbeing Enterprises
Chief Executive



SOCIAL INNOVATION AIMS TO IMPROVE WELLBEING

A social innovation to help keep people out of hospital and improve their independence has been funded by the Innovation Agency.

The initiative followed our offer to Cheshire and Merseyside Health and Care Partnership to support a transformational innovation. In response, the proposal was for a package of non-medical approaches delivered by social enterprise Wellbeing Enterprises in partnership with community health trusts.

This includes social prescribing, navigation of community activities and volunteering in hospitals and community healthcare settings to help patients gain confidence and find ways to manage their own health and wellbeing.

Wellbeing Enterprises has a 15-year track record of co-designing and co-delivering such approaches working with citizens, clinicians and the wider voluntary, community, faith and social enterprise sector.

Wellbeing Enterprises Chief Executive Mark Swift said: “This initiative aims to reach out to the social circumstances of people’s lives to address underlying social issues often at the root of peoples’ use of healthcare services.

“By working collaboratively across a range of sectors we can integrate an ecosystem of community support with healthcare services and revolutionise the way we respond to the wider needs of patients, saving lives and money in the process.”

Dave Sweeney, Executive Implementation Lead at Cheshire and Merseyside Health and Care Partnership, said: “Our region continues to trail-blaze new social innovations to address patients’ needs and through this initiative we will become the first area in the country to integrate such approaches at scale in the UK.”

A team of wellbeing support workers and volunteers will be deployed to deliver the initiative.