

Frimley Health and Care



Carers share their views and help to shape local services

Carers from across the Frimley Health and Care footprint had the opportunity to share their views about the projects being developed as part of the sustainability transformation plan work programme, at two events held in January.

Two separate events were held in the north and south of the area where carers and care organisations heard from the teams working directly on projects. They were able to share their experiences to help shape changes to services, and to provide insight into what is important to them and what would make the biggest impact to both theirs and the people that they care for lives.

Each event saw over 80 people attend in order to get a better understanding of what Frimley Health and Care is trying to achieve and the difference it is trying to make to people's experiences of health and care across the local area. The project teams will continue to engage with carers in the planning and roll-out of changes to services and look forward to delivering changes that really benefit local people.



Red Bag scheme launches system-wide

Care home managers from across the Frimley Health and Care footprint joined together in February to celebrate the launch of the red bag initiative. The event, which saw over 70 professionals attend, helped mark an exciting step forward in the way care home residents are admitted to hospital.

The initiative, sparked by learning from Sutton Clinical Commissioning Group and lead by individuals involved in the 2020 Leadership programme, will revolutionise a resident's journey from care to hospital. The red bag is designed to transport personal items securely as well as important standardised paperwork.

This helps professionals to give key information in a consistent way – helping to streamline the handover process and provide consistent care both into and out of hospital.



Rachel Darroch, Clinical Director of Improvement at Surrey Heath CCG commented, "I've worked in the NHS my whole career and unfortunately things can still get lost in transition. This is an exciting step; we are now doing something about it, improving the care we provide and our patient experience. Together we are working to transform how we deliver health and social care locally and this is a major achievement for us all. It is fantastic to see so many partners collaborating to help drive change."

The red bags went live across the system in March. Sutton CCG rolled out a similar system two years ago and has since seen an average length of stay in hospital reduced by four days, which is a benefit for both care home residents and the health and care services.

Community Diabetes Champions supporting positive changes to improve lives

Communities in Slough are the first in the system to benefit from a project which is training local people to become Community Diabetes Champions.

The champions will help people become more aware of diabetes, explaining what people need to do to prevent the condition from developing, as well as how to better self-manage the condition to help avoid complications if diagnosed.

The training helps people to change their own behaviour around diet and physical exercise and also gives them the tools to encourage others to change their habits.



The Champions are active across the community in locally important places such as community and religious centres. The programme has already seen people at risk of developing type 2 diabetes lower their blood glucose level and avoid needing medications. It has also helped people diagnosed regain some control of their condition as they understand better what role food and activity levels play in how they feel.

Recognised for making an impact

Frimley Health and Care has received some fantastic national recognition so far this year. Articles appeared in the Financial Times and The Times which highlighted the success of the partnership to date.

We also hosted a visit from NHS England and NHS Improvement, two national organisations tasked with ensuring health and care systems are working well and performing to target. The Chairs of the organisations Sir Malcom Grant and Baroness Dido Harding, praised the collaborative working that they saw throughout their visit, as well of the positivity of the people working in the system. They went away to look at how their own organisations can work together more closely to better support systems across the country. The video has been viewed over 10,000 times. You can watch the video here https://www.youtube.com/watch?time_continue=4&v=qdKwuP5yCw0



One of our local GPs Dr Andy Brooks was featured on BBC Radio 4's Today Programme—talking about how integrated care models are working in the Frimley Health and Care area and are making a real difference to patients and staff, and the system was also featured on the BBC South Sunday Politics programme.

The Frimley Health and Care system hosted a visit from representatives of Royal Colleges, Local Government Association and voluntary sector organisations in March, where we were asked to share our experiences to date, and in particular share how engagement and communications is underpinning service redesign and helping staff and the local community to feel part of the changes.

There is still lots more work to do across the Frimley Health and Care system but what we are in a good place to take forward the key priorities and help people to stay well, get treatment efficiently and conveniently, and get people home quickly after treatment.