



NEWS & UPDATES

Autumn 2023 Update

Welcome to the Autumn edition of the Castleman newsletter

There is definitely a feeling of ground hog day as practices and PCNs are right back into delivering Covid and flu vaccines - we hope you are all managing the roll out along with the usual day to day business of running your practice and it's not too much. The team at Castleman continue to support you with our services and we are always on the look out for any additional support, funding and ideas to help you where we can. We've been asked to explore a potential pilot for respiratory virtual wards with NHS Dorset, UHD and DHC and will utilise our colleagues at the East Dorset Hub to input on how this can work best without adding pressure to practices.

More to follow on this.

As always, if you have ideas and suggestions that you would like Castleman to take forward on your behalf please get in touch.

Fiona Cleary
CEO, Castleman Healthcare Ltd

Castleman risk management



Castleman is aware that the NHS landscape, particularly the PCN Network DES is vastly different in terms of accountability and financial value now compared to what it was at the inception of PCNs some 4 years ago, therefore, as part of our ongoing governance process we are working with LMC Law to review all of our risk management documents to ensure that they are fit for purpose. A particular focus is on the risk sharing agreements between all practices within a PCN and the host practice for the PCN ARRS staff and the risk sharing agreement between the host practices and Castleman Healthcare for staff employed under the ICPCS contract. Once complete, a checklist of documents will be shared that outlines what is necessary for PCNs to have in place to ensure good governance and risk mitigation.

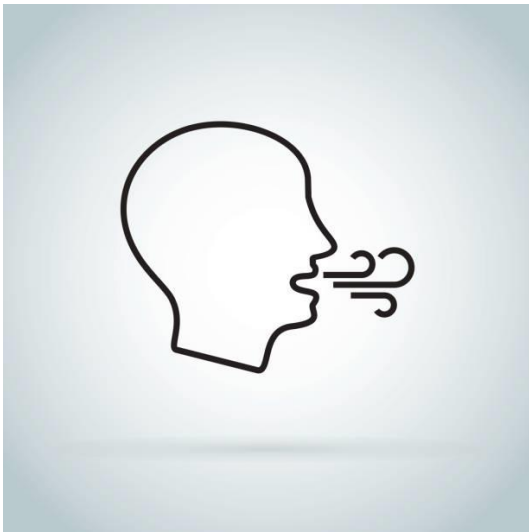
Castleman Service Updates



Diabetes support for Care Homes:

To support with educating care and residential homes in how to better care for diabetic residents, the Castleman DSN team will be offering regular education sessions for care home workers. This is a two hour session presented by one of the RSNs and accompanied by a best practice guidance document for the home to adopt. We also welcome the support of your care home leads to promote upskilling and awareness of their staff. More info to follow soon.

The Castleman DSN Team are also implementing diabetic care plans for residents to ensure that this information is readily available to carers and clinicians attending the home. We are starting small and will continue to offer this as a rolling programme through the year.



Respiratory:

Steph Norton, Castleman RSN, is currently working alone until November when she will be joined by an additional RSN and an HCA. This has presented an opportunity to pilot diagnostics back in the practices and review the Standard Operating Procedure. An updated SOP will be shared soon and we will return to St Leonards to maximise the space once the RSN and HCA have started.

Working with the Dorset General Practice Alliance

Castleman is continuing to support the Dorset General Practice Alliance with programme management and business support. This includes supporting the next Alliance Summit on the 1st November at Cobham Sports & Social Club in Merley.



The Alliance and Here For Each Other - Wellnet are jointly hosting this Autumn Summit with a focus on staff wellbeing. The Summit will provide an insight into how staff are feeling and coping in Dorset's general practices. There will be a range of experts who will present a variety of workshops on how to identify and reduce stress, enhance

wellbeing and develop a positive workplace culture including the Here for Each Other service, Drs in Distress, Richard House and a time for you session.

[The full agenda can be found here.](#)

Public Health Dorset Update



Health Programme Locality Advisors:
Debra Pattinson - Covering the communities of East Dorset which includes Wimborne & Ferndown and Crane Valley PCNs

Peter Thorpe – Covering the communities and PCN of Poole North

The Health Programme Locality Role has developed as the stakeholder and community environment has changed. The role now includes:

- Engaging with all major stakeholders within a locality including NHS organisations, Communities and the Voluntary sector to understand their needs and priorities.
- Encouraging and building partnerships and relationships between stakeholders that delivers effective improvements in health and wellbeing and reduces inequalities in health outcomes.
- Providing a trusted source of information that promotes positive health & wellbeing for everyone within the locality.
- Communicating local and national service developments so that stakeholders can understand the changing environment they operate in enough to take advantage of opportunities these may bring for the communities within our localities.

You can read more about the role [here](#) but please contact either Debra Pattinson or Peter Thorpe if you have any queries and we welcome attending any meeting where you feel they may be able to help. You will have the medical expertise but we may be able to

support in other ways such as connections, public health intelligence and local knowledge.

Debra Pattinson – debra.pattinson@dorsetcouncil.gov.uk

Peter Thorpe – peter.thorpe@dorsetcouncil.gov.uk

Training

Another successful PLT session was delivered and covered by our call handler, Annie Morris and locum GP on Tuesday 5th September.

The next date and time is Thursday 30th November from 1.30-4.30pm.

GP cover for this session is already in place and the Protocol will be circulated ahead of that date in due course.

Castleman has recently put in place respiratory training for 11 practice nurses to upskill in spirometry performance and interpretation at no cost to either practice or candidate. This will enable spirometry to be delivered at practice level although Castleman RSN Steph Norton will continue to offer support where needed.

Castleman has also been working on a training plan for practices and this is a work in progress. Further details to follow soon.

Wellbeing support for all

Professional coach, Emma Hackett continues supporting practices this year and has extended her support to GPs.

In the meantime, what else do we need to do and provide to practices to help? Please forward your ideas to rebecca.green@dorsetgp.nhs.uk.



Dorset Healthcare Update



Our Frailty Service continues to support all 13 GP Practices within the 3 East Dorset PCNs.

How can patients be referred?

Referrals for the Frailty Service for all GP Practices within the 3 PCNs should be sent to the East Dorset Hub email.

Email: dhc.edhub@nhs.net Telephone: 01202 584219

Please note this telephone number is for professionals referring from other services across Dorset and therefore should not be given to patients or relatives.

Working in partnership with Castleman Healthcare our future ambition is to build on the integrated model we deliver in East Dorset so that we can continue to provide holistic, personalised care as part of the emerging 'Neighbourhood Team' supporting our local population in frailty.

Further to this we have begun to focus on getting to know our PCN colleagues in Crane Valley and Wimborne & Ferndown, by attending the "in house" virtual ward or GP MDT meetings. These monthly meetings are facilitated by the health and social care co-ordinators within the East Dorset Hub. The meetings enable us to case find, signpost and support our PCN colleagues when managing patients with complex needs.

The multi-professional meeting is supported with clear terms of reference to aid discussions that are patient centred, aiming to deliver achievable goals for those discussed. The use of MS team as a digital enabler is helping us to work together, to provide strong links in the out of hospital provision for patients in our locality. We welcome your continued support to establish and develop professional relationships across the health and social care colleagues in East Dorset.

Amanda Bolton, Frailty Team Lead, Dorset Healthcare

Farewell & thanks

We say goodbye to Josie Arnold, Castleman Long Term Conditions HCA, who is moving on to progress her nursing career. Castleman are very grateful for all Josie has done to support our services and our patients.

Don't want to receive our newsletter anymore? Please click the button below to be taken off our mailing list.

Unsubscribe



Copyright © 2023 Castleman Healthcare Ltd, All rights reserved.

info@castlemanhealthcare.co.uk

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).