

## **We're working with you to improve health and care services**

A warm welcome to the first edition of the Berkshire West Integrated Care System (ICS) newsletter. We hope you find it informative. Our new website [www.berkshwestics.org](http://www.berkshwestics.org) has lots more content with videos, case studies, downloadable resources and latest news, so do take a look. You can also join the conversation on our social media channels. We're on Twitter at <https://twitter.com/berkswestics>; Facebook at <https://www.facebook.com/BerksWestICS/>

An Integrated Care System (ICS) is one in which local NHS organisations, in partnership with other stakeholders, take on joint responsibility for resources and the health of the local population, providing joined up, better coordinated care. Royal Berkshire NHS Foundation Trust, Berkshire West Clinical Commissioning Group (CCG) and Berkshire Healthcare NHS Foundation Trust joined forces in June 2016 to form Berkshire West ICS, one of the first in the country. As an ICS we aim to improve services and outcomes for patients and make Berkshire West a great place for NHS staff to work.

Our ICS leadership team takes responsibility for delivery of the ICS programme of work and is made up of the CEOs and chairs of our three organisations, the local authority CEO who chairs the Berkshire West Integration Programme, and an Independent chair.



*Left to right: Cathy Winfield, Chief Officer of Berkshire West CCG; Abid Irfan, Chair of Berkshire West CCG; Steve McManus, Chief Executive of Royal Berkshire NHS FT; Graham Sims, Chairman of Royal Berkshire NHS FT; Julian Emms, Chief Executive of Berkshire Healthcare NHS FT; Martin Earwicker,*

*Chair of Berkshire Healthcare NHS FT; Nick Carter, Chief Executive of West Berkshire Council who chairs the Berkshire West 7 Integration Board, and Luke March, Independent Chair of Berkshire West ICS.*

To support our joint working, we have established an ICS Unified Executive group, which includes senior executives and clinicians from all of our partner organisations, including our colleagues from the GP alliances in primary care. The Unified Executive takes responsibility for delivery of the ICS programme of work, as well as monitoring and reviewing the financial performance of the system.

To date, we have made significant progress in the way in which we deliver a number of our clinical services. One example of this is the [Integrated Pain and Spinal Service \(IPASS\)](#) - an award-winning service which provides a collaborative approach to help patients with back and persistent pain.

We have also embarked on a major redesign of the way in which we deliver outpatient services. Below, you can read an interview with consultant, Dr Toni Chan, about this work which is making a real difference to our patients.

We have operated a single budget for our whole health care system with the aim of making the most effective use of every pound.

In January the NHS Long term Plan was unveiled and as an ICS we are currently working on our response. We will bring you an update in the summer newsletter.

As an ICS we are committed to working in partnership with all residents to develop improvements in response to local needs. We will be holding a number of workshops this year giving you the chance to get involved and add your voice to the conversations as we shape the future of health and care across Berkshire West. You can watch a video giving an overview of one of our recent engagement events [here](#).

If you have any comments or would like to take part in a future workshop, do please contact us via [the website](#).

## **Berkshire West ICS is working to transform services for outpatients**

Traditionally, services for outpatients have taken the form of face-to-face appointments at our acute hospital site, Royal Berkshire Hospital. But Dr Toni Chan, associate medical director at Royal Berkshire NHS FT (pictured), says this is unsustainable, given the growing demand for services as a result of an ageing population. He also says it doesn't give patients the best experience.

He said: "Here at the Royal Berkshire Hospital, and together within the Integrated Care System, we are working to transform how we deliver outpatients' services.

"We are putting the patient at the heart of everything we do. Patients have busy lifestyles, so we are using technology such as virtual clinics, telephone clinics and remote monitoring to offer an



alternative to face to face appointments, when clinically appropriate. This is often far more convenient for the patient.”

The ambition is also to bring care closer to people’s homes. The Trust is working closely with its partners in the community, including GPs, so that patients can be seen as outpatients in the community when it is appropriate and clinically right for them.

Dr Chan said: “We’re working towards equipping our units outside the Royal Berkshire Hospital to ensure that we have exactly the same diagnostics and same care. Teams are now going out to deliver care for patients. If patients can be seen in one of these other settings it will save them a journey into the middle of Reading and trying to park and all the inconvenience that involves.”

One-stop-shop clinics bring together different specialisms and are benefiting patients who have more than one medical problem.

“We can diagnose, do tests and a consultation often within the same appointment, on the same day which is far more convenient for our patients,” Dr Chan added.

## **Berkshire West chosen to lead on two mental health projects for young people**

Berkshire West has been selected for two projects which will support children and young people with their mental health.

Berkshire West is one of just 25 areas across England chosen to take part in one project which aims to initially support more than 500 children and young people. Funding of more than £800,000 a year is being provided by NHS England to run two dedicated mental health and support teams.



The project is a partnership between Berkshire Healthcare NHS FT, Reading Borough Council, West Berkshire Council and Berkshire West CCG. This further builds on the existing work across Berkshire West which has already been developed by partners in response to the government challenge Future in Mind – a scheme designed to promote, protect and improve children and young people’s mental health and well-being.

Meanwhile, children entering care will also benefit from a pilot project to improve mental health. Berkshire West has been selected as one of just nine areas from across England to take part in a pilot, funded by the Department for Education (DfE), that will help to ensure the approach used for mental health assessment is more suitable for looked after children’s needs

## **Extended GP access now available during evenings and at weekends**

Did you know that GPs across Berkshire West are now offering appointments in the evenings, at weekends and bank holidays?



Patients need to be registered with a local GP surgery and can book these appointments in the usual way through their GP practice.

Download a leaflet here for more information:

<https://www.berkshirewestccg.nhs.uk/media/2626/bwccg-gp-eve-and-wkends-final.pdf>

## **Designing health and care services in our neighbourhoods**

GP practices in Berkshire West are working together in local neighbourhoods covering up to 50,000 patients to make the best use of local services and help keep people safe and well in their community.



This joined up approach is bringing together primary care with other services such as community, mental health, social care, pharmacy, hospital and voluntary services in what we call Primary Care Networks.

It means patients will have better access, closer to their homes, and practices can share information and technology to offer better services for patients.

This approach will improve patient health outcomes, improve the quality of care, support people to better look after themselves, provide health and social care closer to home, and reduce unnecessary hospital admissions.

Watch a short video explaining more about Primary Care Networks, what they are and how they work by [clicking here](#).



[www.berkshirewestics.org](http://www.berkshirewestics.org)

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