Transforming community and general practice nursing in London – the art of the possible

Session One: 
The time is right

Why transforming quality and leadership in community and general practice nursing services is important to us all.
Leading the revolution

Jonathan Lewis
Chief Executive Officer at Bromley Healthcare Community Interest Company

Pete Thomond
Managing Director for Clever Together
Developing community and general practice nursing to lead the revolution

Pete Thomond

Utube: Sasqzuatch music festival 2009 - Guy starts dance party
Leading the revolution

It can come from community and general practice nursing
Revolutions are born from movements

What are the ingredients of a movement?

We can learn from the literature regarding:

• technology adoption life cycles
• complexity theory
• complex adaptive systems
• social contagion
Revolutions are born from movements

What are the ingredients of a movement?

We need a leader who:

• has guts to stand alone (and sometimes look ridiculous)
• is easy to follow; their actions are so simple they're almost instructional
• embraces followers (especially the first ones) as equals
• knows it's not about themselves "the leader"; it's about them "the people" in the movement
Revolutions are born from movements

What are the ingredients of a movement?

We need a first follower who:
• transforms a lone nut into a leader
• recognises that being a first follower is a form of leadership (even if under-appreciated)
• calls to their network to join in
• publicly shows everyone how to follow
• has guts too (the leader may still be a nut)
Revolutions are born from movements

What are the ingredients of a movement?

We need a second follower who:

• proves the first follower has done well
• creates a turning point as three is a crowd and a crowd is news.

This early group must:

• make their movement public
• make sure "outsiders" see the leader + followers - new followers emulate other followers, not the leader.
• momentum creates a tipping point = no longer looks risky to join in
Revolutions are born from movements

What are the ingredients of a movement?

As the entrepreneur Derek Sivers says:
If you are a “shirtless dancer” remember:

• nurture your first few followers as equals,
• make it clear that this is about the movement, not you
• be public
• be easy to follow
• first followers transform you from a lone nut into a leader - your leadership is over-glorified
Revolutions are born from movements
What are the ingredients of a movement?

A thought from Pete Thomond:
When you as a community or general practice nurse finds someone doing something great; please, please, please have the guts to be one of those first people to stand up and join in. This is real leadership. Following courageously show others how to follow and makes the change we all want to see happen

@petethomond / @clever_together
An Outsider’s View

Jonathan Lewis
An outsider’s view on how to support the development of Community Nursing

Jonathan Lewis
Bromley Healthcare
Outsiders can be helpful

Bromley Healthcare Community Nursing……

- Productivity + 40%
- Leg ulcer healing rates 21 week to 4
- Buurtzorg / Social Care pilots
The importance of Information and listening

Little things
This person needs nursing help urgently – what should the nurse do?
Things that have informed my outsider's thoughts

Little things...
My Dad…
If he gets a leg ulcer, how do I GUARANTEE he receives the best care?

Education

6Cs

Culture

Strong specialist

Leadership

Information
(standardised)

Packages of care

Not getting lost

I will play my part!
## Leg ulcer template

**Consent:**
- Consent given - specify if patient or carer [in free text]
  - Text:
  - Date: 19-Dec-2014
  - Informed consent:

**Care Plan**
- CT DN Care plan No:
  - Text: CT DN Pressure/assessment ulcer Care plan No:
  - Times/week:
  - Wound Healed: 29-Jan-2015

**Pressure Ulcer Care Plan**
- Decubitus (pressure) ulcer:
  - Active Problem:
  - Significant:
  - FirstEpisode:
  - Remains active for:
    - Day(s):
  - Location of wound:
  - Date Pressure sore acquired: 29-Jan-2015

**Pressure Ulcer Grading**
- Select and specify location of wound (Left foot etc):
  - Text: location of wound

**Date Pressure sore acquired**
- Date Pressure sore acquired:
  - Text:

**D metic completed**
- Specify if ulcer did not occur at home:
  - Text:

**Cannot determine how ulcer was acquired**
- Text:

**Medley pressure sore risk score**
- Medley not reviewed/recorded:
  - Medley:
  - Text:

**Pressure Ulcer Leaflet given to and discussed with (please specify)**
- Text: patient

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Bromley Healthcare
better together

[Logo]

NHS
And what happens if he has an operation and needs Clexane?
Information helps us make decisions that change lives

£240 is it worth it?
How much does the Tiffany 1.5 carat diamond and platinum engagement ring cost?

How much does the ulcer cost?
Decisions informed by good information improves care and reduces cost (using data)

<table>
<thead>
<tr>
<th>Patient ID</th>
<th>Duration of Ulcer</th>
<th>Date Referred to Bromley Health</th>
<th>Date Accel-Heal Applied</th>
<th>Type of Ulcer</th>
<th>Pain Score at start of treatment</th>
<th>Duration of time to achieve 0/10 pain score</th>
<th>Healing Rate</th>
<th>Percentag e of Healing</th>
<th>Cost of Nursing Time since start of AH Treatment*** AH costed at £240</th>
<th>Cost of Nursing time for the duration of ulcer prior to AH application***</th>
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<tr>
<td>5442</td>
<td>&gt;2 years</td>
<td>9/8/13</td>
<td>4/10/13</td>
<td>Venous</td>
<td>0</td>
<td>N/A</td>
<td>9 weeks</td>
<td>100%</td>
<td>£1,620 (£1,860 inc AH @ £240)</td>
<td>£21,160.00</td>
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<tr>
<td>1931 (1)</td>
<td>2 years</td>
<td>11/9/13</td>
<td>4/10/13</td>
<td>Venous</td>
<td>7</td>
<td>4 weeks</td>
<td>5 weeks</td>
<td>100%</td>
<td>£810 (£1,050 inc AH)</td>
<td>£16,720.00</td>
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<tr>
<td>23552</td>
<td>1 year</td>
<td>Referred to previous LU Service</td>
<td>3/10/13</td>
<td>Venous</td>
<td>0</td>
<td>N/A</td>
<td>6 weeks</td>
<td>100%</td>
<td>£910 (£1,130 inc AH)</td>
<td>£9,360.00</td>
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<tr>
<td>131132</td>
<td>1 year</td>
<td>12/9/13</td>
<td>8/10/13</td>
<td>Venous</td>
<td>10</td>
<td>3 1/2 weeks</td>
<td>5 1/2 weeks</td>
<td>100%</td>
<td>£990 (£1,230 inc AH)</td>
<td>£9,360.00</td>
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<tr>
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<td>4/10/13</td>
<td>1/11/13</td>
<td>Venous</td>
<td>0</td>
<td>N/A</td>
<td>4 1/2 weeks</td>
<td>100%</td>
<td>£810 (£1,050 inc AH)</td>
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<tr>
<td>9926</td>
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<td>0</td>
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<td>£540 (£780 inc AH)</td>
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<td>12531</td>
<td>8 months</td>
<td>3/10/13</td>
<td>21/11/13</td>
<td>Venous</td>
<td>0</td>
<td>N/A</td>
<td>4 weeks</td>
<td>100%</td>
<td>£720 (£960 inc AH)</td>
<td>£6,240.00</td>
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<td>28226</td>
<td>8 months</td>
<td>21/11/13</td>
<td>18/12/13</td>
<td>Venous</td>
<td>1</td>
<td>Not recorded</td>
<td>8 weeks</td>
<td>100%</td>
<td>£1,440 (£1,680 inc AH)</td>
<td>£6,240.00</td>
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<tr>
<td>6333*</td>
<td>&gt;2 years</td>
<td>28/11/13</td>
<td>3/1/14</td>
<td>Arterial</td>
<td>0</td>
<td>N/A</td>
<td>Not yet healed</td>
<td>90%</td>
<td>TBC c £9,720 to date</td>
<td>£21,160.00</td>
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<tr>
<td>19444</td>
<td>4 months</td>
<td>TBC</td>
<td>6/3/14</td>
<td>Venous</td>
<td>1</td>
<td>TBC</td>
<td>36 weeks</td>
<td>100%</td>
<td>£6,480 (£6,720 inc AH)</td>
<td>awaiting costs</td>
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<tr>
<td>1931 (2)**</td>
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<td>22/10/13</td>
<td>1/11/13</td>
<td>Arterial</td>
<td>8</td>
<td>1 week</td>
<td>11 1/2 weeks</td>
<td>100%</td>
<td>£1,980 (£2,220 inc AH)</td>
<td>£2,220 - Accel-Heal applied as early intervention</td>
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</table>

* Arterial Ulcers are notoriously difficult to heal due to the many factors associated with the condition.
** An arterial ulcer which achieved healing due to early intervention using Accel-Heal.
*** TVN - £90 per visit, excludes cost of standard dressings calculated at 2 x TVN appointments per week as per data from Bromley TVNs.

Leg ulcers can be expensive! Packages of care are key....
Please be quiet.....
Listening to patients
Lonely hearts on swollen legs
Listening to staff

- Integration
- Long term models of care
- Enough admin support
- Good nursing standards
- Decent clinical system
- Reasonable premises
- Enough staff now & future
- Little things

How much high level time is spent discussing each of these?
### Jonathan Lewis Question Forum

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<th>State</th>
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Hyper ethical competition helps professionals to disseminate best practice

In a competitive health market, it is imperative that organisations give away all of their intellectual property and the knowledge that gives them competitive advantage… helps to make everyone move faster

Risky but Right move with only a year of certainty left…....
Conclusion

- Value of outsiders
- Information is a vital support to Community Nursing
- Listening is a vital support to Community Nursing
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