

Executive Partnership Board

Minutes

16 June 2014

Members in attendance:	
David Bone	Carers Bucks
Ian Cormack	Carers Partnership Board
Kurt Moxley	Mental Health Partnership Board
Nigel Palmer	SUCO
Sue Pigott	Talkback
Jean Rein	Talkback - Learning Disability Partnership Board
Bob Smith	South Bucks District Council and Chiltern District Council
Tracey Underhill	Buckinghamshire Healthcare NHS Trust
Adam Willison	Assistive Technology Board
Others in attendance:	
Debi Game	SUCO
Adrian Timon	Telehealth Project Officer
Helen Wailing	Democratic Services Officer



No	Item
1	<p>Welcome and apologies</p> <p>Apologies were received from Nadiya Ashraf, Zita Calkin, Steve</p>

Goldensmith, Ainsley Macdonnell, Ryan Mellett, Chris Reid and Jane Taptiklis.

Kurt Moxley chaired the meeting, in place of Ainsley Macdonnell.

2 **Assistive Technology - interactive session**

Adrian Timon, Telehealth Project Officer, was welcomed to the meeting. Adrian Timon gave a Powerpoint presentation (slides attached).

Florence (Flo) is an SMS texting service that can send medicine reminders, health advice, request for bodily measurements etc. In Buckinghamshire 44 GP Practices were involved and 400 + patients had signed up to the Service.

Outcomes of the Flo Service:

- Positive feedback from patients (via questionnaire)
- Patients prefer Flo to a 24 hour blood pressure monitor
- Clinical time savings
- Better diagnoses (patients feel reassured)
- Removes 'white coat' syndrome

Flo could be used by all agencies. It could also be used to minimise anxiety by providing messages to Asperger's patients.

Members asked the following questions.

What is the demographic of the 400 patients signed up to Flo?

Most Practices have used the service for patients that have presented with hypertension symptoms and have yet to be diagnosed, or for those who have been newly-diagnosed and their condition is yet to be managed. Patients are mostly the 40+ age group.

How would Flo work for smoking cessation or dietary services?

Patients can text their weight measurements, or agreed dietary advice that will motivate weight loss. The system can be adapted to an individual's needs.

Who send the texts to the patient?

The system is activated by a Clinician and once the patient is agreeable the service will run on a loop automatically.

Have you thought of commercialising the system?

No – the system is owned by NHS England, which couldn't be seen to be commercial.

Do you know why some GP practices have not signed up?

Some GP practices wanted to focus on MJOG. This is another type of text reminder system that provides an administrative rather than a clinical service. We hope that the practices which have signed up will encourage other practices to do so.

The Flo service is free of charge at the moment, and allows access to cutting edge telehealth.

GP practices are very outcome-driven. It is difficult to get quantitative outcomes from Telehealth.

There is lots of qualitative evidence available. We can look at supporting Multi Agency Groups (MAGs) with this system (MAGs target patients with high admissions or high numbers of GP visits). This would demonstrate outcomes.

Can Flo be used for social care clients too?

Adam Willison saw the Service Director this morning and discussed the possibility of using this system.

Have you engaged patients to help shape the Service?

Yes – we met with patient user groups (diabetes and SUCO). We don't do patient engagement well on the health side.

Are you feeding into modifications in the Service?

Adrian Timon and Dr Tom Davis feed in, and Dr Tom Davis sits on a national board.

Debi Game suggested that this presentation be given to the Autism Partnership Board, and said that the Flo Service would be very useful for people in transition (e.g. going to university). Adrian Timon said that Stoke-on-Trent had partnered with a university.

Tracey Underhill said that the Flo Service would also be useful for transitions to adult diabetes services. Adam Willison said that they would look at how the Service could be included in outpatient work.

Nigel Palmer said that those patients who visited their GP a lot might be more resistant to the Service. Adam Willison said that this was an issue but was not as big a problem as they would have thought.

Ian Cormack noted that older people needed a follow-up session after being introduced to a new system.

Debi Game said that the Older People's Partnership Board was currently re-defining its priorities and that this would be considered for inclusion.

David Bone gave an example of someone who had called them who could not remember how to use their keysafe, and they were happy to reinforce that.

	<p>Tracey Underhill said that their GP practices were receiving higher numbers of older people patients, and said that anything which helped would be useful.</p> <p>Tracey Underhill also said that people were becoming more and more IT-aware, and that this was a real shift.</p>
<p>3</p>	<p>Minutes of the meeting held on 10 March 2014</p> <p>The Minutes of the meeting held on 10 March 2014 were agreed and signed as a correct record.</p>
<p>4</p>	<p>Action Sheet</p> <p>Leaving Card Ainsley Macdonnell had sent a card to Fred Charman on behalf of the Board.</p> <p>Keeping Safe meetings Jean Rein reported that they had circulated the date of the Keeping Safe meeting but that no Executive Partnership Board members had come to the meeting. The outcome of the work would be brought to the Executive Partnership Board.</p> <p>Paralympic Legacy Group Debi Game reported that Ainsley Macdonnell had asked SUCO to identify users and carers for the Group, and that members had been recruited. The first meeting would be the following day. Jean Rein said that the representative from the Learning Disability Partnership Board had not been sent information about the meeting.</p> <p>Structure Chart / Family tree of boards There would be an item at the next meeting about the structure of different boards and how they fed into each other. Action: HW</p> <p>Healthwatch to be a member of the Board Debi Game said that she had spoken to Healthwatch, who had nominated a representative for the Board. However they were not in attendance.</p> <p>Red Kite housing Adam Willison reported that Red Kite Community Housing had stopped providing an in-house alarm service. Tunstall would be covering the service for one year. Communication with residents had not been very good. Private funders would have to make arrangements elsewhere. The alarms service would be part of the Supporting People contract re-</p>

	<p>tender, which would look at sheltered housing across Buckinghamshire. Currently there were many different levels of service. David Bone said that Carers Bucks had received queries about the alarms service and had been able to refer people to private companies.</p>
<p>5</p>	<p>Dignity Update</p> <p>This item would be deferred to the next meeting.</p>
<p>6</p>	<p>Partnership Board Key Points / Priorities and SUCO Update</p> <p>Assistive Technology Partnership Board</p> <p>Adam Willison took members through the report and said that:</p> <ul style="list-style-type: none"> • The new Community Equipment Service contract would be a seven-year contract and would provide twice the level of provision as the previous contract. • Adrian Timon had provided an update for the Board on the Advice and Interactive Messaging project. • Four local authorities, including Buckinghamshire County Council, had been chosen as beacon authorities to discuss assistive technology in Washington, USA. • Over 60 students had now taken the Bucks New University AT practitioner training up to masters level, including occupational therapists, GPs and care managers. • The 2014-15 priorities for the Board were based on the 2013-14 priorities. <p>Debi Game referred to the Community Equipment Service contract and said that under the original arrangements, there had not been any provision for lifts. If a carer had purchased a lift, could it be maintained under the new contract? Adam Willison said he would check this, and said that lifts were included in the new contracts but had very tight eligibility. Action: AW</p> <p>David Bone said that the UK Telehealthcare national marketplace conference at the Oculus in April 2014 had been very successful, and visitors had been very impressed with the work going on in Buckinghamshire.</p> <p>David Bone also said that there was still a lot of resistance in the community to AT equipment. David Bone had attended an event with District Nurses and had changed their opinion of technology.</p> <p>Autism Partnership Board</p> <p>Debi Game reported that she had been in discussion with Ann Whiteley</p>

(Carers Bucks) about organising a Conference in October 2014. A working group would be formed to organise the Conference.

Learning Disability Partnership Board (LDPB)

Sue Pigott reported as follows:

- Some health passports were back on track, and they were looking at re-launching these. The connection with the Flo technology needed to be looked at.
- As part of the Keeping Safe meetings, a survey had been carried out to find out why people did not make complaints or raise concerns, and the responses were being collated.
- LDPB was involved in interviewing for a Liaison Nurse at Stoke Mandeville, and they would ask pertinent questions. The Nurse would work across Buckinghamshire Healthcare Trust.
- Isolation of people with learning disabilities had increased following cuts in services provided.
- Elections for a new Co-Chair would take place in July. Candidates had produced videos which would be sent out to LD clients across Buckinghamshire.

Tracey Underhill said that Kyle Banks, Community Links Officer from Prevention Matters, was running a session to look at isolation, which the LDPB might want to join.

Older People's Partnership Board (OPPB)

Debi Game said that the OPPB had been renewing its priorities following the Older People's Conference, and that the OPPB meetings would be more action-driven.

The report from the Conference would be available shortly.

Debi Game asked whether access to information and support should be considered by the EPB as it was something which came up at all the partnership boards.

Ian Cormack said that there was a general feeling that the EPB needed to look more at cross-cutting issues.

Physical and Sensory Disability Partnership Board (PSD PB)

Debi Game said that the PSD PB was looking at its priorities, and had condensed these. Access to information was a key issue.

SUCO Update

Debi Game reported that David Bone had stepped down from his role as Co-chair, and Nigel Palmer had taken up the role of Co-Chair.

Kurt Moxley welcomed Nigel Palmer to the Executive Partnership Board.



	<p>There would be a BCC Care Managers Away Day the following day. SUCO had identified two service users to attend the Day and to do a presentation as self-funders.</p> <p>SUCO was meeting the Quality in Care Team that week to speak about the Falls Prevention programme.</p>
7	<p>Opportunities for joint working</p> <p>Members discussed isolation and said that this was a cross-cutting issue. Integration and how it worked in practice was also put forward as a cross-cutting theme. Action: Tracey Underhill to speak to Lesley Perkin and to report back at the next meeting. [post meeting note: Tracey Underhill has spoken with Leslie Perkin who is happy to attend the Executive Partnership Board to discuss the Better Care fund piece]</p>
8	<p>Item to refer issues / make recommendations</p>
9	<p>Date of next meeting</p> <p>22 September 2014, 1:30pm, Mezzanine Room 2, County Hall, Aylesbury</p>

Chairman


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Assistive Technology (AT) in Buckinghamshire

Adrian Timon
Telehealth Project Officer - Assistive Technology




Buckinghamshire County Council



Delivery Plan for Technology across health and social care

- 5 years delivery of telecare
- A greater focus on technology in healthcare settings
- To engage with Primary Care
- To progress engagement with Secondary Care
- Connect the two.



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Telehealth Projects

- Vital Signs – Community Health Team
- Speech and language Therapy – Buckinghamshire Healthcare Trust
- On Line Pain Management
- Vocational Support – Community Head Injuries Service
- Children’s Speech and Language Therapy- Oxford Healthcare Trust
- Advice and Interactive Messaging Service

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CYP Speech & Language Therapy Project



Home About Parents Professionals Schools & Early Years News Training Contact

CHOOSE YOUR AGE GROUP

0- 5 years
Lorem ipsum dolor sit amet sit amet

5 - 11 years
Lorem ipsum dolor sit amet

11 + years
Lorem ipsum dolor sit amet


Welcome to Bucks Speech & Language Therapy

Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, tempora incidunt ut labore et dolore magnam aliquam quaerat voluptatem. Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur?






read more

Early Years Primary Young People


4

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Telehealth Delivery Plan

- Win the hearts and minds 
- Identify Clinical Champions 
- Drive adoption of technology 
- Engage Patient Population 
- Enable the 'inevitable' pull effect by patients 

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Primary Care Engagement

- Familiar and accessible Technology 
- Tried and tested 
- Minimal Cost 
- Interoperability 
- Longevity 
- Promotes a positive impact on workload

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NHS
Simple TELEHEALTH
Florence

Simple Telehealth Presents: Florence

Don't take our word for it, here's what patients say about Flo.


"Using Flo has helped me sort out my medication and I now have the confidence to start living independently!"
Lady with chronic lung disease, aged 65

"Now I can take my blood pressure readings at home! I haven't got to fight my way through the rush hour traffic to see my doctor, which used to stress me out and put my blood pressure up!"
Patient with high blood pressure - Barry, aged 52

"I found the messages helped me to give up smoking - I didn't feel I was on my own. It was like having a friend with me, encouraging me to keep going."
Smoking cessation patient - Ahmed, aged 30

"To be honest, I was astonished at how Flo changed my medication habits. I was sceptical at first. The time I used to take my medication was a little haphazard and I sometimes forgot but now I find myself prepared at the right time every day."
Patient receiving medication reminders - Jean, aged 58

If you want to set up Flo, get in touch here



FLO
improves health care and changes lives

Ask your GP or nurse about FLO - the easy way to manage your health


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NHS
Simple TELEHEALTH
Florence

SIMPLE TELEHEALTH

- A multi-award winning, NHS owned Telehealth solution.
- Mobile Phone and website portal interface
- Available to over 40 CCG's across the country
- Fully funded till 2015
- Flexible
- Self Management



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NHS

Simple
TELEHEALTH
Florence

CLINICAL PRIORITY AREAS

- Hypertension
- Asthma
- Smoking Cessation
- Medication Reminders
- Obesity



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NHS

Simple
TELEHEALTH
Florence

Florence

- A SMS Texting Service that sends:
 - Medication Reminders
 - Health Advice
 - Requests for Patients bodily measurements
 - Questions of effectiveness

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NHS
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Florence

AIM Website Portal

Florence Help

Log in

Email address

Password

[Forgotten your password?](#)

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Florence

Patient Record

Hello Adrian Timon, [Account & Settings](#) [Log-out](#) Help

[View my patients](#) Find a patient

Ade Timon [Edit patient or add a service](#) [Send text message](#)

Monitoring

No current monitoring

Finished

[Blood Pressure](#)

[Survey_Ans1](#)

[Survey_Ans2](#)

[Survey_Ans3](#)

Messages

....

Date	Reading 1	Reading 2
19 Aug 13	200	100
20 Aug 13	190	95
21 Aug 13	180	90
22 Aug 13	170	85
23 Aug 13	160	80
24 Aug 13	150	75
25 Aug 13	140	70
26 Aug 13	130	65
27 Aug 13	120	60
28 Aug 13	110	55

Export data to [Excel](#)

Filter data

Quick look:
Choose a set date range


Custom range:
Start date:
End date:

12

14

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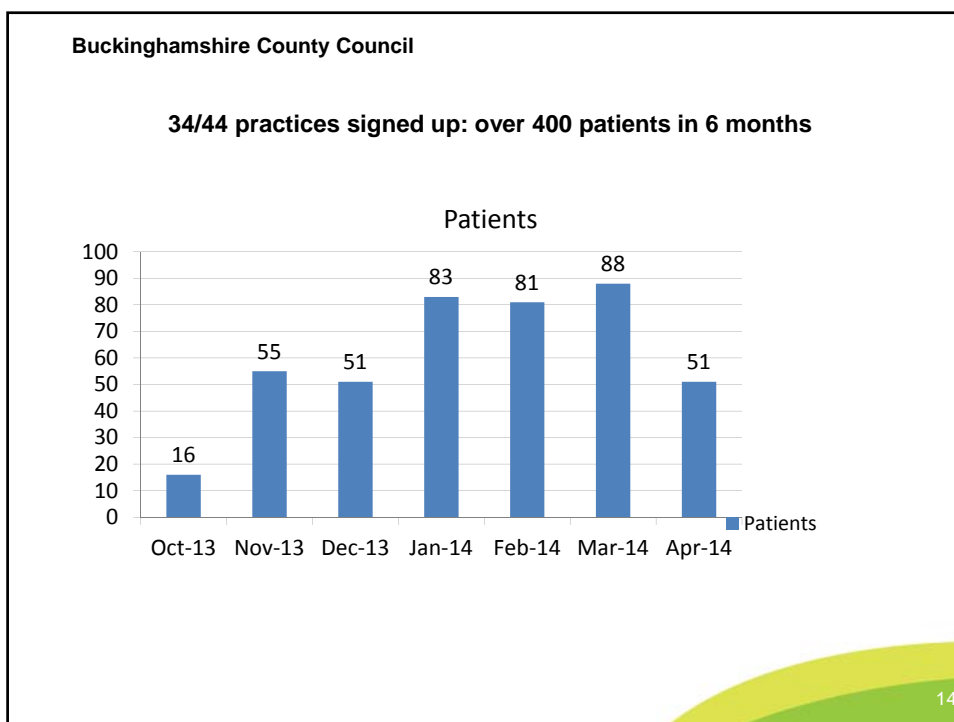


- 44 Practices involved

Aylesbury Vale CCG	Chiltern CCG
14 Practices	30 Practices

- Almost 400 Patients signed up and increasing
- NHS England exchange programme with Veterans Health Association

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NHS

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Clinical Outcomes

- Positive feedback from patients
- Patients preference over 24hr BP monitor
- Clinical Time Savings
- Better diagnoses
- Removes “White Coat Syndrome”



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NHS

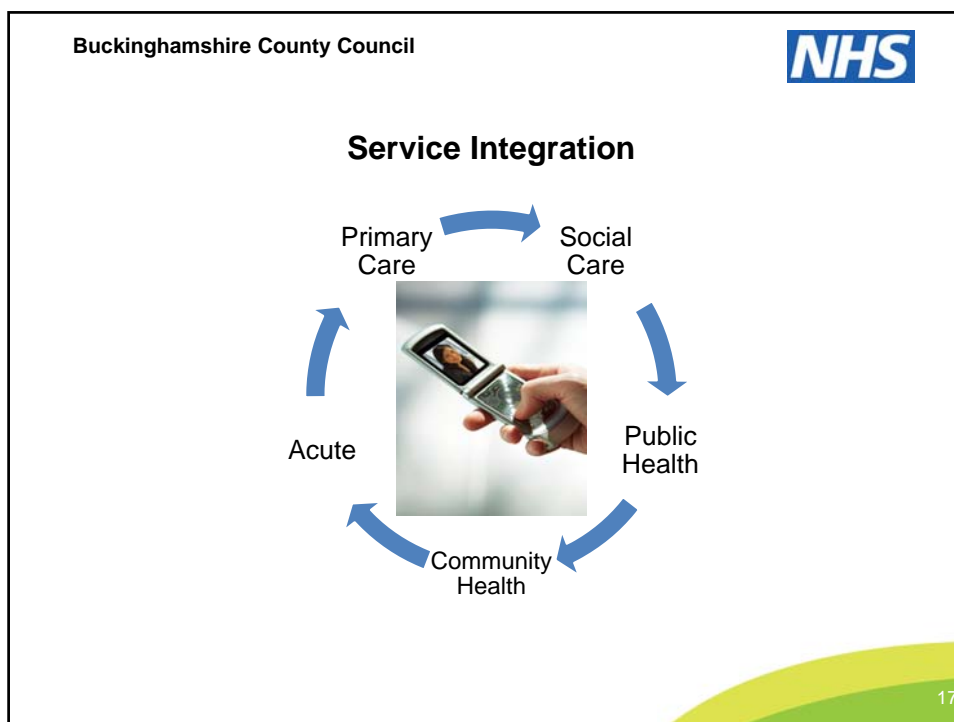
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TELEHEALTH
Florence

Non-clinical Outcomes

- Clinical champions emerging
- Single point of contact
- FLO being adapted to meet Clinical need

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Buckinghamshire Local Challenge

- AIM for Health Workshops
- Capture Feedback and Clinical Lead ideas to progress AIM
- National Funding has been made available to progress innovative ideas.
- Clinicians to submit expressions of interest to Telehealth Team by 30th June.
- Winning entries will receive extra resources to develop and implement innovation

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**The Future:
Possible deployment in Health & Social Care**

- Vital Signs
- Support Social Care Provision
- Weigh Forward Bucks
- Bucksmind
- To support staff within residential care
- Pre-Op Hypertension
- To support Carers

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