



SHROPSHIRE HEALTH AND WELLBEING BOARD Report

Meeting Date	16.11.23			
Title of report	Shropshire Integrated Place Partnership (ShIPP) Update			
This report is for (You will have been advised which applies)	Discussion and agreement of recommendations		Approval of recommendations (With discussion by exception)	Information only (No recommendations) x
Reporting Officer & email	Penny Bason Penny.bason@shropshire.gov.uk			
Which Joint Health & Wellbeing Strategy priorities does this report address? Please tick all that apply	Children & Young People	x	Joined up working	x
	Mental Health	x	Improving Population Health	x
	Healthy Weight & Physical Activity	x	Working with and building strong and vibrant communities	x
	Workforce	x	Reduce inequalities (see below)	x
What inequalities does this report address?				
<p>1. Executive Summary</p> <p>The purpose of Shropshire Integrated Place Partnership (ShIPP) is Shropshire’s Place Partnership Board.</p> <p>It is a partnership with shared collaborative leadership and responsibility, enabled by ICS governance and decision-making processes. Clinical/care leadership is central to the partnership, to ensure that services provide the best quality evidence-based care and support for our people, improving outcomes and reducing health inequalities.</p> <p>It is expected that through the programmes of ShIPP, and routine involvement and coproduction local people and workforce can feed ideas and information to inform and influence system strategy and priority development</p> <p>2. Recommendations – NA</p> <p>3. Report</p> <p>The ShIPP Board meeting 19.10.23 was well attended and there was good discussion and engagement across the membership, Tanya Miles chaired the meeting.</p> <p>Dementia Strategy Progress Report</p> <p>Helen White, Commissioning and Transformation Project Manager, NHS STW, gave an update on implementation of new 3-year dementia strategy. The board were asked to note that Admiral Nurses were introduced to Shropshire in December 2022, dementia Link Workers have been implemented across Shropshire, Telford & Wrekin and peer support groups set up. Co-produced Living Plans have been introduced and Dementia Awareness and Health & Wellbeing events have been held. A GP Guide has been developed and the old Memory Assessment Service has been renamed the Dementia Assessment & Support Service (DASS)</p> <p>Healthier Weight Strategy</p> <p>Dr. Victoria Stanford, Public Health Registrar, gave a presentation on the Shropshire Healthier Weight Strategy. There was discussion on:</p> <ul style="list-style-type: none"> • Metrics how to measure and evidence progress with the strategy • The impact of trauma on weight 				

- Access to safe spaces to exercise and education around healthy eating
- encouraging movement (rather than exercise), links to social prescribing and Energize
- Access to healthy food for older people in care homes
- Suggested separate plan for SEND Community
- Provision of Tier 2 Local Authority funded weight management service and the need to primary care to feed into the development of services

Citizens Advice Shropshire report “When the Safety Net Fails”

Jackie Jeffrey, Chief Officer, Citizen’s Advice Shropshire, gave a presentation on the research document “When the Safety Net Fails.” She also spoke about the work of the Social Task Force so far and how crucial it has been to move this work around cost-of-living issues forward.

There was discussion on:

- Data sharing – how could we support families in claiming all the benefits that they are due to maximise their income?
- The work of the Social Task Force has been focussing on this, there are many online tools to help achieve this. Lots of information plus the video shown in the presentation here Cost of living help Shropshire Council
- Jackie talked about two elderly couples who were ill and disabled but were having to work to supplement their pensions. It would have been great to have tracked this in their patient records.

Healthwatch Shropshire Report – NHS & Social Care Complaints

Lynn Cawley, Chief Officer, Healthwatch Shropshire, gave a presentation on NHS & Social Care complaints. Healthwatch has run the independent Complaints Advocacy Service since 2016.

Discussion:

- embedding learning from the complaints process
- the role of the Patient Advice & Liaison Service (PALS) and its relation to the complaints process
- unrealistic expectations of the complaints process, the need for grief and trauma support for those accessing the service
- Refining the process as a system via the health & Wellbeing Board
- Taking the report to the system quality group

Draft GP Access Recovery Plan

Janet Gittins, Primary Care Partnership Manager NHS STW, gave a presentation on the GP Recovery Plan. The plan sits alongside other recovery plans, it aims to improve general practice access in the face of significantly increased demand.

Discussion:

- Community Pharmacy Consultation Services (CPCS) and the GP practices that are yet to engage in the process
- Links between current integration work and the ShIPP priority of supporting primary care
- Capacity issues within community pharmacy
- The use of the CPCS and the integration digital triage into the system.

Agenda, Approvals and Actions	Outcome (October)
Dementia Strategy Progress Report	<p>The Board noted the following recommendations:</p> <ul style="list-style-type: none"> • Note the work completed in Year 1 of the programme. • Note the system challenges and opportunities • Note the current performance in relation to the STW dementia diagnosis rate. • Note and support the recommend to further scope the implementation of the navigator function / role • Note the change to the local target of 4 weeks to 6 weeks in line with the National target, for referral to assessment. <p>Actions:</p>

	<ul style="list-style-type: none"> • Helen will check the position of Admiral Nurses and Link workers in relation to multidisciplinary working within the developing neighbourhood teams. • Helen to convene a meeting with Jess & other PCN's to resolve the reporting and communication issues with Primary Care and the Dementia Transformation work. • Helen to contact Tanya in 10 days (by 2nd November) if issues with reporting to Primary care are not resolved. • Update to ShIPP in the new year
Healthier Weight Strategy	<p>The Board took note of the report and endorsed the following recommendations:</p> <ul style="list-style-type: none"> • Provide feedback and comments on the proposed Final Strategy (provided) prior to its proposed endorsement by the H&WBB in November • Identify any opportunities to promote healthy weight/reduce obesity that have not been specified in the strategy/action plan • Identify any challenges that might be associated with implementation of the actions included in the high-level plan and suggest any mitigations • Support implementation of the strategy and action plan once endorsed by the H&WBB.
Citizens Advice Shropshire report "When the Safety Net Fails"	<p>The Board took note of the report and endorsed the following recommendations:</p> <ul style="list-style-type: none"> • Partnership working - Shropshire needs a coordinated approach if we are to support our residents effectively. • Support system design - local services should be designed to protect people's dignity and help individuals to come forward for support. • Recognition of the value of the local voluntary sector - the voluntary sector plays a vital role in local support systems, but resources are needed to be able to do this. • Advocating for 'big picture' change - while there is much change that can be made at a local level, it is important to make sure the wider context of the challenges we face is not forgotten
Healthwatch Shropshire Report – NHS & Social Care Complaints	<p>The Board took note of the report and endorsed the following recommendations:</p> <ul style="list-style-type: none"> • Add public information to the ICS website about complaints, people's rights within the process and what they can expect, ensuring it is clear and easy to understand following the NHS Accessible Information Standard. Include the necessary contact details of service providers and the local Independent Health Complaints Advocacy services. • All organisations in the ICS to commit to working in partnership to meet the expectations laid out in the NHS Complaints Standards and create an 'effective complaint handling system' by: <ul style="list-style-type: none"> ○ Promoting a learning culture ○ Welcoming complaints in a positive way ○ Being thorough and fair ○ Giving fair and accountable responses • Involve people who have used the complaints process to develop an integrated system across the ICS. • Publicly report on the complaints received across the ICS, learning and actions taken to prevent similar experiences to build public trust in the effectiveness of the process and value of feedback.

Draft GP Access Recovery Plan	<p>The Board noted the contents of the working draft and were asked to provide feedback for the Primary Care Team to take into consideration in developing the final version to go to ICB Board.</p> <p>Action:</p> <ul style="list-style-type: none"> Penny to meet up with Janet to discuss what Partnerships can do to support GP Access Recovery Plan. 	
Risk assessment and opportunities appraisal (NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)	The ShIPP Board works to reduce inequalities and encourage all programmes and providers to support those most in need.	
Financial implications (Any financial implications of note)	There are none at this time	
Climate Change Appraisal as applicable		
Where else has the paper been presented?	System Partnership Boards	An update has been given to ICS CEO Group
	Voluntary Sector	
	Other	
List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)		
Cabinet Member (Portfolio Holder) Portfolio holders can be found here or your organisational lead e.g., Exec lead or Non-Exec/Clinical Lead Cllr Cecilia Motley – Portfolio Holder for Adult Social Care, Public Health & Communities Rachel Robinson – Executive Director, Health, Wellbeing and Prevention		
Appendices (Please include as appropriate)		