Celebrating 70 years of the NHS - 1948 to 2018

NHS70 theatre zone

www.nhs70.nhs.uk/expo  #NHS70 #Expo18NHS
How simple acts improve the lives of patients

Chris Pointon, Clair Priestley, Kath Evans

Thursday 6 September, 9.30–10.15am

www.nhs70.nhs.uk/expo #NHS70 #Expo18NHS
How Simple acts improve the lives of patients

@PointonChris  @KathEvans2  @NHSYouthForum
# hello my name is...

Chris Pointon
Co-founder & Global Campaign Ambassador
#hellomymnameis
‘How simple acts improve the lives of patients’
K_te Gr_nger
@GrangerKate

I'm going to start a 'Hello. My name is...' campaign. Sent Chris home to design the logo... #hellomynamenameis

8:58 AM - 31 Aug 2013

32 RETWEETS 26 LIKES

#hello my name is... @pointonchris www.hellomynamenameis.org.uk
Sign up to #hellomynameis!

By signing up you agree to:
- Always introduce yourself to patients and visitors
- Treat them as you would a member of your own family or friends
- Always see the person behind the condition
- Treat people with respect and dignity

#hellomynnameis is a campaign launched by Dr Kate Granger, a specialist registrar and formerly a cancer patient at LTHT, who has gained a unique insight into life at our hospitals.

‘The small things can make a big difference’
Hard Truths
The Journey to Putting Patients First

Volume One of the Government Response to the Mid Staffordshire NHS Foundation Trust Public Inquiry

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#hello my name is... @pointonchris
www.hellomynames.org.uk
An introduction is the start of a therapeutic relationship. Underpinning the campaign are our core values that help to improve compassionate care and promote a better patient experience.

COMMUNICATION
Is of paramount importance.
Timely and effective communication which is bespoke to the patient makes a huge difference and starts with a simple introduction.

THE LITTLE THINGS
Really do matter – they aren’t little at all. They are indeed huge and of central importance in any practice of healthcare and in society. This could be someone sitting down next to you rather than looming over you or holding the door open for someone coming through.

PATIENT AT THE HEART OF ALL DECISIONS
‘No decision about me without me’. These words ring true in healthcare as the most important person is the patient and everything should be done with them in mind.

SEE ME
See me as a person first and foremost before disease or bed number. Individuals are more than just an illness, they are a human being, they are a family member, they are a friend etc and we should all remember to see more of an individual than just the reason they are using healthcare.
# NHS70

Celebrating 70 years of the NHS - 1948 to 2018
• 2.2 billion Twitter impressions
• Starts a therapeutic relationship
• Global Ambassadors
• Widely used every day across NHS
• One of the most important things you will say today

In UK - NHS – 1m people treated every 36 hours
#hello my name is... #hello my name is...

International Day July 23rd

August 30th, 2013 - the day a movement was born

Thought of the Day!

All Doctors want to leave their mark, and I think I've managed to do that. I think through it all I have found a strength I never knew I had.

Dr Kate Granger 1981 - 2016

#hello my name is

@pointonchris

www.hellomynames.org.uk

‘One of the most important things you will say today’
Continue the legacy...
For people, within people..

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Thank you all for continued support...

#hello my name is...  @pointonchris  www.hellomynamelis.org.uk

#NHS70  Celebrating 70 years of the NHS - 1948 to 2018
# hello my name is...

Wound Care and the Homeless Person

Clair Priestley

Tissue Viability Nurse Lead (Manchester Foundation NHS Trust– North Manchester Community Services)
Homeless definition

- Rough Sleeper: 40%
- Sofa Surfer: 30%
- Hostel: 11%
- NFA (Prison or Hospital): 5%
- Night Shelter: 9%
- B&B: 5%
Some figures

- 700-800 homeless patients registered at Urban Village Medical Practice
- Around 35 new patient registrations per month
- Hidden population - ?1000-2000 in Manchester
- 75% male 25% female
- Age range 20-45 years
- Average age of death 40.5 years
The NHS and homeless people

• Access to NHS services is poor
• Address based services
• Rigid appointment systems
• Multiple services in multiple locations
• Silo working
• Transient/chaotic lifestyle
• Deserving/non-deserving
• Deemed too complex/futile
Health problems of homeless people

- 70% have a mental health problem
- 60% drink alcohol to harmful levels
- 60% use drugs to harmful levels
- 50% have chronic Hepatitis C

- 60% have all 4 problems
The North Manchester response

- Multi-agency team
- Community-based with hospital in-reach
- Assertive outreach
- Wound care clinic 3 afternoons per week
- Unique service
Working in the homeless clinic is:

- Funny
- Sad
- Frustrating
- Challenging
- Scary
- Satisfying
- Different
Wound care in the homeless population

- High rates of IVDU
- Damage to superficial veins through repeated trauma and thrombophlebitis
- Drugs mixed with citric acid causing acid burns
- Drugs prepared in unhygienic conditions
- Damage to deeper veins due to DVT
- Venous hypertension
- Inadequate resting of legs
The wound care service

- At first attendance patients are assessed however ABPI is not performed
- Patients are asked to attend regularly for 2 weeks before Doppler/ABPI assessment is completed
- Asked to show commitment to attending clinic regularly
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Wound care challenges

- Late presentation
- Irregular attendance at clinic
- Access to clinic difficult – reluctant to use public transport
- Don’t want to meet old associates
- Attempt to self-care
- Talc
- Kitchen roll
- Sanitary pads
- Nappies
Wound care challenges

- Optimal treatment for VLU is compression therapy
- Irregular attendance
- Reluctance due to pain levels
- Access to legs for injecting
- Can’t wear normal footwear
- Showering difficult
- Previous experience of treatment
Wound care challenges

- IVDU patients often report high levels of pain
- Self-medicate
- Exacerbates chaotic lifestyle
- Prescription of pain medication challenging
- Reluctance to attend onward referrals – vascular services
- Maintenance of compression therapy after healing achieved
- Larvae!
• Our simple acts to change lives
  – Listening
  – Relationship building
  – See the person
  – Value opinions
  – Offer choices
  – Team working
The future

• Review of location of clinic
• Working alongside other providers/charities
• The Greater Manchester picture
• Likely increase in numbers of service users
• Mobile clinic model?
Thank you for listening
Working in the NHS – how has it changed in 70 years?

Ethel Armstrong, Patsy Probert, Naomi McVey
Thursday 6 September, 10.30–11.15am

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Working in the NHS – how has it changed in 70 years?

@patsypro50  @NaomiMcVey  @MonteithRhian
Where is technology taking the NHS?

Prof Tony Young

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Where is technology taking the NHS?

@DrTonyYoung @AdamSewellJones
Gifting a garden

Angela McNab, Guy Barter, Tim Kendall

Thursday 6 September, 12.30–1.15pm

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Gifting a Garden

Professor Tim Kendall,
National Clinical Director Mental Health, NHS England and NHS Improvement

@amcnab57 @GuyBarter @timkendall1 @bevtayloryork

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1. **Community Connectors** – we will support the commissioning of local social prescribing connector schemes in all areas, as part of personalised care approach. These connect people to community groups and services, through the support of a ‘link worker’ and are mainly in the voluntary sector.

2. **Support mental health trusts to connect people to community groups**, including the outdoors and community gardening, through partnership with Defra, Natural England, RHS and others.

3. All this depends on **partnership working, sustainable local voluntary organisations and community groups**. We need to build the ‘connectors’ and work together at local level to support community groups providing activities.

4. NHS England support offer includes regional social prescribing networks, online platform, Common Outcomes Framework to measure impact and mapping existing schemes, personalised care demonstrator sites and support for mental health trusts.
Why gardening is good for your health

- Connects people for wellbeing
- Physical exercise
- Sunlight, vitamin D
- Creative expression
- Re-connecting with nature

- Lost Connections, Johann Hari
A gift from RHS to the NHS

- NHS England contacted 54 Mental Health Trusts
- 80% responded with proposals outlining:
  i. how they would use the garden for staff and service users
  ii. where they would place the garden
  iii. link with social prescribing
- Shortlisted by panel: Matt Keightley; Guy Bartler, Tim Kendall
More years of giving

- 2018 winner: Camden and Islington NHS Trust
- Two more gardens will be gifted annually to 2020
- Top tip for Trust proposals, look at both:
  ✓ how you will use the garden space (for staff and service users)
  ✓ and where you will fit the garden!
Gardening is very social
# NHS70                               Celebrating 70 years of the NHS

- 1948 to 2018
# hello my name is...

Guy Barter
Chief Horticulturist, Royal Horticultural Society

Gardens That Live On

@guybarter

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NHS70 and the Royal Horticultural Society

RHS Themes;
- Education
- Wildlife
- Greening Grey Britain
- Health & Well-Being
Health & Well-Being at the Royal Horticultural Society

• Health & Horticulture Conference 2016
• Chelsea Flower Show 2018
Chelsea Feel Good Garden in partnership with NHS Mental Health Trusts England
Living on...

- Brixton
- Swansea
Afterlife…
Next steps…

• Commitment to two more NHS gardens in 2019 and 2020 – completion to start this month
• Research into gardening and well-being
• New Well-Being garden at Wisley
Guy Barter
Chief Horticulturist, Royal Horticultural Society
Gardens That Live On

@guybarter
Using gardens and green spaces at Camden and Islington NHS Trust

Angela McNab
Chief Executive
Camden and Islington NHS Trust

@amcnab57
About Camden and Islington NHS Trust

- Camden and Islington are diverse boroughs with a BME population of around 50% and an average adult population aged between 25 and 40 years old.
- 28 sites in 3 boroughs: Camden, Islington & Kingston.
- High rate of anxiety, depression and psychosis.
- Approx. 7,000 people across Camden & Islington (1.5%) have a serious mental illness (psychosis) and C&I treats or supports virtually all of them. Islington has the highest % of its population nationally and Camden is 3rd highest in London.
Our strategic priorities

Early and effective intervention

Helping people to live well

Research and innovation

Recent achievements

Specialist teams in all GP practices

Social prescribing

Developing rehabilitation services into housing provision

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How we use gardening now

- Within acute pathway
- Within rehab pathway
- Within older people’s services
Why we bid
Our Feel Good Garden – thank you
BBC Wales’ To Provide All People

Special screening
Thursday 6 September, 2 – 3.15pm

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