



Annual Review

A summary of our year

2022/23





WHO WE ARE

NHS Gloucestershire Integrated Care Board (NHS Gloucestershire) is responsible for planning and buying services to meet the health needs of local people. It also brings partners together to ensure the county's NHS provides the best possible care.

It works alongside the One Gloucestershire Health and Wellbeing Partnership - ensuring a joined-up approach across the NHS, public health, social care and the wider public, voluntary and community sector.

A MESSAGE FROM



Dame Gill Morgan
Chair



Mary Hutton
Chief Executive Officer

Our first year

This is the first Annual Review Summary for NHS Gloucestershire Integrated Care Board and an opportunity to reflect on our development as a new organisation working hand in glove with the One Gloucestershire Health and Wellbeing Partnership.

This has been an extremely challenging year with recovery from the pandemic, the rising cost of living and industrial action all placing significant pressure on staff across our health and care family and the people and communities we serve.

During this period, we have seen unprecedented growth in people turning to the NHS and care services for support. Our local health and care professionals, supported by our fantastic partners, including local councils and other public, community and voluntary sector partners have responded magnificently.

Against the backdrop of intense pressure, it's great to highlight the continuing progress being made as together we develop innovative support and services in Gloucestershire.

Looking forward

Looking forward our partnership plans and efforts will centre on three overall areas for priority action:

- **Making Gloucestershire a better place for the future** - improving the health, wellbeing and care of our citizens - focus on early prevention and the wider impacts on health
- **Transforming what we do** - locality integrated working that supports the needs of the local population, achieving equity - reducing unfair and avoidable differences in health, developing our workforce, improving quality and outcomes across the whole person journey and making the most of digital technology to support care

- **Improving health and care services today** - improving access to care, reducing waiting times, supporting improvements in urgent and emergency care and improving mental health support.

A strong tradition of partnership working

We know that we cannot address the health and care challenges that exist and seize the opportunities for positive change, without realising the true potential of integration at county, locality (district) and at neighbourhood level. We also need to work alongside and truly listen to people and communities to ensure their priorities are at the heart of One Gloucestershire plans.

We are very fortunate in this great county that we have a strong tradition of partnership working, co-operation and making the most of the Gloucestershire pound and our focus on this continues to grow.

Our shared ambition is to put the building blocks in place for a health and care system that can meet the needs of future generations and make a tangible difference to the lives of local people, including our most vulnerable citizens.

Read more

Our full Annual Report is available on our website and on request. This provides more information about our joint work to improve health and the quality of care, reduce health inequalities, involve local people and communities and make best use of the funds available.

Thank you for your continuing support.

2022/23

TOP 20

HIGHLIGHTS of the year

Making Gloucestershire a better place for the future

1

More than **10,000 children** across 23 schools and colleges accessed On the Level, an interactive mental health programme. This early intervention supports young people with the tools to improve their mental health and wellbeing.

2

234 young people identified as being at risk of developing mental health problems took part in a six-week social prescribing scheme, helping them to build resilience.

4

Almost **5,500 people** visited the On Your Mind Glos website, with 1 in 3 users accessing the anonymous support finder to be presented with mental health services tailored to their needs.

3

More than **300 people** with Type 2 diabetes have started a low-calorie diet 'Total Diet Replacement' programme, with average weight loss of 13.4kg at 12 weeks.

5

Gloucestershire was **best in England** for prescribing salbutamol inhalers with the lowest carbon footprint, reducing to an average of 13kg CO₂e (carbon dioxide equivalent) per inhaler; well below the target of 18-22kgCO₂e. Aerosol inhalers contain propellants which are greenhouse gases.

Around **5,000 people** have used the free getUBetter app for exercises and tips to deal with a range of MSK (muscles, joints and bones) problems. Subtitled videos are now available in Bengali, Gujarati, Punjabi, Polish, and Urdu.

6

In January 2023, **81% of people** who were able to give a preference were supported to die in a place of their choosing.

7

8

Around **175 pregnant women** reported successfully quitting smoking at their 4-week check-in following support from Healthy Lifestyles Gloucestershire over the last 12 months.



Transforming what we do

More than **8,000 people** received health advice and support from their community pharmacy following a referral from NHS 111 or their GP.

9

More than **900 people** have been referred to The Alzheimer's Society Dementia Advisors in the last year. The team provide advice, support and signposting to people with dementia, their families and carers.

12

Over **3,100 people** aged 14 or over with a learning disability attended an Annual Health Check.

13

10

On average, **115 people each month** were referred to a community pharmacist for support with their medicines after being discharged from hospital.

11

270 people were offered jobs at a 'one stop shop' health and care worker recruitment event at Cheltenham racecourse, 41% of whom were new to care.



Improving health and care services today

Almost **4,000 referrals** were made to the Rapid Response service which operates 24 hours a day, 7 days a week. Over 80% of these people have been treated at home, avoiding an unnecessary hospital stay.

15

Vaccination teams delivered more than **370,000 COVID-19 vaccines** over the last twelve months.

14

GP practices continued to expand the range of roles within their teams, with **345 additional staff** including paramedics, social prescribers, clinical pharmacists, and mental health practitioners.

17

75% of people found out whether they have cancer within 28 days of being referred by their GP thanks to quicker access to diagnostic tests.

18

16

More than **7,500 COVID-19 patients**

have been supported to stay at home safely on the Virtual Ward, using remote monitoring to identify those who might need to go into hospital for additional care.



19

Excellent progress was made reducing long waits for planned care following the pandemic. Waits of over 2 years for treatment in the county were eliminated, and at the end of March 2023, no one was waiting more than 78 weeks.

20

More than **790,000 prescriptions** were ordered, and more than 150,000 appointments were booked online in the last 12 months either through GP practice websites or the NHS App.

NEWS DIGEST

Stories from around the county



Making
Gloucestershire
a better place
for the future

We Can Move helping communities to get active

Community groups and individuals are being supported through monthly 'advice clinics' from the We Can Move programme to develop their ideas to get active. Since September 2022, the Advice Clinic has hosted 29 sessions, including the introduction of themed sessions with specialists on topics such as disability, supporting older people, and inclusion.

With dedicated time and space to explore project ideas in detail, people are supported with bespoke advice and guidance to make their ideas a reality.

The We Can Move programme is facilitated by Active Gloucestershire and NHS Gloucestershire is a core funder and partner.

Working in partnership to improve maternity services

Gloucestershire Maternity Voices Partnership (MVP) represents the voices of women, birthing people, and families from all communities to improve maternity care.

Around 300 people have responded to the MVP birth experience survey over the last year, the feedback from which provides focus for Partnership meetings. Usually attended by around 30 service users, health and care professionals and community organisations, Partnership meetings provide an opportunity to review feedback and work together to identify key themes to improve maternity health and care.

Nurses providing health advice 'on tour'

More than 200 people with health concerns have visited the One Gloucestershire Information Bus 'Nurses on Tour' drop-in sessions.

With a focus on visiting some of the most deprived areas of the county, student nurses supported by trained NHS health professionals have provided preventative care advice, diagnosis of symptoms and possible referral.

So far, over 50 people identified with undiagnosed high blood pressure have been offered advice and support, with more visits planned this year.

Over 100 local employers signed up to Healthy Workplace Award

102 employers have either achieved or are working towards the award, ensuring policies and programmes were in place to support staff health and wellbeing, including physical activity and healthy weight initiatives.

Established in 2019, the Gloucestershire Healthy Workplace Award was developed in partnership between the NHS in Gloucestershire, Gloucestershire County Council and the Healthy Lifestyles Service.

Participating organisations include the public sector and a broad range of small, medium and large private and VCS organisations.



GP practices commit to 'go green'

97% of Gloucestershire GP surgeries and Primary Care Networks took part in an initiative to help lower their carbon footprint, from reducing energy use to 'greener prescribing'.

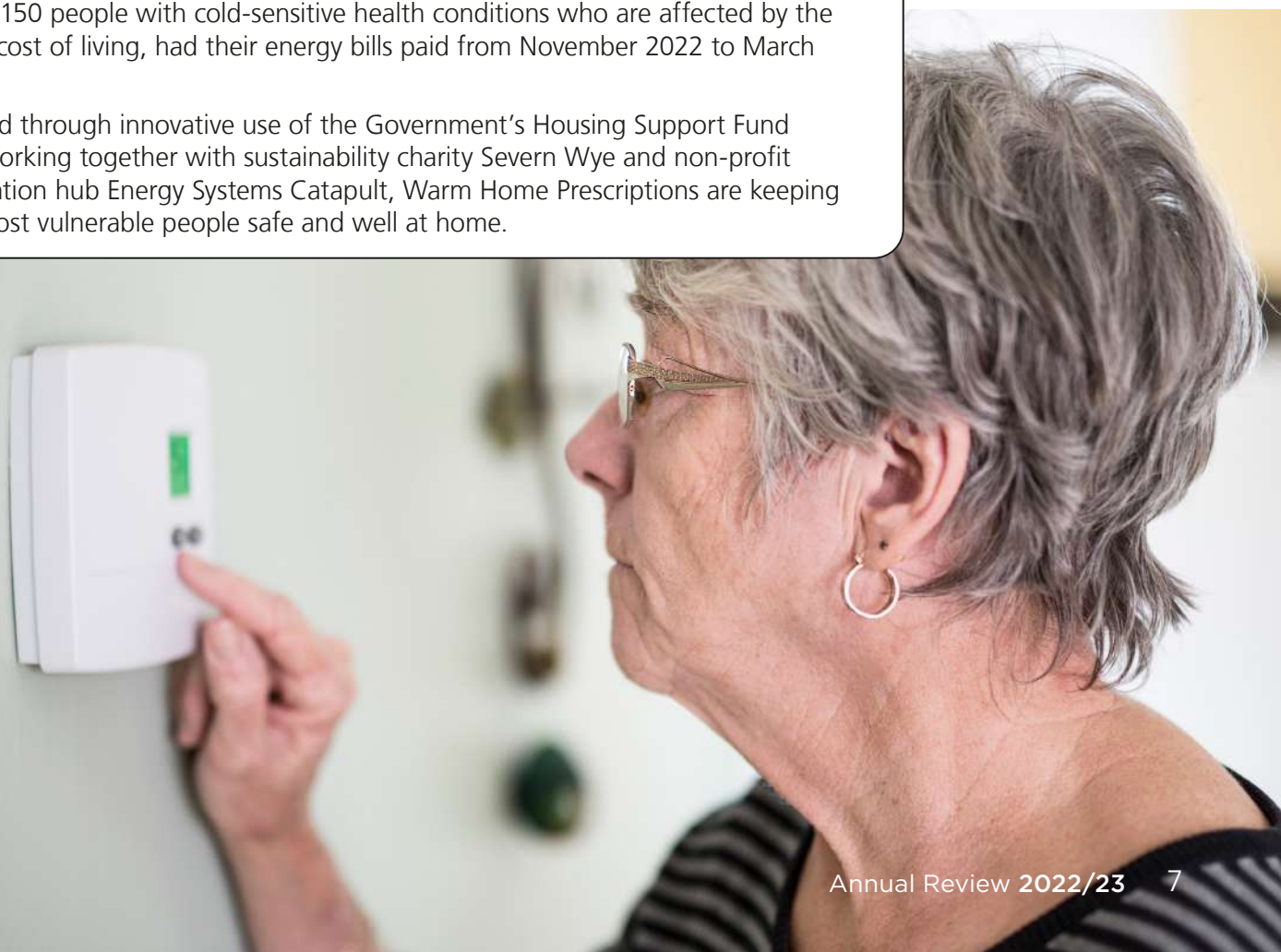
60% also enrolled in a 'Green Impact for Health Award' accreditation scheme, which lists more than 100 actions to improve environmental sustainability.

To date, five gold, three silver and four bronze awards have been given, with more to follow. From reducing energy use to 'greener prescribing' (for example, inhalers with fewer greenhouse gases) GP practices are committed to supporting the One Gloucestershire Green Plan, where our county aims to be a trailblazer in carbon footprint reduction, contributing to the NHS ambition to reach carbon net zero by 2040/45.

Vulnerable people at risk of fuel poverty supported to pay their energy bills

Up to 150 people with cold-sensitive health conditions who are affected by the rising cost of living, had their energy bills paid from November 2022 to March 2023.

Funded through innovative use of the Government's Housing Support Fund and working together with sustainability charity Severn Wye and non-profit innovation hub Energy Systems Catapult, Warm Home Prescriptions are keeping the most vulnerable people safe and well at home.





Transforming
what we do

A new Arts, Health and Wellbeing Centre for University's City Campus

A new Arts, Health and Wellbeing Centre is planned for University of Gloucestershire's new City Campus.

A partnership between One Gloucestershire ICS and the University, it will be a Centre of Excellence for new technologies and innovation aimed at improving health and wellbeing. It will include specialist facilities and equipment that can support teaching and social prescribing use, such as arts-based therapy and rehabilitation.

Services will help to meet the complex health and social care needs of local people, supporting them to keep healthy and look after themselves when they can.

The centre will be fully operational during the 2024/25 academic year.

Memorandum of Understanding with the Voluntary, Community and Social Enterprise (VCSE) Sector

We have good, long-standing relationships between statutory and VCSE sectors in Gloucestershire, which is essential to delivering our shared ambition for 'Gloucestershire to be a better and healthier place to live and work.'

A new Memorandum of Understanding (MoU), signed in summer 2022, commits us to new ways of working to ensure our relationships are based on mutual respect, shared values and putting the people of Gloucestershire at the heart of everything we do.

Individual and joint commitments, a 12-month action plan and a toolkit underpin the MoU. Find out more at www.onegloucestershire.net.

Supporting communities to tackle cost of living impact

£300,000 Community Investment Funding from NHS England was split equally between our six Integrated Locality Partnerships to fund community-based projects aimed at tackling cost of living impact.

Each ILP was able to decide where money could provide the maximum positive impact for some of the most disadvantaged in our population through the winter months.

Clear themes arose in how funding was prioritised, with many areas focusing on initiatives including warm spaces, food and nutrition, particularly for children and families, and reducing social isolation.



Using data to reduce social isolation in Gloucester

A 'Chatty Café' group set up by health champions at Churchdown surgery in Gloucester has been improving wellbeing and reducing social isolation for regular users of GP services, many of whom had non-medical needs. Attendance at the group encouraged some people to gain the confidence to set up additional groups, including craft, weekly walks, or diabetes and autistic adults support groups.

Initial evaluation shows GP attendance after attending Chatty Café has on average reduced by around 40%, with the number of social interactions people report having increased from two to six per week.



Identifying people who are at risk from frailty

Tewkesbury, West Cheltenham, Newent and Staunton Primary Care Network (a group of GP practices working together) assessed 82% of their patients aged over 65 for frailty. Working with the district council and other community partners, signposting and support was put in place for those with mild or moderate frailty to help them keep well.

Strength and balance classes, a dance group, health events, and a carers support group have all been well received. Initial evaluation has shown a reduction in this group of patients contacting their GP, and a decrease in emergency admissions.

Tackling health inequalities in Cheltenham

Cheltenham Integrated Locality Partnership is working with the local community to improve the health and wellbeing of residents in West Cheltenham through a Health Equalities group. With more than 30 regular attendees including representatives from GP practices, NHS, local authority, housing, the VCSE and public, the group aims to raise awareness of services available to keep people physically and mentally happy.

The group have established youth and coffee clubs for those who may experience social isolation and are hoping to recruit a Health and Wellbeing Champion Lead for the area to take the work forward.

Transforming what we do



Cooking classes improving health and wellbeing in the Cotswolds

Cotswold Integrated Locality Partnership are working with community groups, using data to understand and improve the health and wellbeing of local people while developing sustainable initiatives that are wanted by communities.

A series of healthy eating and cooking classes were developed, designed to teach and encourage families to cook healthy and affordable meals together. Each family was also given utensils and a cookbook to take home. All 96 available spaces were booked within three days, with a waiting list held for when similar events are organised in the future.

Providing eye care to vulnerable and homeless people

NHS Gloucestershire and the Local Optical Committee have been supporting charity Vision Care for Homeless People to provide eye care services for vulnerable people.

Also working with Gloucester City Mission, P3 and Gloucestershire Health and Care NHS Foundation Trust's Homeless Healthcare team, the weekly clinic has been running since April 2022 to improve access to eye care and reduce health inequalities.

More than 100 people have been seen at the clinic, with around 100 free prescription glasses/lenses provided, significantly improving the quality of life for a group of vulnerable people who face barriers to accessing healthcare.

Developing an understanding of persistent pain

Working with the GL11 Community Hub in Cam and Dursley, the Living Well with Pain programme has been exploring perceptions of persistent pain amongst people with lived experience.

So far around 20 local people have participated in workshops to share their views and insights into 'what really matters' to those living with chronic pain. The findings will inform priorities for the programme moving forward, and work may be replicated in other parts of the county to gather a diverse range of views.

Improving care for people with learning disabilities and autistic people

More people with learning disabilities and autistic people are being supported to live safely at home with improved community-based support.

The Transforming Care Programme, established in the wake of Winterbourne View, is focused on better supporting people in mainstream services and identifying those who are at risk of developing challenging behaviour or mental health problems to provide earlier support. Where specialist assessment and treatment are needed, so far as possible, this is provided closer to home via local services.

By July 2023, it is anticipated NHS Gloucestershire will have no out of county placements in non-secure in-patient units, bucking the national trend.

What matters to you? 'Personalised care' in practice

More than 30 teams or organisations across health and care in Gloucestershire pledged to promote 'personalised care', giving patients more control and choice about how their care is planned and delivered.

4,500 'orange folders' were distributed to patients to hold their personalised care and support plans.

Plans include Me at My Best, a form to help health and care professionals know important information about an individual, and ReSPECt plans, which outline a patient's wishes for an emergency when they may not be able to make decisions or communicate. Around 4,700 plans have been completed so far.





Gloucestershire leading the way in joined-up approach to eye health

Community Optometrists in Gloucestershire can now access patients' medical eye health information and images quickly and securely via one centralised database. The system, OphthalSuite Community Ophthalmic Link, developed by BlueWorks OIMS, is the first of its kind in the country.

With patient consent, Optometrists can now access hospital eye examination results in real-time. This allows Community Optometrists to make a thoroughly informed clinical decision and prevent any delays with getting patients the right care and access to the appropriate service.

Pilot Acute Respiratory Infection (ARI) Hub benefits local patients

A pilot scheme testing an ARI Hub for people at risk of a hospital stay with respiratory illness (e.g. chest infections or 'flare ups' of lung conditions) has benefited more than 3,000 people since January 2023, around 1,000 of whom were under the age of 18.

People in Cheltenham and Gloucester can be offered same day face-to-face assessment and treatment within 'hubs' at Rosebank and St Paul's surgeries. Underlying conditions that haven't been detected before can be assessed by a local respiratory champion nurse without attending hospital.

The service has received excellent feedback, with around a quarter of patients saying they would otherwise have attended A&E for their condition.

Supporting communities to live well into older age

The Complex Care at Home (CC@H) team have been working with community groups in Gloucester, with a focus on reaching out to people from ethnic minorities and offering more formal support where appropriate.

The team have established walking groups, including for Gujarati and Tamil speaking women and with growing demand there are plans to start a men's group. They are also offering health and wellbeing checks at group events such as Ebony Carers and the Friendship Café's sewing group. So far more than 150 health and wellbeing checks have taken place, and around 35 people added to the CC@H caseload (either with the Health and Wellbeing Coordinator or Community Matron).

Raising awareness of the signs and symptoms of cancer

Health and care professionals have been raising awareness of the signs and symptoms of different types of cancer in communities where screening uptake is low and diagnosis often late, for example the homeless community, amongst Gypsy, Roma, and Travellers, and in areas of high deprivation.

A particular area of focus has been raising awareness with people from ethnic minorities. For example, working with community radio station, Gloucester FM, to host Q&A sessions about symptoms and treatment for various cancers. An event at the All-Nations Club about prostate cancer was attended by 40 men from the African-Caribbean community.

Improving
health and care
services today

An award-winning holistic approach to breaking the cycle of homelessness

Between 400 and 600 homeless people attend A&E at Gloucestershire Royal and Cheltenham General Hospitals each year.

A specialist nurse in A&E, working with the strategic housing partnership and VCSE organisations, supports homeless people who attend the department frequently to get their lives back on track. The approach has had great success in improving outcomes for homeless individuals and reduced their reattendance at A&E. In October 2022, the service won a HSJ Patient Safety Award for Safeguarding.



Working together to support Infection Prevention Control (IPC) in care homes

A joined up Care Home Infection Prevention Control (CHIP) Team that brings together social care, public health, the NHS and the UK Health Security Agency to help keep residents and staff safe, has gone from strength to strength this year.

The team respond to outbreaks, advising care homes on how to reduce the risk of spread of infectious illness as well as supporting prevention through hydration, vaccinations and reviews of IPC and PPE processes.

As well as on-site visits, the CHIP team also deliver online training sessions covering a wide range of IPC topics, with input from partners as appropriate. Over the last year, the team have made more than 400 visits to care homes, and 250 people have attended face-to-face training on PPE.

New Community Diagnostic Centre set to improve access to diagnostic tests

One Gloucestershire ICS partners are working together to oversee a new Community Diagnostic Centre development in Quayside, Gloucester.

The centre will provide patients with the diagnostic tests they need in a convenient location, quickly, and in the fewest possible number of visits and will help the county's two main hospitals by reducing the number of diagnostic appointments they provide. This will enable busy hospital staff who are facing high levels of need to focus on providing acute care and should lead to fewer cancelled appointments for patients.

At Cheltenham General Hospital, a purpose-built theatre dedicated to orthopaedic surgery such as hip and knee replacements has received £7.5m government funding, which will also improve patient outcomes and help reduce waiting times.





GP surgeries adapt to support patient care

Local GP practices and Primary Care Networks remain dedicated to providing the right care and timely support to patients in a way that suits their needs despite facing many challenges, including a record increase in patient contacts and staffing shortages.

Practices are doing their best to be innovative and take opportunities to adapt how they work, for example by introducing new systems to help assess patients and ensure they see the most appropriate member of the team.

Many practice teams now have clinical pharmacists, physiotherapists, mental health professionals, paramedics and other professionals working within or alongside them, supporting them to meet the individual needs of patients.

Across the county, around 70% of appointments are in person (face to face) with a clinician. The remaining 30% are conducted by phone or virtually. The increased availability of online appointments in primary care has been beneficial to many patients where it suits their lifestyle and needs.

NHS Gloucestershire is continuing to provide support, particularly around areas such as recruitment, appointments and booking systems.

Investing in the GP surgeries of the future

We continue to progress our long-term primary care infrastructure plan to improve surgery environments and patient experiences.

Cheltenham's new £10m health centre opened in June 2022. The Wilson Health Centre is home to three of the town's GP surgeries, providing care to around 25,000 local people. They offer GP surgery services alongside an onsite pharmacy, dental services, physiotherapy, social prescribing and rooms to rent.

In Stroud, patients are benefitting from the town's new £6.5m medical centre which opened in December 2022. Five Valleys Medical Practice is a key part of the redevelopment of Number 1 King Street and is located next to a new first floor physiotherapy and podiatry suite, a library, coffee shop and office facilities. It is providing new and improved GP services to more than 15,000 patients.

In the last 12 months, other exciting plans have also moved forward with building work soon to start on the new £5.9m health centre in Minchinhampton and planning permission received for a new health centre on the edge of Coleford. Brockworth is also set to get a new £6.6m health following funding approval.

Over the last six years, around £65m worth of capital investment has supported 20 surgery developments, both new buildings and extensions.



Improving adult community mental health services

Part of a national programme, Gloucestershire Health and Care NHS Foundation Trust are leading work on behalf of One Gloucestershire partners to improve community health care for people with serious mental illness.

Working with a wide range of partners from across the voluntary and community sector, with experts by experience involved throughout, the aim is to provide easier access to support, shorter waiting times, and more personalised care.

A new Complex Emotional Needs service has supported around 500 people with personality disorders in Gloucester. 13 additional mental health staff are now working in GP surgeries across the county, providing quicker access to support for those who need it.

Work has also begun on reducing waiting times for eating disorders treatment, and good progress is being made on increasing the number of patients with serious mental illness who receive annual health checks.



Rapid support for people with worrying symptoms

Around 100 people with worrying symptoms have been referred by their GP to a new service at Gloucestershire Hospitals NHS Foundation Trust.

The service provides access to diagnostic tests for people whose symptoms don't point to a specific type of cancer and need further investigation. The service aims to give people who don't have cancer the all-clear quickly, or, if cancer is diagnosed, enable them to start the right treatment as early as possible.

Using social prescribing to support frequent users of A&E

A pilot project between emergency care services and the social prescribing service has had a positive impact for frequent users of A&E. Data showed that a significant proportion of this group live in some of the most deprived areas of the county.

Social prescribers work one to one with these patients, connecting them to support in their community. Initial evaluation shows a reduction in the use of the accident and emergency department and fewer emergency admissions for patients supported through this model.

On Your Mind Glos Partners with King's Jam Festival

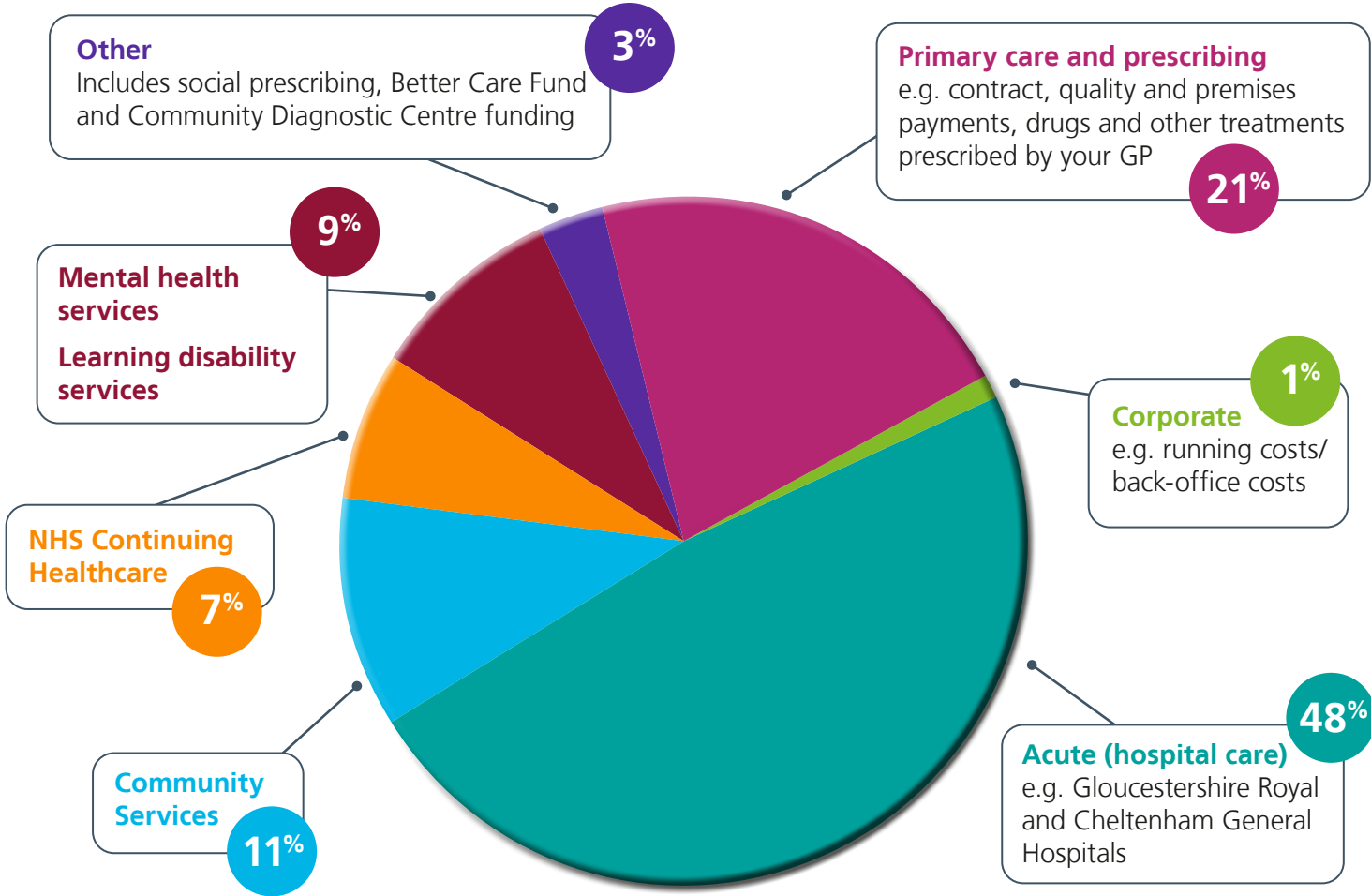
On Your Mind Glos (OYMG), the local mental health support finder for young people, joined forces with King'sJam festival as an official community partner in 2022.

Hosted by Music Works in Gloucester Park, the festival supports music of black origin and culture, and is well attended by a young, diverse audience. Working with local influencer and artist Jusarra Nazare, the team promoted OYMG to the 1,400 young people in attendance.





How the money is spent



**Funding for prevention and 'integration' (e.g. joint work with our local authority partners and the voluntary and community sector - VCS) is included within a number of the pie chart sections. For example, community services, mental health, learning disability and social prescribing.*

NHS Gloucestershire's budget
for July 2022 to end of March 2023 was

£937.386m



This equates to around

£1,368



per Gloucestershire resident.



The pie chart opposite shows
how the money was spent
(by category).



Working with local people and communities

In our full annual report, we set out our approach to working with people and communities, in line with our [strategy](#) of the same name. During the last year we have been:

- **Involving you:** we've spoken with over 3,000 people who have visited our One Gloucestershire Information Bus and invited you to share your experiences through surveys about health and care services in the county.
- We're in the process of recruiting a group of more than 1,000 local residents to join a One Gloucestershire People's Panel.
- **Tackling inequalities:** this means building relationships with groups who were previously underserved and raising awareness of topics which they wanted to know more about.
- **Working with partners:** receiving and acting on reports produced by Healthwatch Gloucestershire.
- We are supporting engagement through the Integrated Locality Partnerships (district level partnerships made up of health and social care providers, local government, VCS sector, housing providers, and increasingly communities, people, and wider partners such as police or education), supporting community conversations in different parts of the county.
- **Informing you:** producing information in accessible formats. Going out into diverse communities, we have continued to build on the excellent work of the COVID-19 Vaccine Equity programme, providing information in easy read format and in a range of languages.

You can read more from page 42 of the full report, or by visiting the 'working with people and communities' section of our [Get Involved in Gloucestershire](#) website.



Getting Involved



There are many ways to get involved in helping to shape health and care support and services:

- Visiting the [Information Bus](#) when it is in your area
- Attending our public NHS Gloucestershire [Board meetings](#)
- Joining a [Patient Participation Group](#) at your local GP surgery
- Sharing your views with [Healthwatch Gloucestershire](#)
- [Volunteering](#) with a local community organisation
- Follow us or contact us via social media ([Twitter](#) or [Facebook](#))
- Commenting as part of an engagement or consultation exercise:
 - [Get Involved in Gloucestershire](#) is an online participation space where you can share your views, experiences and ideas about local health and care services.
 - [Have your say](#) is Gloucestershire County Council's dedicated participation website, providing an easy and secure way to get involved in public consultation and engagement activities on a wide range of topics.



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