



We are NHS Somerset

Collaboration Innovation Prevention

nhssomerset.nhs.uk



We Are NHS Somerset

Collaboration, Innovation, Prevention.

It is one year, on 1 July 2023, since NHS Somerset was created. This short report highlights just some of the things we've achieved so far. Everything we have done has been achieved by working in partnership with organisations across the health, care and the voluntary sector in Somerset.

NHS Somerset is responsible for commissioning health and care services for our 580,000 residents. We play a pivotal role in bringing organisations together to work as one integrated care system (ICS), for Somerset.

An ICS is a partnership between the NHS, local council, voluntary services and other organisations working together to plan and deliver joined up services to improve the lives of people in our area.

We all are aware that the NHS and care services are under severe pressure, caused by staff shortages, the impact of Covid 19 and rising demand associated with more people living longer but often in ill-health, reducing their independence and quality of life. In Somerset, this gap between the time that people 'live well' and their overall life expectancy is on average 17 years. However it is even longer than this in some of the more deprived parts of our county. In other words, an increasing number of people will experience almost two decades of ill health, or poor quality of life, before they die. That gap is bigger than the England average and we need this to change.

We have a massive opportunity. This is our vision.

We want all people in Somerset to live in thriving communities and have healthy and fulfilling lives from birth, through to adulthood and into old age. We want people to live well for longer than they do now.

Our Mission:

Driving collaboration, promoting innovation and supporting good health.

We will drive collaboration between the NHS, Somerset Council and our voluntary sector partners to improve the health and wellbeing of people in Somerset. We will listen to our residents and work with communities to develop innovative ways to prevent people from becoming unwell, whilst also delivering high quality services when people need them.

By working with our local communities, voluntary and partner organisations, we are transforming how we work, strengthening our collaborations with the joint goal to improve the health and wellbeing of those people that live in our fantastic county.

Jonathan Higman, Chief Executive



NHS 75 at Glastonbury Festival

This year saw NHS Somerset staff take to the world stage at Glastonbury Festival, with local poet Miles Chambers, to perform a poem we commissioned to celebrate 75 years of the NHS. The poem accompanied a film we made for the British Film Institute highlighting 75 years of health improvements delivered by the NHS.

This was made possible thanks to Glastonbury festival founders Michael and Emily Eavis. Michael Eavis says he is "such a big fan" of the NHS after being diagnosed with cancer twice in his life... **"to have a totally free health service is just incredible and they're so good at what they do".**



2023 marked 75 years of the National Health Service and there is a lot to celebrate.

Treating over a million people a day, the NHS touches all of our lives. But we also need to look to prevention rather than just being an ill health service, creating innovative services that keep people well for longer, in the communities that need it most.

Paul von der Heyde,
Chair NHS Somerset



Our Somerset



Proud to be part of **our SOMERSET**
Together we care

NHS Somerset plays a pivotal role in bringing together the NHS, Somerset Council and voluntary sector partners to work as one integrated care system, or ICS, called Our Somerset.

NHS Somerset is responsible for commissioning health and care services for our 580,000 residents.

Through Our Somerset, we deliver joined up services to improve the lives of people in our area.

Our aims for the future

Our priority is to join up care for people, places and our population.



Aim 1

Improving the health and wellbeing of the population, helping people to stay independent, get early support and live fulfilling lives.



Aim 2

Reducing inequalities by focusing on people who do not have the opportunity to live as healthy lives as others.



Aim 3

Providing the best care and support to children and adults.



Aim 4

Strengthening care and support in communities through local support networks, so that people can access the services they need with ease.



Aim 5

Responding well to complex needs, whether it's physical, mental, social or financial difficulties.



Aim 6

Supporting broader plans to improve other factors that affect good health, such as housing, unemployment and financial stress.



Aim 7

Getting better value for money by reducing duplication between organisations, using data and technology better, and taking the time to design services around people's needs.



NHS Somerset Challenges

HALF

Half the population live in rural areas, where access to services can be difficult.

1,435

The number of hospital admissions for self-harm in 2020-21 – higher than the England average.

17

There is a 17-year gap between living well and life expectancy.

DOUBLE

The number of over 75-year-olds is set to double by 2041.

2,150

The number of hospital admissions of people over 80 for falls in 2020-21, significantly worse than the England average.



Much to be proud of

Homeless Health

Hundreds of people in Somerset are affected by homelessness. They are some of the most vulnerable patients in our county, often with complex health needs, who struggle to access mainstream healthcare.

Many have mental ill-health, drug and alcohol dependence and physical health needs and, because they often struggle to access mainstream healthcare, can often end up going to A&E in a crisis.

Working together

Since 2021, the NHS in Somerset has been working in partnership with Somerset Council's Public Health Service and the voluntary sector to support the health of those experiencing homelessness, living in temporary or vulnerable accommodation, and other vulnerable communities such as street workers.

This includes introducing a countywide Homeless and Rough Sleeper Nursing Service, made up of physical and mental health nurses, link workers, and two Inclusion Health GPs (located in Taunton and Yeovil) with an additional short term funded GP in the Mendip area.

The service

Working together, the GP and nursing teams run a range of outreach drop-in clinics in Taunton, Yeovil and across the Mendip area at easily accessible venues, such as hostels, churches, day centres and YMCAs, or even on the street or in a field.

The team offer on the spot care, giving health checks, blood tests, wound care, medication and sexual health advice, coordinating the care provided by other services, and ensuring each client's personal safety and welfare is looked after. They also provide links to other vital services such as social care, Citizens Advice Bureau and food banks.



Winner:
NHS Parliamentary Awards for Health Equity 2023

Runner up:
Royal Society for Public Health, Health and Wellbeing Awards for Health Equity 2021



300

homeless adults are in contact with Somerset NHS services at any one time.

871

referrals to team

4,469

appointments

24%

of clients newly registered with GP

(March 2021 – June 2023)



A Brave Conversation

Today Artificial Intelligence (AI) has become one of the most talked about innovations.

Yet as far back as 2014, NHS Somerset has been leading the way in AI. We've used health and care data, combined with the medical knowledge and insight from our clinicians in primary care, to help us improve the health of our Somerset population. We do this by using data from primary care records (with patient consent), to identify those who may need extra support to prevent their health from becoming worse.

For example, last year we started looking at primary care data from six primary care networks (PCNs) with a sample that covers nearly half of Somerset's population. This helped us identify and engage with those who are most at risk of becoming vulnerable to a health crisis.

"We've seen really encouraging results. Doctors have been working with 35 care homes in North Sedgemoor covering around 700 residents, to identify those who may be at risk in terms of their health. As a result of this work, there has been a 35% reduction in falls and a 65% drop in A&E attendances by residents living in care homes" says GP, Dr Matthew Dolman, NHS Somerset CCIO.

Health Hubs for Farmers

Farming can be a very isolating and lonely occupation. Many farm workers, work in remote locations - leaving them with little time to access healthcare.

In Somerset, three Rural Health Hubs have been set up at the county's livestock markets, giving farmers, their families and agricultural workers free access to confidential health checks, without the need to book an appointment.

The first Hub was set up by the NHS and the family of local farmer Derek Mead at Sedgemoor Auction Centre, in 2019. Following its success, two more Health Hubs have now opened at Frome Livestock Market and Exmoor Farmers Livestock Auction, running on a regular basis.

About the service

Staffed by NHS nurses, often from an agricultural background themselves, farmers receive general health checks - such as blood pressure, monitoring blood sugar and cholesterol testing - advice about lifestyle, as well as support for their emotional wellbeing and mental health.

In the last year, the three Health Hubs have seen over 364 people, with around half given advice and support to contact their GP for further care.

Working together

The success of the Hubs is a result of a strong collaboration between the NHS and community-based charities from the farming sector. Volunteers are also on hand from the Farming Community Networks (FCN), along with health connectors, to give guidance on any long-term support farmers may need.

Primary Care in Somerset

Primary care services are often the first point of contact in the healthcare system – that's your GP, community pharmacy, community nurse, dentist or optician.

There are heavy demands for these services. For example, in Somerset the number of GP appointments has risen a staggering 74 per cent over the last 2 ½ years.

To meet the challenge, we are finding innovative ways to organise primary care and bring a range of new health and care roles to work alongside GPs to support our residents.

Somerset GP Community Pharmacy Consultation Service

This year, we rolled out the Somerset GP Community Pharmacy Consultation Service offering patients a same-day appointment with a community pharmacist of their choice for over 40 minor conditions.

By directing patients to the right service for their needs, over 1,000 GP appointments are freed up every month for patients with more complex conditions.

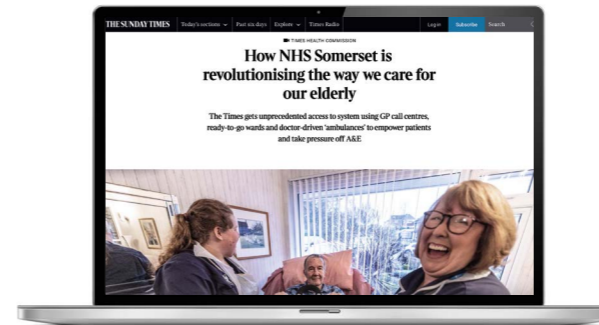


Living Better

Finding the best support to help you proactively manage your health and wellbeing can be complex. Living Better is a one-stop shop for people across south west Somerset where care coordinators, health coaches and social prescribers can connect you to the right local services and activities.

Many of these are run by Somerset's vibrant charity and community groups, including Talking Cafes, walking and activity groups, social meet ups, befriending services, or friendly local village agents who can help with practical advice and support.

In the News



Taunton Vale Healthcare

Taunton Vale Healthcare, one of Somerset's largest doctors' practices, has introduced a new 'call centre' system which featured in The Times.

Patients can email, text, or send video messages describing their symptoms to a team of medical professionals

- a mixture of GPs, nurses, and a paramedic – who allocate it to the most appropriate professional in the practice, such as the on-site physiotherapist, specialist nurse or pharmacist.

The practice prides itself on guaranteeing every patient a same-day initial phone appointment, with only those who need it seeing a GP in person. The new system has proved to be extremely effective and has gained national press interest.



Every five years after the age of 65 the risk of developing dementia doubles (Alzheimer's Research UK)

www.somersetdementia.org



Watch here:
<https://shorturl.at/adkmQ>

Somerset Dementia Wellbeing Service

In Somerset, dementia is growing faster than the national average. Our over 65 population will increase dramatically from 1 in 4, to 1 in 3 people by 2040. This is also higher than the national average.

Our Somerset (Somerset ICS) worked with those with lived experience of dementia and their carers, the voluntary sector, Somerset Council and NHS Somerset to ensure that our dementia services are joined up, equitable and easy to access for all.

We've developed a new model of community support; the Somerset Dementia Wellbeing Service. The Somerset Dementia Wellbeing roadshow toured the county earlier in 2023 to provide training and showcase the support options available to people with dementia and their carers.

We've also developed a website for the Service, doubled the number of Dementia Support Workers (provided by the Alzheimer's Society), and have commissioned a Somerset Dementia Connect phonenumber. We are working together to roll out free Carer's Education Courses and provide dementia information packs to all who need them.



Our Workforce

Our health and care workforce are our greatest asset. They are critical in enabling us to deliver high-quality care. However, across England, there are significant workforce gaps to meet the demand for services.

Many of our teams across our health and care workforce are adapting to working more collaboratively with the public, private, voluntary and community sector, designing and delivering services that prioritises the needs of our population, in the right place, at the right time, by a skilled and motivated workforce.

Our focus is on creating more routes into health and care careers, through student placements, training places and working with colleges and the University Centre Somerset on T-levels, Nursing Associate and undergraduate nursing and social work degrees, and increasing the number and variety of apprenticeships.

As part of our workforce scenario planning for 2035 we are bringing partners together to help future proof our workforce. Guided by four future realistic scenarios of how health and care could look in 2035, and engaging with hundreds of stakeholders across our system, we are developing a new workforce model for the future based on collaboration to improve the health and wellbeing of our whole population.



Proud to Care Somerset

Somerset Proud to Care is an initiative to raise the profile of job opportunities in the care sector across our region. In the last six months, our dedicated Proud to Care website has had over 520 enquiries with 261 matched to employers in the care sector.



Somerset Academy for Health and Social Care

Plans for a £20 million project to regenerate the old Bridgwater Hospital as a future training hub for health and social care are now underway, including a satellite academy based in Minehead.

The Somerset Academy for Health and Social Care will train new recruits and offer courses for the current care sector workforce using state-of-the-art facilities and digital innovation. A crèche and key worker accommodation will be provided as well as a purpose-built Independent Living Centre.



Open Mental Health

Working together

In 2020, Somerset set up an alliance between the NHS and the voluntary sector called Open Mental Health (OMH). Our ambition is to ensure that people living with mental health issues get the right support at the right time.

The award-winning Open Mental Health approach has created a new way of working for the Somerset mental health system, coproduced by experts by experience (people with personal experience of mental health services). They came up with the 'no wrong door, no shut door, no door at all' idea to describe the kind of mental health services we are working towards: one in which people seeking mental health support are not being bounced around the system or falling through gaps.

The Service

We help people to live a full life by providing access to specialist services to help support and improve their wellbeing and quality of life. Further support is also available at dedicated safe places in the community for anyone in a mental health crisis, or by calling a 24/7 supportive listening service, Mindline Somerset.

openmentalhealth.org.uk/

Somerset Emotional Health and Wellbeing Podcast.

Join our 50,000 listeners to listen to our regular podcasts where Dr Tressider, Dr Coope and Dr Bagshaw are joined by expert guests for weekly health and wellbeing discussions.

somersementotionalwellbeing.castos.com



As of June 2023, in Somerset:

5,000

interventions on average per month delivered by Open Mental Health, across NHS and voluntary, charity and social enterprise partners

Around 750

calls to Mindline (24/7 telephone service) per week

500

appointments available per month at our crisis safe spaces

Citizens Advice providing specialist casework to approximately

200

clients at any one time – we are seeing demand increasing in this area

New VCSE

partners are joining the alliance – we now have **19 delivery partners and over 85 grant-funded** network partners

OMH

has funded over 85 grassroots and micro-organisations, giving over **£650,000** towards services and projects which reach people who might not otherwise be in contact with services.



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