

Annual Review

A summary of our year



2024/25



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Dame Gill Morgan
Chair



Mary Hutton
Chief Executive Officer

A message from

This is the third Annual Review for NHS Gloucestershire Integrated Care Board and an opportunity to reflect on our development as an 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 cost of living, industrial action and latterly the requirements of organisational change all placing significant pressure on our staff across the system and the people we serve.

During this period, we have seen unprecedented growth in people turning to the NHS and care services for support. Within this context, 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.

The power of partnership at neighbourhood, locality and county level is helping us to make real strides in improving health and wellbeing, care and services for local citizens and tackling long standing health inequalities.

Our Annual Review and full Annual Report shows how working alongside local people and communities is integral to this, listening hard to ensure their priorities are at the heart of One Gloucestershire plans.

Our 5-year integrated care strategy and 5-year Joint Forward Plan for healthcare (refreshed this year) have created the blueprint for action and transformational change.

Both the strategy and the plan are underpinned by three key pillars for priority action:

- ▶ **Making Gloucestershire a better place for the future** - improving the health, wellbeing and care of our citizens over the longer term. Focus on early prevention and the wider impacts on health

- ▶ **Transforming what we do** - integrated working in neighbourhoods and communities supporting 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 and providing services that are sustainable and safe.

These strategic areas closely align to the national planning guidance priorities for 2025/26 and the emerging themes for the 10 Year Health Plan which we fully support, including a focus on the shift from sickness to prevention, further development of neighbourhood health services and the shift from analogue to digital.

With recent announcements on the substantial reduction in Integrated Care Board running costs and against the backdrop of intense service and financial challenges, we are taking a system wide approach to service transformation this year to ensure we continue to place the priority on patient care. We are also focusing on reducing waiting times, ensuring quality and safety across our services and achieving financial health.

We have an important responsibility to meet the priorities of local people in 2025/2026, whilst putting the building blocks in place for a health and care system that can meet the needs of future generations.

Thank you for your continuing support.

2024/25

Top 20

Highlights of the year

Making Gloucestershire a better place for the future

1

34 grants ranging from £3,600 to £30,000 were made to voluntary, community and social enterprise organisations supporting health and wellbeing in our communities. Initiatives included healthy cooking courses and employment and skills development for individuals in recovery from addiction.

2

Up to 150 people with cold-sensitive health conditions who are at risk of fuel poverty received support to pay their energy bills through winter.

3

Gloucestershire remains the best in England for prescribing salbutamol inhalers with the lowest carbon footprint, reducing to an average of 12.45kg CO₂e (carbon dioxide equivalent) per inhaler. Traditional aerosol inhalers contain propellants which are greenhouse gases.

4



Young Minds Matter teams are now providing mental health support to children and young people across 135 educational settings, with 17 more to follow this year. More than **1,850 children have benefited**.

5



An additional **4,000 people** with high blood pressure were diagnosed over a 12-month period, allowing **healthy lifestyles support** and treatment to begin.

6



32 student nurses were given the opportunity to gain first-hand experience of community nursing while 'on tour' with our information bus, performing health checks on more than 1,000 people.

Transforming what we do

7

86% of people with a serious mental illness have completed or been offered an annual physical health check, noticeably improving the physical health of those with SMI.

8

More than **50 staff including senior leaders** across maternity services have completed Black Maternity Matters training to improve their cultural knowledge and understanding.

9

Almost **1,800 people** at risk of developing Type 2 Diabetes have taken positive steps to improve their health and wellbeing by completing the 9-month National Diabetes Prevention Programme.

10

More than 200 health and care staff received support from the Wellbeing Line. A further 2,500 attended team and group sessions about things like mindfulness, neurodiversity and peer support for team leads and wellbeing champions.

11

26 GPs have been supported by Gloucestershire Primary Care Training Hub's 'Be a GP Partner' programme, with many more attending elements of the bespoke programme.

12

More than 1,000 people with dementia and their families were referred to The Alzheimer's Society Dementia Advisors for advice, support and signposting to services.

13

95 people living with dementia and their carers have been supported with personalised music therapy at home to support their wellbeing.

14



70% of those eligible for a COVID vaccine in autumn/winter 2024 took up the offer, making Gloucestershire the highest for vaccine uptake in England.

Improving health and care services today

15

Around **25% more diagnostic tests** are taking place than the previous year, reaching an all-time high three times, most recently in January 2025 where almost 26,000 tests took place.

16

GP practices are providing just **over 25% more appointments** with a range of professionals compared to the end of 2019.

17

More than **8,000 people each month** attend Gloucestershire's Minor Injury and Illness Units, who consistently meet and exceed the four hour waiting time targets for this type of service.

18

More than 4,700 referrals were made to the community Rapid Response service which operates 24 hours a day, 7 days a week. Over 87% of these people have been treated at home, avoiding an unnecessary hospital stay.

19

Around **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.

20



Each month the **NHS App** was used to book more than **4,000 GP practice appointments** and order around 56,000 repeat prescriptions.

News Digest

Stories from around the county

Making
Gloucestershire
a better place
for the future



Gloucestershire children given free access to Lumi Nova app

More than 1,500 children in Gloucestershire, aged between seven and 12, have now accessed the Lumi Nova app. The app offers anxiety support in a fun, safe and interactive environment, using a quest-based game.

Early data from the pilot suggests the service is easing pressure on local primary care and children's mental health services, with 70% of children in Gloucestershire who have used Lumi Nova as a first line intervention requiring no further support (based on survey feedback from 45 families in Gloucestershire as of December 2024).

Increase prevention
and tackle the wider
determinants of
health and care

Supporting children and young people to get active

More than 300 children and young people in primary and secondary education with mild to moderate mental health difficulties have been supported to access physical activity opportunities.

Children receive 12 funded sessions for an activity of their choice, including sports like fencing, horse riding and dance. This supports children to improve their wellbeing through becoming more active, developing new interests and hobbies, and building friendships.



Schools invited to sign up for new Asthma Safety Initiative

Over 50 primary and secondary schools across the county are working towards Asthma Friendly certification, with three schools fully certified, taking steps to ensure the safety of children and young people living with asthma.

It involves schools, Public Health and the NHS working together to ensure children and young people living with asthma have the best opportunities to live well and succeed as their fellow classmates.

Along with nominated asthma champions, the schools develop an asthma policy, hold treatment plans for every child with asthma, and ensure emergency medication kits and plans are in place in every setting.

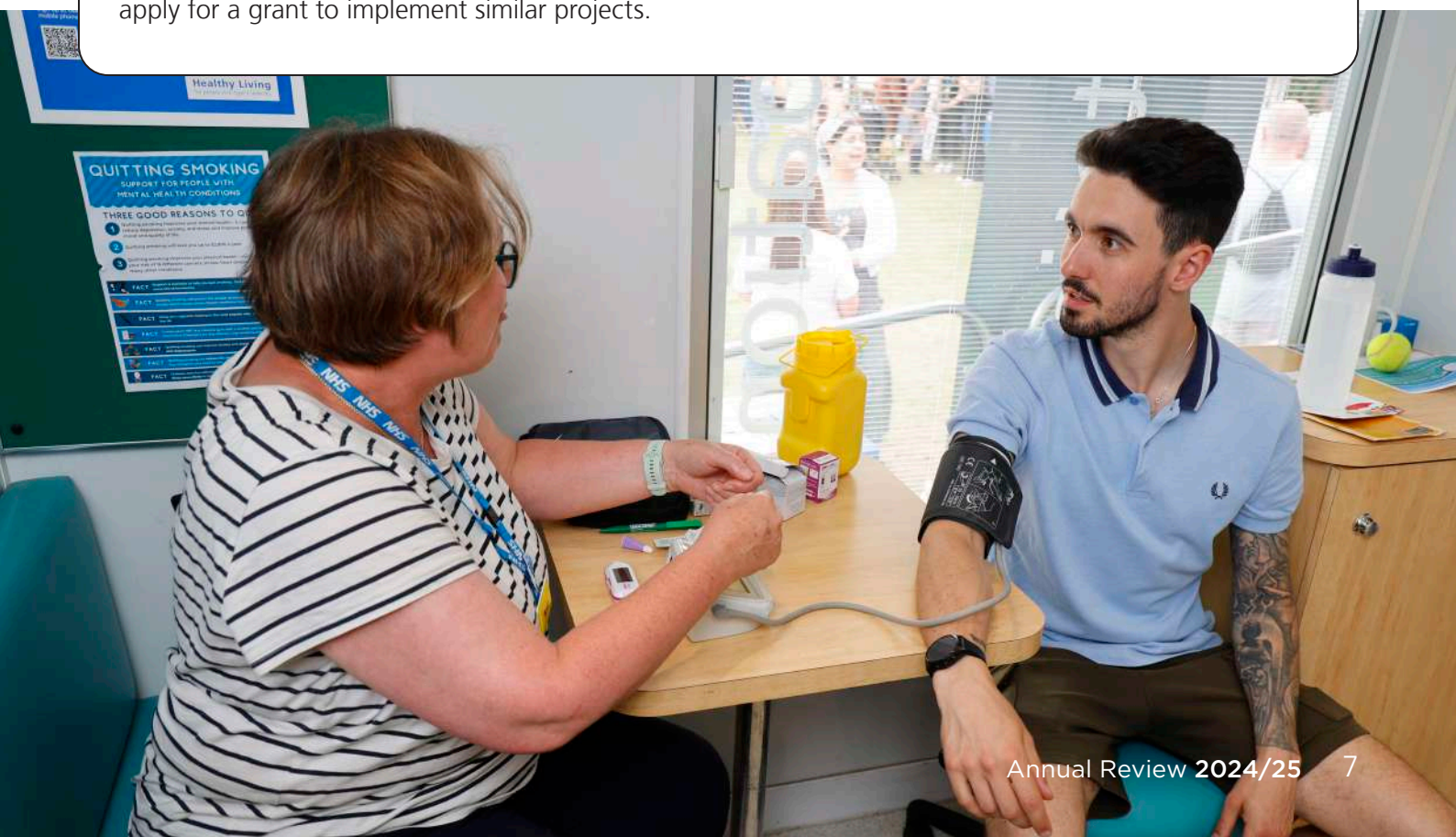


Working with the voluntary and community sector to offer blood pressure checks

GL11 Community Hub in Stroud and Berkeley Vale offered almost 700 blood pressure (BP) checks as part of a pilot scheme to increase checks outside of traditional health settings.

Some people reported finding it embarrassing to check their BP in GP waiting rooms and were less anxious being tested in a non-health setting. Staff at GL11 were able to combine giving the BP check with wider wellbeing support, for example advice about loneliness and isolation or financial advice.

The scheme is being expanded in 2025/26 with VCSE organisations being offered the opportunity to apply for a grant to implement similar projects.





Community fun days promoting health and wellbeing in the Cotswolds

1,800 people were able to make connections, try out new things and explore options for help and support at a series of community health and wellbeing events in the Cotswolds.

More than 25 agencies joined forces to promote health and wellbeing activities, advice and support in areas of the Cotswolds where people face challenges.

From providing advice on blood pressure, diabetes, diet and exercise through to showcasing sports such as trapeze and circus workshops, the events were well received by attendees who appreciated the opportunity to connect with their local community.



Monthly 'Action Days' Raise Dementia Awareness Across Communities

Health and care teams have been working with local organisation Dementia Action Alliance to take information to the heart of communities in a bid to raise awareness of dementia.

Visiting a different part of the county each month, the team have conversations about the signs and symptoms of dementia and how to access diagnosis, treatment and support.

They also talk to people about how healthy lifestyles in mid-life (aged 45-65) can reduce the likelihood of getting dementia by up to a third.



Supporting veterans to access healthcare

More than 5,500 armed forces personnel, veterans and their families are better able to access the healthcare and support they need thanks to an ambitious partnership project in Gloucestershire.

GP practices in the county are receiving support from the ICB to sign up to the Royal College of General Practitioners (RCGP) Accredited Veteran Friendly Practice scheme, increasing their understanding of the health needs of veterans and the services available to them. They are able to appoint a clinical lead who is trained to act as a champion for issues relating to veteran healthcare.

So far, 80% of practices have signed up to the scheme, with more currently in the process.

Award winning music charity helping young people to reach their full potential

The Music Works, one of our five partners in the Creative Health Consortium, have supported more than 8,500 people in the Forest of Dean and Gloucester.

The charity, who use music as a powerful tool to help young people reach their full potential in learning and life, offer a variety of programmes and events for people facing isolation, disability, physical or mental health illness.

Their health inequalities programme also provides targeted outreach, music mentoring and after school clubs in areas where people face disadvantages or who might be navigating things like youth justice, the care system or being a refugee.

Following a nomination by Forest of Dean MP, Matt Bishop, The Music Works won the regional Health Equalities Award at the 2024 Parliamentary Awards.





Transforming
what we do

A dedicated space for Black mothers in Gloucester

Around 10-12 Black mothers in Gloucester are regularly attending a dedicated space to meet others and find support, and they're considering finding a larger meeting space so they can expand.

The peer support group is run by Black Mothers Matter, a Community Interest Company which first started in Bristol.

In addition to creating friendships and offering peer support, the group enables vital signposting. One mother who attended was encouraged to speak to her health visitor about her concerns around her baby's weight, meaning advice and support could be given.

Take a community
& locality focused
approach to the
delivery of care



Specialist support helping people to stop smoking in Gloucester

A group of GP practices in inner city Gloucester have been reaching out to their 800 Polish, Czech and Slovak speaking patients with specialist support in their own language to stop smoking.

Data revealed that after English patients, the largest number of smokers within the patient population at Gloucester Health Access Centre (GHAC), Severnside Medical Centre, Partners in Health and Kingsholm were from Eastern Europe.

Their in-house Smoking Cessation Coach, who speaks Polish, Czech and Slovak, has contacted over 350 patients with more than 100 accepting support.

Popular strength and balance classes come to Cheltenham

Around 75 older adults in Cheltenham are attending one of six strength and balance classes available across the town each week. Around 20% of the town's population are aged over 65 and the Integrated Locality Partnership identified a need for people to be linked with activities in the community that could help them stay well for longer at home.

Since launching in March 2024, the popular award-winning exercise classes have been helping people to maintain independence, resilience and wellbeing in addition to strong bones, muscles and better mobility. Classes offer a variety of standing and seated exercises for all abilities.

Community Wellbeing Hub promoting health and wellbeing in Gloucester

A Community Wellbeing Hub on Stroud Road in Gloucester is helping to create a healthy, happy, successful and thriving local community.

Established in June 2024, the hub is providing a number of important support initiatives for local residents and patients at the local GP practices. Activities have included gardening, crafting, a choir for people with dementia as well as support groups for veterans and people with Parkinson's.

In addition to encouraging friendships and support, the hub has helped people develop confidence and improve their health wellbeing.

Older patients at Aspen Medical Practice benefiting from specialist frailty care

Around 700 people registered with Aspen Medical Practice have been supported by an innovative project which aims to help older people to live safely at home for longer.

The practice identified which of their 31,000 patients were living with dementia, housebound or have high levels of frailty and would benefit from a specialised, holistic approach.

The team work alongside hospital and community services to monitor and support patients, a collaborative approach which has led to a reduction in unplanned hospital admissions and urgent appointment requests.

The practice also work with patients and their carers to develop personalised care plans and think about 'what matters to me' before working together to achieve those goals, supporting people to live independently for as long as possible.



Stay Well this Winter (SWTW) campaign supported people to have a healthy winter

Fifteen of our health, social care, voluntary and community sector partners were at the heart of our innovative SWTW campaign, using their expertise to encourage people to take practical steps to support their health and wellbeing during winter.

Working with these local experts, we created 24 videos with advice on topics ranging from eating well, staying warm, looking out for others and prioritising mental health to advice on cost of living.

The campaign was well received, with more than 600,000 post and video views across NHS Gloucestershire social media channels alone, and a 32% year on year increase on visits to the campaign hub.



People's Panel seeking views of local population

The One Gloucestershire People's Panel seeks out the opinions of a representative sample of over 1,000 people living and/or accessing services across the county.

Panellists' anonymous feedback is used at a county and a more local level to shape health and care services and support. Subjects covered this year have included non-medical support for health and wellbeing to inform our approach to working with VCSE organisations and communities, and a localised survey focused on the development of the 10-Year Plan for Health.



Person-centred support for carers in Stroud and Berkeley Vale

More than 1,000 new unpaid carers have been identified by GP practices in the Stroud and Berkeley Vale area thanks to a joint project with Gloucestershire Carers Hub.

A high number of carers in the area have frailty, or care for people who have frailty. Reaching out to them proactively means support can be built around their needs.

Once registered as a carer, people can access to information, guidance and support. It can also help them meet and interact with other carers in similar situation, reducing isolation.

GP practices in Tewkesbury using innovative ways to share information with patients

A series of innovative livestreams, organised by the Tewkesbury, West Cheltenham, Staunton and Newent (TWNS) Primary Care Network, have helped share vital health information with thousands of patients.

The events, hosted on Facebook Live, have covered topics including prostate health, menopause, women's health and how to manage respiratory conditions in winter.

The livestreams have reached more than 17,000 people across the PCN and beyond. Further events are planned for the coming year covering new topics including bowel cancer.

Health and wellbeing project to Enrich the lives of people in Cheltenham

A one-stop health and wellbeing offer has been developed for people living in the St Marks area of Cheltenham, where residents have a life expectancy 10 years lower than the least deprived areas of the town.

Run by Cheltenham Borough Council on behalf of the Integrated Locality Partnership, more than 140 people have engaged with the Enrich project in the first year, having input into the programme themselves, combining initiatives like exercise, nutrition and the importance of making sustainable lifestyle changes to prevent illnesses such as diabetes.

Ensure that care is accessible when it is needed most



Nurse-led heart failure service secures funding for a further year

Almost 550 patients with worsening symptoms of heart failure have been supported by a pilot nurse-led inpatient heart failure service at Gloucestershire Royal Hospital.

The service developed a 'virtual ward' to help people avoid hospital stays and recover at home after a hospital stay, in addition to treating patients through Same Day Emergency Care.

Over a six-month period, the service saw an 11% reduction in people being hospitalised with heart failure.

Funding has been secured to continue the pilot for a further year.

Acute Respiratory Infection (ARI) Hubs benefit local patients

ARI hubs have provided over 11,500 appointments to patients at risk of a hospital stay with respiratory illness (e.g. chest infections or 'flare-ups' of lung conditions).

Adults and children across Cheltenham and Gloucester can be offered same-day face-to-face assessment and treatment within 'hubs' at Rosebank GP Practice and St Paul's Medical Centre, seven days a week.

Evaluation has shown that the areas with ARI hubs have continued to maintain a lower rate of ED ARI attendances compared to other localities.

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

Current and ex-smokers in Gloucester offered lung health check

Around 5,000 current or former smokers aged 55 to 74 have been invited for a Targeted Lung Health Check since January 2025.

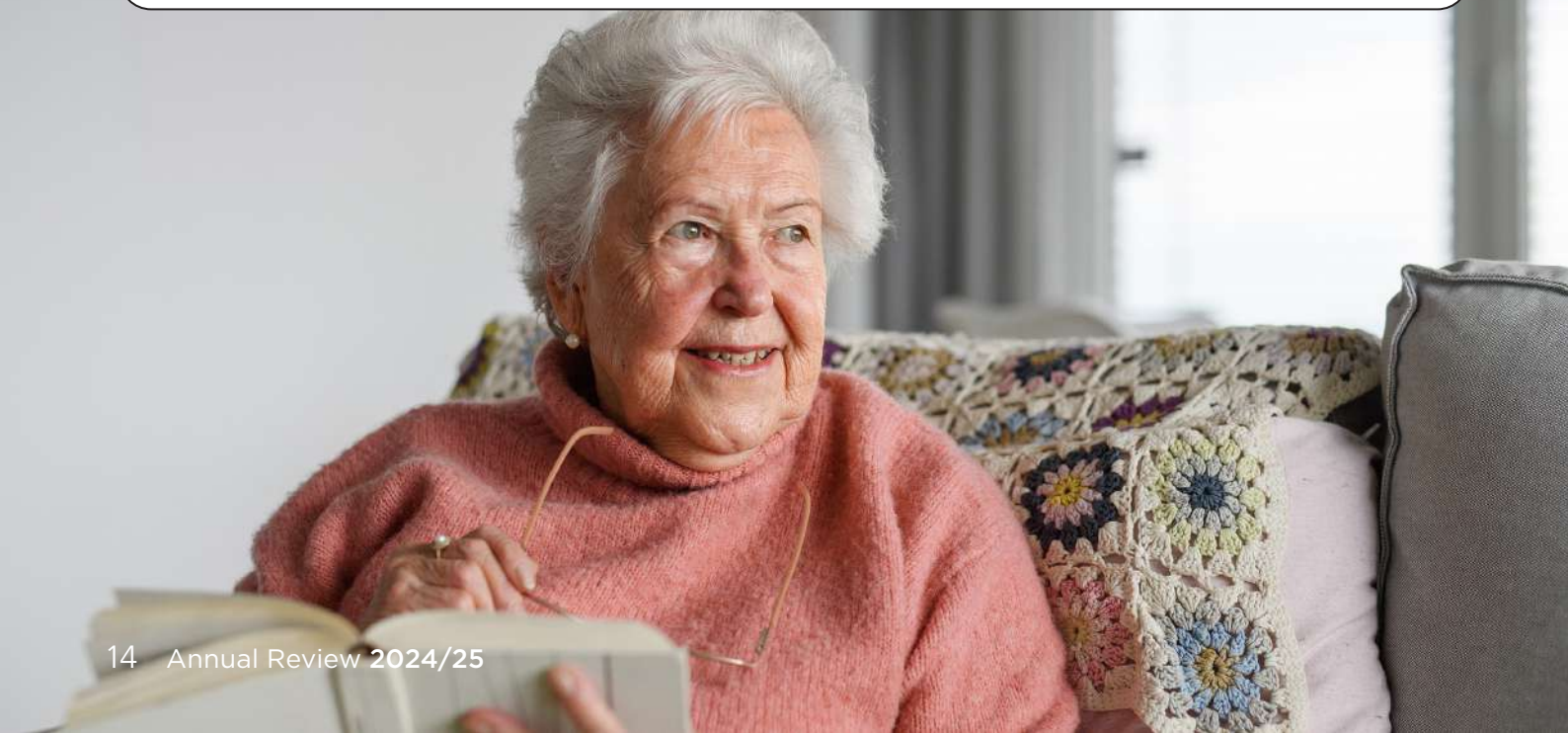
The initiative being piloted in Gloucester Inner City Primary Care Network aims to detect lung cancer at an earlier and more treatable stage by looking at how well a person's lungs are working. This marks a significant step forward in addressing health inequalities and providing targeted support to our communities, with the initiative set to be rolled out at further PCNs over the next year.

So far, more than 1,800 people have attended a check, with 13 being referred to the hospital for investigations into potential lung and other cancers. Almost 800 people have had additional assessments in primary care for other lung and some heart conditions.

Providing eye care to vulnerable people at home

Around 175 people with low vision (an impairment of visual function that cannot be corrected with spectacles and which is adversely affecting their quality of life) have been supported with specialist eye care assessments in the comfort of their own home over the last year.

Normally only carried out in hospitals, NHS Gloucestershire and the Local Optical Committee have been supporting people who are unable to easily leave their home with low vision assessments and access to aids to support their quality of life.





Transforming Adult Community Mental Health Services across the Integrated Care System

Gloucestershire Health and Care NHS Foundation Trust have continued their transformation of community mental health services with partners from across the voluntary and community sector (VCS) and experts by experience. The aim is to provide easier access to support, shorter waiting times, and provide more personalised care for people with serious mental illness (SMI).

Locality Community Partnerships, bringing together local statutory and voluntary partners to provide more joined up support to people with SMI, have now reviewed over 800 individual cases.

An Open Access Therapy service was established in February 2024 and is showing promising results. The service, co-delivered with Kingfisher Treasure Seekers, offers peer therapy for people who experience overwhelming emotions, facilitated by a specialist team who are supervised weekly by the Lead Psychologist, adhering to therapeutic community principles. There are now 149 people enrolled and data suggests a 30% reduction in GP visits and a reduction of 70% in crisis team contacts for regular attendees.

Improve quality & outcomes across the whole person journey

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 following the Winterbourne View review, 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.

The NHS in Gloucestershire is recognised as one of the best areas in the country for our creative, bespoke and person-centred approach to supporting people with learning disabilities and autistic people through their Dynamic Support Approach.



Maternity and Neonatal Independent Senior Advocate provides support for families

Families who have experienced a range of adverse outcomes during their maternity and/or neonatal care have been supported by a new Maternity and Neonatal Independent Senior Advocate.

The Independent Senior Advocate helps ensure that the experiences of women, birthing people and families are listened to and acted upon by care providers.

The new role is being piloted in response to the recommendations in the Ockenden review of maternity services at Shrewsbury and Telford Hospital NHS Trust.

Supporting people in care homes to live and age well

Almost 400 health and care professionals attended learning and development sessions to better equip them in providing high quality, personalised care to individuals living in residential, nursing and independent living facilities.

More than 80% of care homes for older people now have a 'Falls Champion' in place, who is trained in falls awareness, prevention and response.



Gloucestershire's award winning joined-up approach to eye health

Community optometrists are able to access hospital eye care records and make thoroughly informed clinical decisions thanks to the Community Ophthalmic Link, developed by BlueWorks OIMS.

Accessed more than 10,000 times this year, the system has reduced e-referrals to hospital by 14% and users have reported being better able to support patients in the community in 95% of cases.

The first system of its kind in the country, the project recently won 'the Most Impactful Use of Technology on Clinical Practice' at the HSJ Partnership Awards.

Quicker diagnosis for people with dementia

People in Tewkesbury, West Cheltenham, Newent and Staunton have been receiving a timelier diagnosis of dementia as part of a 'co-diagnosis' project. Those with clear and obvious signs of dementia can now receive a diagnosis without a referral to the Memory Assessment Service (MAS).

GP practice staff and community colleagues can review patients at weekly multi-disciplinary meetings with other health and care professionals including dementia specialists. This frees up capacity at the MAS for people with less clear complex symptoms.

The rate of diagnosis of people thought to have dementia in the area has increased from just under 62% to over 71%.

Other areas have also been trialling similar projects and it is expected to be extended countywide over the next twelve months.



What matters to you? The personalised care approach

Personalised care helps people experience and access healthcare and community support in a way that matters to them. The aim is to give people choice and control over the care they receive.

Patients are able to hold their own personalised care and support plans within orange folders which have been given out to around 6,000 individuals across the county.

Two main documents are included in the plan - a Me at My Best form (giving professionals key information about a patient) and ReSPECT plans, which create recommendations for a person's care/treatment in a future emergency in which they are unable to make choices.

There are now 82 in every 1,000 people over the age of 65 in Gloucestershire currently holding a ReSPECT plan. This compares to 71 in every 1,000 at the same point last year.



Create One Workforce for One Gloucestershire

25,000 young people explore health and social care careers with 'We Want You'

The We Want You team has engaged over 25,000 young people across Gloucestershire, inspiring interest in health and social care careers. Developed with input from young people, the project offers interactive in person workshops, careers coaching and digital resources.

In addition to offering workshops aligned with Gatsby Benchmarks for all secondary schools, tailored workshops are also available for SEN schools, home-educated students, care leavers, refugees and asylum seekers, and DWP/JCP initiatives, ensuring inclusive, impactful, and personalised guidance.

Information about options for higher education at the University of Gloucestershire as well as T Levels, apprenticeships and NHS Cadets is accessible for young people, with employers benefiting from the development of emerging talent.



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

We have continued to work with the University of Gloucestershire on the development of the new Arts, Health and Wellbeing Centre which will be part of the new City Campus in Gloucester, due to open in September 2025.

Ahead of the opening, funding has already been provided for six PhD studentships who began their studies in February 2024 and February 2025. To date 45 places have been taken up on a new Research, Audit and Evaluation course, along with training places for primary care staff to complete an accredited master's module in Independent and Supplementary prescribing.

Updated Digital Shared Care Record improves patient care

More than 6,500 health and care professionals have been using the latest version of Joining Up Your Information, a software system that allows instant, secure access to patient health and social care records.

The record combines key information from Gloucestershire Health and Social Care services, such as GP practices, hospitals, ambulance, community and mental health services and social care. This information combines into a single, shared digital record, making care safer, more efficient and joined up.

The system has been used more than 130,000 times since the new version was launched in January 2025.

Digital tool supporting GP practices to identify people at risk of deteriorating health

14 of Gloucestershire's 16 Primary Care Networks are now using a digital tool known as a personalised proactive whiteboard to identify and support 24,000 people at risk of health deterioration.

After identifying at risk groups, the aim is to provide a proactive approach to coordinating care, with a purpose of providing 'personalised care' and avoiding a crisis.

Initial evaluation has shown the rate of unplanned hospital admissions for this group of people has decreased by almost 20% in the last six months.

Investing in the GP surgeries of the future

Minchinhampton's new surgery opened in February 2025 and we are continuing to progress another five new surgery buildings that will serve 65,000 patients.

Building work on new premises in Tetbury is due to get underway late spring 2025 and subject to planning permission, work on a new Hucclecote surgery could commence in autumn 2025.

There is additional investment for the Coleford and Lydney developments, with construction work in Lydney anticipated to start by late 2025.

Meanwhile, the focus for a new Brockworth surgery is on finalising planning requirements, with a view to building work also starting late in 2025.



A modern, multi-story building with a large glass facade and brickwork. The name 'QUAYSIDE HOUSE' is visible on the building's exterior. A purple circular graphic is overlaid on the left side of the image.

Improving
health and care
services today

Community Diagnostic Centre opens

The new £15m facility at Quayside in Gloucester has delivered 75,000 diagnostic appointments this year, giving patients across Gloucestershire access to potentially lifesaving checks more quickly, without having to go to hospital.

Quayside has also facilitated one stop clinics for lung cancer, complex breathlessness, and early detection of liver disease.

Plans are in development to provide a wider range of diagnostic tests including audiology and neurophysiology over the coming year.

Improve the
timeliness of care
and treatment



NHS in Gloucestershire reduces long waits by almost two thirds

Significant progress has been made in reducing the longest waits for treatment planned care operations and procedures), with the number of people waiting more than 52 weeks cut by almost two thirds in the last twelve months from 3,000 in March 2024 to just over 1,000 at the end of March 2025.

We continue to work hard to meet the ambitious 18-week target (the government target is to reach 92% by March 2029), with 67.4% of patients being treated within this timeframe in January, compared to 58.9% nationally.

The total size of the waiting list is now at just under 77,500, reduced by 3,600 from its highest levels in 2023.

Providing support to patients waiting for treatment

Almost 40,000 patients who are waiting for treatment have been contacted by the Elective Care Hub over the last twelve months, offering them support to manage their condition and provide reassurance that they haven't been forgotten.

Around 4.5% of patients contacted have been escalated to the relevant speciality team due to increasing health needs. About 1,250 patients were removed from the list because they no longer required an appointment.

Integrated Urgent Care Service playing a key role in joining up care

A new Integrated Urgent Care Service launched in November 2024, providing the NHS 111 service (both telephone and online), a local doctor led clinical assessment service and out of hours primary care service for when GP surgeries are closed.

Via 111, the public can access a range of services including pharmacy first, GP services, including the Gloucester Health Access Centre, Community Minor Injury and Illness Units across Gloucestershire, other community services and mental health support.

On average, the service receives more than 550 calls per 24-hour period - Monday to Friday and more than 700 per 24-hour period at weekends. The service is providing between 30 to 40 out of hours appointments on week days and just under 150 per 24 hours at weekends.

Joined up care helping people to leave hospital more quickly

Around 300 people each month have been supported to leave hospital more quickly when appropriate to do so thanks to the Integrated Flow Hub located at Gloucestershire Royal Hospital.

Staff from across health, social care and the voluntary and community sector, work together to support timely care, improve decision making and significantly reduce the time it takes to get people out of hospital, when appropriate.

Ensure the services we deliver today are sustainable and safe

New vaccine against Respiratory Syncytial Virus (RSV) protecting older adults and babies

A new vaccine against Respiratory Syncytial Virus (RSV), which protects older adults and babies from pneumonia, has been made available to women over 28 weeks pregnant and people when they reach their 75th birthday.

Around 67% of those who were aged between 75 and 80 on 1 September 2024 have also been vaccinated against RSV following a 'catch up' campaign.





Pharmacy First having a positive impact in Gloucestershire

All 105 pharmacies across Gloucestershire have expanded the range of healthcare services they provide under Pharmacy First. They now also offer assessment, treatment, and when appropriate, some prescription medicine, for seven common conditions, without patients needing to see a GP.

Our highly trained pharmacists can assess and treat patients for sinusitis (age 12+), sore throat (age 5+), earache (age 1 - 17), infected insect bites (age 1+), impetigo (age 1+), shingles and uncomplicated urinary tract infections in women (age 16 – 64).

Backed by a local campaign run by NHS Gloucestershire, over the past 12 months, their expertise has helped over 35,000 local people with the seven conditions and other minor illnesses.

Increasing access to NHS dentistry

We are working hard to secure additional NHS dental places. There are currently 60 urgent care appointments available on average each week at clinics across the county, including weeknight and weekend clinics, and we are continuing to increase this number. Around 230 appointments to support patients by stabilising their dental care needs are also provided each week.

First Dental Steps offers parents oral health advice at the baby's 9- and 12-month reviews whilst the Big Brush Club has so far seen 3,726 children in reception and Year One classes brushing their teeth twice a day during school time.

Only order what you need campaign encouraging people not to stockpile medicine

More than 50% of the population in Gloucestershire are on a repeat prescription for multiple medications each month, with an estimated 1.4 million medicine items wasted each year.

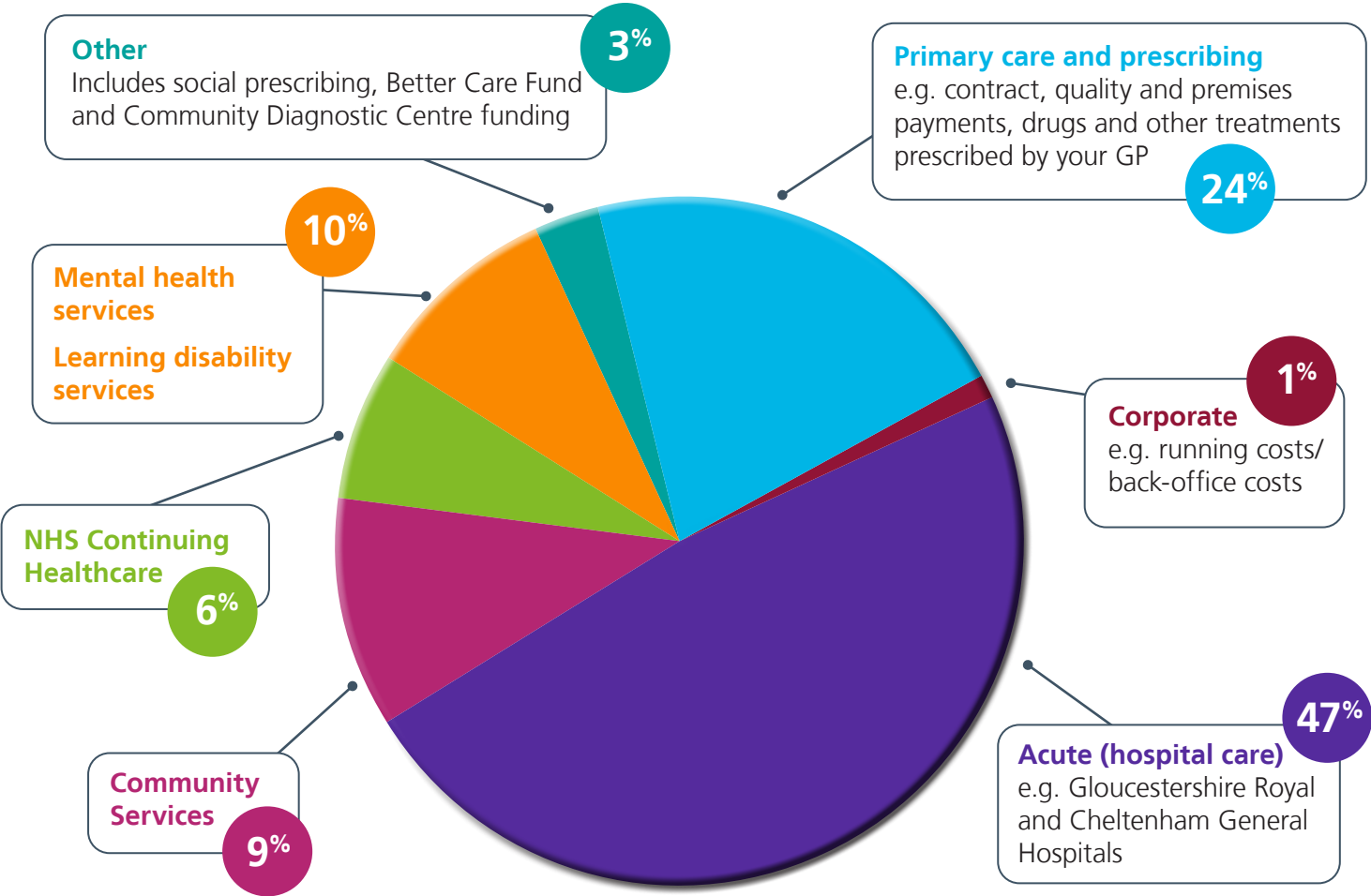
The Only Order What You Need campaign was promoted across GP practices and pharmacies to encourage patients to check what medicines they have before they order repeat prescriptions.

As part of our commitment to a greener and more sustainable NHS, people were also reminded about how they can safely dispose of medicines they don't need to avoid polluting our rivers and seas.





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 April 2024 to end of March 2025 was

£1,475.8m



This equates to around

£2,110



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. Here are some highlights from the last year:

- ▶ **Involving you:** our One Gloucestershire Information Bus has been in action across the county throughout the year, frequently attending county shows and community events as well as regular visits to high streets, supermarkets and garden centres.

We have invited local people to share their experiences through surveys about health and care services. In addition to our local focus the ICB Engagement Team facilitated a series of workshops with local people and ICS partners, gathering feedback to support the development of a national 10 Year Plan for Health.

The One Gloucestershire People's Panel, a representative sample of over 1,000 people living and/or accessing services across Gloucestershire has continued to share their views – survey subjects promoted this year included non-medical support for health and wellbeing to inform the ICB's approach to working with VCSE organisations and communities.

- ▶ **Tackling inequalities:** continued to build relationships with groups who were previously underserved resulting in a variety of awareness/ education events, and other projects across the system.

We were selected by the CQC, working with the Point of Care Foundation and National Voices, as one of four ICBs to pilot a framework codesigned to help ICSs measure how well they listen to the experiences and needs of people and communities to reduce health inequalities.

- ▶ **Working with partners:** received and responded to reports produced by Healthwatch Gloucestershire focusing on subjects such as experiences of living with Parkinson's disease and community pharmacy. In addition, Healthwatch Gloucestershire have presented Patient Stories at our ICB Board Meetings held in public.

- ▶ **Sharing the Power** - increasing diversity in research: we have extended the membership of our research network and enabled a series of cultural competency training events. The training events support participants to work more effectively with different communities, creating capacity through shared learning and promoting codesigned research opportunities.

- ▶ **Informing you:** encouraging inclusive involvement of people and communities who face health inequalities by going to new places where communities naturally gather, tailoring the approach for each community accordingly and sharing opportunities with community leaders. As part of this work we have recognised that it is crucial that we provide information and support in a way that is understood by, and accessible to, diverse communities.

You can read more from page 51 of the full report, or by visiting the 'working with people and communities' section of our [Get Involved in Gloucestershire](#) website.





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 ([X](#), [Facebook](#) or [Instagram](#))
- ▶ 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.





One
Gloucestershire
Transforming Care, Transforming Communities

NHS
Gloucestershire

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