

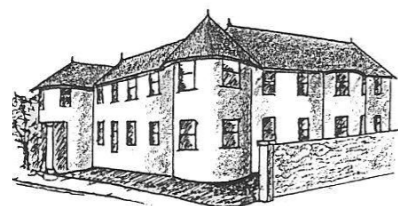
Acknowledgements

Age Friendly Island Public Forums
Age Friendly Island Steering Group
Age Friendly Island Task and Finish Group
Dr. Michele Legg, GP, CCG Executive Board Member and Clinical Lead in Urgent Care
Joyce Lee Member of Patient Participation Group
My Life a Full Life
Neil Cunningham, Video Editor and Director
Tower House Patient Participation Group

Emma Lincoln / Task and Finish Group / NHS England
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Making Age Friendly GP Surgeries Work for You

A simple step by step toolkit

Contents:

Section 1 - Introduction

1.1 How do Age Friendly measures benefit GP surgeries?	4
1.2 Background	5
1.3 Why we need Age Friendly Surgeries	5
1.4 What is an Age Friendly Surgery?	5–7

Section 2 - Planning

2.1 Step 1 - Knowing your surgery	8
2.2 Step 2 - Forming a Project Plan	8

Section 3 - Action

3.1 Step 3 - Involving and engaging with older people	9
3.2 Older People's Groups	9
3.3 Production of Age Friendly Framework	9

Section 4 - Review

4.1 Step 4 - How have you made a difference?	10
4.2 Review and reset new processes	10–11

Case Study

Introduction – About the surgery	12
Age Friendly Island Surgery Project – Background and Context	12
What we did	13
Involving Tower House Patient Participation Group (PPG)	13
What was already Age Friendly at Tower House?	13
What the PPG felt could be improved on?	14
The PPG's Age Friendly Framework headings	14
Engagement with the Public Forums	14
Reviewing Age Friendly Tower House – One year on	15
The work going forward	15

Contents:

Appendices - working tools

Appendix 1 - World Health Organisation (WHO) Age Friendly Topic Areas	16–17
Appendix 2 - Role Profile - Age Friendly Champion	18
Appendix 3 - Age Friendly Surgeries Action Plan	19
Appendix 4 - Age Friendly Surgery Framework	20–21
Appendix 5 - My Life a Full Life (Isle of Wight) The Vanguard and the people it serves	22

Resources and useful contacts

23

Acknowledgements

Back page

How to create Age Friendly GP Surgeries

Planning

Knowing your surgery
Forming a Project Plan

Action

Involving and engaging with older people
Older People's Groups
Production of Age Friendly Framework

Review

How have you made a difference?
Review and reset new processes

Section 1: Introduction

This toolkit is aimed at all staff working within GP Surgeries and those based within Clinical Commissioning Groups (CCGs). It provides ideas and suggestions for simple steps which can be taken to involve your patients, staff and local community groups in making your surgery Age Friendly.

1.1 How do Age Friendly measures benefit surgeries?

There are gains to be had across the board from implementing Age Friendly measures. Patients, GPs and staff can all reap the benefits:

- Better overall patient experience
- Patients feel their needs and concerns are listened to, and acted upon, paving the way for a better relationship and mutual understanding with GPs and the surgery team
- Correct use of stretched resources and services by patients
- Patients are relaxed and confident, more meaningful conversations are possible and conditions identified quickly
- Fewer missed appointments
- Increased patient safety

Age Friendly actions need not be elaborate or costly. Starting simply with minor, easily made changes (e.g. age-appropriate information, signage and notices in easy-to-read formats) will make a difference.

More detailed strategies, which will take time to implement and yield results can follow, including improved physical access to the surgery and training to ensure staff understand the needs and concerns of older patients.

“Age Friendly changes benefit all patients with a range of disabilities and parents/carers with young children.”

Importantly, the toolkit recognises that the pace and extent of changes will be tailored to the specific needs and resources of individual surgeries and will be shaped in response to dialogue with patients and the wider community.

Section 1: Introduction

1.2 Background

Age Friendly Surgeries builds upon the already established ‘iSPACE’. A project funded and evaluated by Wessex Academic Health Science Network (AHSN), to make GP surgeries dementia friendly, piloted in Hampshire and being implemented on the Isle of Wight and Wessex.

The Age Friendly Surgery work supports a global initiative led by the World Health Organisation (WHO) to create Age Friendly Communities. WHO identify 8 topic areas, one of which is ‘Community Support and Health Services’, under which this project sits.

Refer to Appendix 1: World Health Organisation (WHO) Age Friendly Topic Areas (page 17)

1.3 Why we need Age Friendly Surgeries

- There are currently 23.6 million people aged 50 years and over living in the UK, this is 37% of the UK population. By 2020 more than 50% of the UK’s population will be over 50¹.
- Someone in the UK turns 50 every 40 seconds².
- In 2014, there were 1.9 million people with three or more multiple conditions, e.g. arthritis, mental health illness, heart disease and diabetes. By 2018 the NHS expects that figure to increase to 2.9 million³.
- Resources are increasingly stretched for GP surgeries and strategies such as Age Friendly Surgery are needed to maintain patient centred primary healthcare for older people.

1.4 What is an Age Friendly Surgery?

In creating an Age Friendly Surgery consideration must be given to providing an environment in which older patients can be as independent as possible. This includes:

- Physical access (for example clear signs, ramps and, especially good lighting).
- A staff code to ensure that specific patient needs are addressed – for example hearing loss, visual impairment and learning disability.
- A designated Age Friendly Champion, providing a recognised point of contact and source of advice for older patients. This is not necessarily a GP or Practice Manager and could equally well be a Health Care Assistant or member of the surgery admin team.

Refer to Appendix 2: Role Profile - Age Friendly Champion (page 18)

- Compliance with the NHS Accessible Information Standard which aims to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read, or understand, and support so they can communicate effectively with health and social care services.

1. https://www.ageuk.org.uk/Documents/EN-GB/Factsheets/Later_Life_UK_factsheet.pdf?dtrk=true
2. <https://www.theguardian.com/lifeandstyle/2011/jan/23/turning-fifty-quintastics-50>
3. <https://www.england.nhs.uk/resources/resources-for-ccgs/out-frwrk/dom-2/>



Section 1: Introduction (cont)

1.4 What is an Age Friendly Surgery? (cont)

A working example of the way in which surgeries can become Age Friendly is provided by Tower House Surgery on the Isle of Wight. The Practice, which is one of three serving the most populated town in the county, and has a list of 11,850 patients, has gradually implemented a range of measures – arrived at as a result of detailed consultation with patients and the wider community. These include ramped wheelchair access, disabled parking bays, and a dedicated space within the waiting area designed for older patients to have easy access to relevant and easy to read healthcare and community information.

The surgery's Age Friendly changes extend to a staff member assigned as a dementia champion wearing a uniform in an appropriate colour for patients with dementia to recognise, which may also benefit people who have a visual impairment. Furthermore, staff whose dementia and Age Friendly training means they are able to communicate appropriately with their older patients and are on the lookout for patients who may require support with memory problems.

Refer to Case Study: Tower House Surgery (page 12)



Section 2: Planning

2.1 Step 1 - Knowing your surgery

It is important to start with a clear understanding of your surgery; the patients you support, the physical environment and what you can offer older people. You will need to consider:

- What numbers of your patients are aged 50 and over?
- Does your surgery serve a deprived area?
- How do older patients currently access your surgery's facilities? Is it well served by public transport?
- Does your surgery have peak and trough times and how is this managed?
- Do you have a Health Care Assistant (HCA) or a member of the administrative staff who could act as an Age Friendly Champion?
- Do you have support from the GPs and Practice Managers to drive this initiative forward?
- How do you involve and listen to your patients?
- When did you last involve patients to inform change in your surgery and its services?

2.2 Forming a Project Plan

- Is your surgery clear about possible changes / issues that may be raised through the process of patient and community involvement?
- Draw up a plan of the older people you will involve e.g: Patient Participation Groups (PPGs), local community groups and older people support by local voluntary organisations.
- Have a clear time scale to work to.
- How will the changes and improvements be measured?

Refer to Appendix 3: Age Friendly Surgeries Action Plan (page 19)

Photo by Jonathon Swain



Section 3: Action

3.1 Step 3 - Involving and engaging with older people

The older people who use your surgery are the best placed to tell you what is working well and what changes could be implemented to enhance patient experience. Engaging with people in this way, designing and delivering public services so that professional training and lived experience is valued equally, is known as co-production.

It is a partnership between members of the local community and professionals, showing a positive attitude as to how the surgery engages with its patients. It is important however that expectations are managed carefully and throughout the whole process, the Age Friendly Champion should be clear about expectations that are not realistic.

3.2 Older People's Groups

If you have a Patient Participation Group (PPG) involve them in the work from the outset, as users of the surgery they will be best placed to give their thoughts.

The Age Friendly Champion could undertake a mapping exercise of local community groups.

Some of the suggestions of groups to engage with in your community:

Rotary, Women's Institute (WI), University of the third Age (U3A), church groups, social groups, minority groups (e.g. veterans), Town and Parish Council Groups.

Are there any other ways you could engage with your local community of older people?

Refer to Appendix 4: Age Friendly Surgery Framework (page 20)

3.3 - Production of Age Friendly Framework

Work with groups to form a way to understand how Age Friendly their surgery is.

This could be done through a set of questions that covers different aspects of a surgery.

Depending on the size of group you are working with this could be done through dividing the group into smaller facilitated working groups, or a larger group discussion.

The engagement work undertaken with Tower House PPG led to the development of an Age Friendly Framework with 6 headings:

1. Identify a champion
2. Partnership working with carers and family friends
3. Staff who are trained
4. Access to primary care medical services
5. Environment
6. Age Friendly Care Plans

Under each of these headings, and further headings could be added to if necessary, specific outcomes are listed under each. The framework can therefore be added to at any time.

Refer to Appendix 5: My Life a Full Life (Isle of Wight) The Vanguard and the people it serves (page 22)

Section 4: Review

4.1 How have you made a difference?

It is important that you regularly review the changes you have implemented by involving all the older people you have listened to during your engagement work.

- How do your outcomes compare with the times allocated in the action plan?
- Are older patients noticing the change to their surgery? If so, decide how you can best record those changes (e.g. through an evaluation form, or verbal feedback).
- If you have been working with your Patient Participation Group (PPG) get their feedback on progress and expectations. Consider asking them to keep a diary on how their experience of the surgery has changed, in what areas this has improved and their hopes for the future. Perhaps try a mystery shopper exercise to see how the staff communicate with patients.
- Find out from your staff how they feel Age Friendly changes have made a difference to their job and their interactions with patients. Based on their experience, what suggestions might they have for building on improvements?

4.2 Review and reset new processes

It is crucial that you continue to review the processes and set new outcomes for your older patients.

- Review action points with the older people that co-produced your Age friendly Surgery framework. Work with them to recommend new outcomes under the original framework headings.
- Annual staff appraisals – are staff training needs included as part of their professional development going forward? Especially covering training around dementia and age related issues.
- Do all new staff receive dementia training and Age Friendly training?
- Training will ensure staff feel empowered and better equipped to communicate with patients who have a range of different needs.
- Do the GPs, the Practice Manager and the PPG regularly view a copy of the action plan, allowing for their thoughts and feedback?

Section 4: Review

4.2 Review (cont)

This toolkit has focused on the importance of introducing the Age Friendly Initiative to GP surgeries using co-production to ensure all measures taken are person centred and relevant.

Using this toolkit you will be equipped to produce a unique Age Friendly Framework identifying dedicated action areas to improve patient experience.

From the following case study note that Tower House was clear with all involved that, where possible changes should be low cost and cost effective at a time when resources are limited.

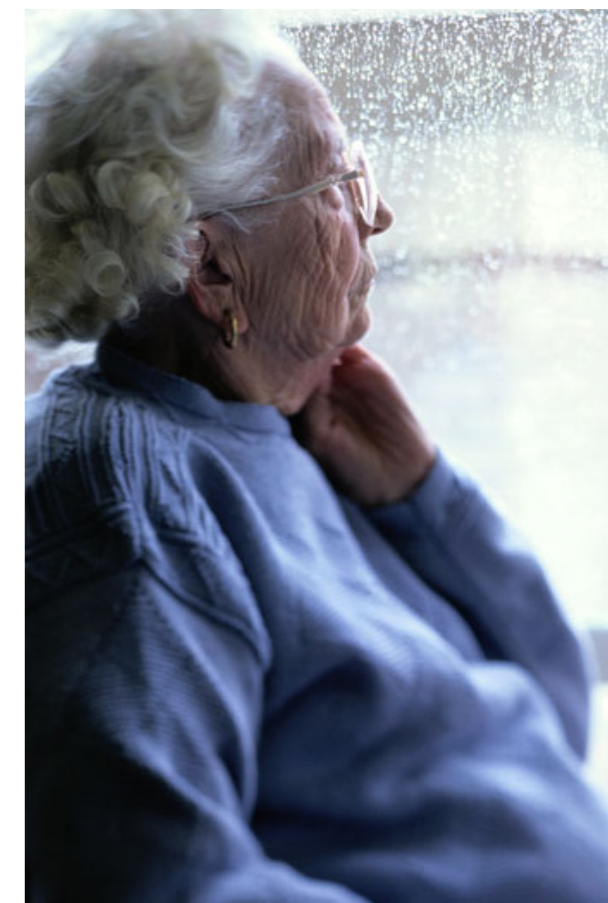


Photo by Jonathon Swain



Case Study: Tower House Surgery

1. Introduction - About the surgery

Tower House is a well-established surgery based in Ryde on the Isle of Wight. It serves 11,850 patients of which 39.6% are over the age of 50 and 19.6 % over the age of 65.

The surgery offers accessible facilities to patients with disabilities and is the first practice to be a 'Dementia Safe Haven' on the Isle of Wight.

The surgery offers a broad range of services for all ages. There is an active PPG who meet regularly and currently 16 patients are representative on the group. The PPG is widely promoted throughout the surgery.

2. Age Friendly Island Surgery Project - Background and Context

Tower House has been working in partnership with Age UK Isle of Wight to create an Age Friendly Surgery. This supports the larger BIG Lottery funded Ageing Better Programme, of which Age UKIW is the lead organisation. The Isle of Wight has become the first rural area in England to join the international network of Age Friendly Communities. WHO launched the Global Network of Age-friendly Cities and Communities in 2011, recognising the growing importance of the need to create community environments that are supportive to older people. All network members are committed to promoting healthy and active ageing and a good quality of life for their older residents.

The Age Friendly Island programme has been running since April 2015, and after a years initial work the programme was accepted into the international network in July 2016. Over the next 4 years the programme will continue to work on creating an Age Friendly Island, through a range of different projects, and listening to older islanders.

Age UK Isle of Wight initially worked in partnership with Tower House Surgery on a project to create Dementia Friendly Communities. Tower House has also been involved in the already established 'iSPACE'. A project funded and evaluated by Wessex Academic Health Science Network (AHSN) to make GP surgeries dementia friendly, piloted in Hampshire and being implemented on the Isle of Wight. This project work has given the partner organisations a strong basis to build upon and compliment developing an Age Friendly Surgery.

The fundamental part of the Age Friendly Surgery work is to involve and listen to patients and older people within the local community, known as co-production.

Their input will lead to changes being made to the surgery, both from an environmental and personal level, to ensure the older person's experience to the surgery is positive and accessible at all levels.

Case Study: Tower House Surgery

3. What we did

Initially the Age Friendly Island Development Officer and Dr. Michele Legg, the then Clinical Lead for Dementia and Older People, worked to develop an action plan with clear outputs, outcomes and Key Performance Indicators (KPIs). These were agreed by the Age Friendly Island Steering Group. This group is made up of senior leads from a range of organisations from the statutory, private and voluntary sectors. These individuals are in a position to drive strategic change within their own organisations.

4. Involving Tower House Patient Participation Group (PPG)

Tower House have an already established an active PPG. We met with them in November 2015 to listen to and understand their views around how Age Friendly Tower House surgery is already and what changes could be made to ensure the older patients visit is both physically accessible and person centred.

This session was facilitated by the two Age Friendly Island Development Officers in an open discussion. The group were asked the following four straight forward questions:

- What should an Age Friendly Surgery include?
- What is very good about Tower House Surgery and already Age Friendly?
- What needs to be improved to make the surgery Age Friendly?
- How do you get to the surgery?

5. What was already Age Friendly at Tower House?

The PPG first highlighted the aspects of the surgery and its services that were already Age Friendly, these included:

- The majority of the staff, receptionists and doctors are kind and considerate. They have all undergone dementia awareness training, delivered by Dr. Legg.
- The surgery offers alternative access routes, via a ramp or steps.
- There are automatic doors at the entrance which help those who have mobility issues, sensory impairments and also mothers who have children in buggies.
- People are able to book their appointments by computers.
- They have a pharmacy on site, and offer a prescription delivery service.
- There is level access once inside the surgery.
- Good accessible toilet facilities and baby change.
- The surgery also offers the following clinics: nail cutting, respiratory, diabetic, chronic heart disease, minor surgical procedures, stop smoking, warfarin, influenza, pneumococcal and learning disabilities.
- The surgery also has a Care Navigator. This is an individual who a patient can be referred to for six weeks, usually the older person who has been through a life changing event. The Care Navigator will ensure that the patient is informed and in contact with all the relevant services and care they are entitled to.

Case Study: Tower House Surgery

6. What the PPG felt could be improved on?

The PPG suggested the following needed to be addressed to make Tower House more Age Friendly:

- Whilst it was good to have alternative access to the surgery via steps or a ramp, the steps were difficult to see and needed clear lines on them.
- A few extra options of seating within the waiting area were needed, as the chairs were not all that easy to get up and down from if you have mobility issues.
- The signage around the surgery could be clearer.
- Pull switches or automatic lights in the toilets.
- Letting patients know how long they might have to wait and where they are in the queue.
- Clear and simple communication of the service available to older people within and outside the surgery.
- Ensure surgery staff understand the broad range of different services available to older people.
- The PPG suggested that the surgery is hard to reach via public transport, and it would be helpful to have a disabled parking space directly outside.

7. The PPG's Age Friendly Framework headings

From the four questions asked of the PPG they were then, with Dr. Legg and the two Age Friendly Island Development Officers, able to agree on six action headings which would form the Age Friendly Surgeries Framework, these headings can be viewed in Appendix 4.

They could then scope out objectives that needed to be in place under each heading that would make the surgery more Age Friendly.

8. Engagement with the public forums

The framework headings were taken to the Age Friendly Island's Public Forums, made up of people aged 50 and over. The forums are based in three locality areas: Ryde, Newport and West Wight, meeting quarterly. The locality areas compliment the work being delivered through the My Life a Full Life (MLAFL) project.

The three age friendly forums worked in small groups to discuss and decide what needed to be under the six framework headings.

Refer to Appendix 4: Age Friendly Surgeries Framework (page 20)



Case Study: Tower House Surgery

9. Reviewing Age Friendly Tower House – One year on

During November 2016 we met up with the PPG to understand from them what changes had been made to the surgery and its services, how successful were these changes, how are the changes being monitored and to set some new outputs, outcomes and KPI's for the forthcoming year.

Changes:

- Lines on steps outside and inside.
- An older person's notice board in a dedicated, well lit area, where the information is accessible and relevant to older people.
- Double appointments avoiding more than one visit to the surgery if appropriate.
- Some more accessible seating at different areas of the waiting room (chairs with arms).
- The continuation of relevant training for all staff to support the needs of older people.
- Automatic lighting in the toilet facilities.
- Further development and promotion of dementia.

10. The work going forward

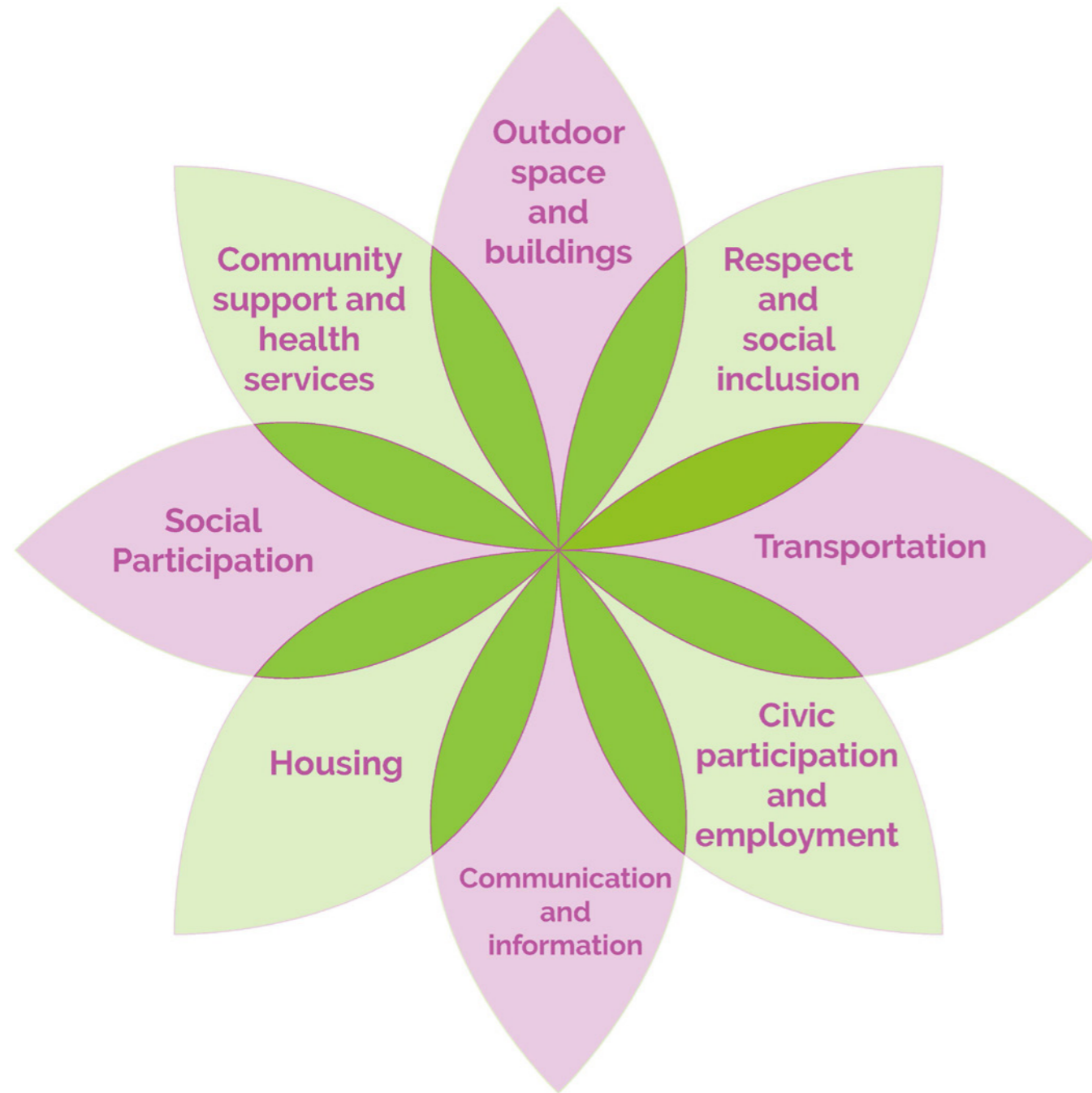
This Age Friendly framework co-produced by Tower House PPG and the public forums can be used as a starting tool for other surgeries across the Isle of Wight and more widely across the UK. Other surgeries may find that the older people who they engage with could add headings to the six already established. They may also find that they have different aims under each heading. The framework is intended to be an organic document that the patients, public and surgery staff can add to and further develop. Dr Legg concludes with a short statement outlining the benefits of this project at Tower House through co-production.

'Asking older people for their opinions in how we could develop and improve our GP surgery for older people's needs has been essential. It has also been rewarding for staff and the concepts have developed and mushroomed over time. Also what is important is that small changes have made an impact on older people and these changes can be both low cost and not take too much time to implement.'

Dr. Michele Legg, (GP, CCG Executive Board Member and Clinical Lead in Urgent Care)

Appendix:1

World Health Organisation (WHO) Age Friendly Topic Areas



Appendix:1

World Health Organisation (WHO) Age Friendly Topic Areas (cont)

The WHO Age Friendly Cities Guide highlights 8 topic areas (shown in the previous diagram) that cities and communities can address to better adapt their structures and services to the needs of older people: the built environment, transport, housing, social participation, respect and social inclusion, civic participation and employment, communication, and community support and health services.

For each topic, the reports of age-friendly aspects of the city, the barriers and gaps,

and the suggestions for improvement voiced by focus group participants in all cities were transcribed and grouped into themes.

The themes that were mentioned in each city were recorded to form a picture of what was most important overall and in different regions and cities. Based on the themes, a checklist of the core features of an age-friendly city was developed in each area of city living. The checklist is a faithful summary of the views expressed by the focus group participants.



Appendix: 2

Role Profile – Age Friendly Champion

Role Title:	Age Friendly Surgeries Champion Role Description
Where:	Within a GP Surgery
When:	As and when required
Commitment:	A level of commitment is required and the hours will be negotiated by the Practice Manager against the individuals current role
Duration:	On going
Description:	<p>Tower House has been working in partnership with Age UKIW on creating an Age Friendly Surgery, part of the larger Age Friendly Island Programme funded by Big Lottery to combat loneliness and isolation of older residents. They have involved and listened to the Practice's Patient Participation Group (PPG), and the wider local community to ensure the changes made are driven by older residents aged 50 and over. One of the GPs at the Surgery, the PPG and the public forums have developed a framework guidance tool with six headings and actions under each to work towards being a truly Age Friendly Surgery, both environmentally and ensuring the services offered are working for individual patients.</p> <p>This role will be part of someone's current position, and the individual must have a passion to drive the work forward with the PPG, wider community and surgery staff.</p>
What is required?	<p>Understanding of Age Friendly Surgeries: The Age Friendly Champion needs a good knowledge of what makes an Age Friendly Surgery both environmentally, the services they offer and upskilling the surgery staff in aspects of ageing.</p> <p>Understanding the local area: The Age Friendly Champion will need to undertake a mapping exercise to ensure they have a good grasp of where the groups of older people meet. These groups can be invited to ensure that the changes suggested and made at the surgery are co produced.</p> <p>Excellent communication skills – to be able to facilitate groups of older people to co-produce the changes needed. It is important that the champion has the ability and skills to manage people's expectation when co-producing</p> <p>Monitoring and evaluation – Develop tools with older people to continually review the changes being made to the Practice, and how successful they are. Ensuring that the framework guidance tool is regularly updated by the PPG and others from the local community</p>
What's In It For You:	<ul style="list-style-type: none"> • Personal/ Professional development • Ensure that older people are truly involved and listened to • Sense of achievement • Gaining training and skills
Why We Want You:	<ul style="list-style-type: none"> • Sustainability • Community spirit / and ability to involve the public • Community development • Knowledge of the local community • To make Tower House an example of best practice for others to follow
Contact:	

Appendix: 3

Age Friendly Surgeries Action Plan

WHO Domains							
O	H	T	R/S	CP/E	C/I	SP	C/H
Outdoor spaces	Housing	Transport	Respect and Social Inclusion	Civic Participation and Employment	Communication and Information	Social Participation	Community Support and Health services

Objectives from Big Lottery Programme	
Older people will feel empowered to co-produce local policies and services which become more responsive to their needs, now and in the future.	Older people will feel the Island is age friendly; those under 50yrs will see older people as an asset, recognising their contribution to the community.

	Inputs	Outputs			Outcomes-Impact			KPIs	WHO Dom
		Participant	Activities	Direct Products	Short Term	Intermediate	Long Term		
Age Friendly Surgeries	Engage with GPs to commit time to looking at Age Friendly Surgeries	<p>Consulted X Patient Participation panel at Tower House Surgery</p> <p>X people involved in Co-production work through public forums (x people)</p> <p>AFI Steering group</p> <p>17 Practice Managers across the Island</p>	<p>Consultation with Patient Participation Panel at Tower House Surgery to agree key areas for an action plan</p> <p>Action plan developed with 6 priority areas for consideration, circulated to steering group for comment</p> <p>Co production work in 3 locality areas, giving feedback on the 6 priority areas</p> <p>From feedback final document of 6 priority areas agreed</p> <p>Presented to Practice Managers at team meeting</p> <p>Final action plan for implementation written and agreed</p> <p>Action plan disseminated to Island Surgeries</p>	<p>Document produced displaying the 6 priority areas</p> <p>Age Friendly Surgery Toolkit developed for surgeries</p>	<p>Members of the public have influenced the necessary factors that are relevant in developing Age Friendly Surgeries</p>	<p>Island Surgeries include Age Friendly priority areas within their planning and policies</p>	<p>Island Surgeries recognised nationally as delivering an exemplar service that is Age Friendly to Islanders and those who visit</p>		

Appendix: 4

Age Friendly Surgery Framework

Identify a Champion

- Someone within the workforce to push the agenda
- Ideally not a GP or Practice Manager
- To develop an Age Friendly Plan and measure all practice decisions measured against Age Friendly
- Identify Champion within patient participation group to act as a spring board and check for that practice
- Be aware and advertise events like falls awareness week

Partnership working with carers/family/friends

- Identify carers/code for them
- Refer carers or inform them, regarding local carer support groups
- Give carers and patients helpful contacts which are locality specific
- Carers offered health checks and flu vaccine

Staff who are Trained

- Age Friendly matters e.g. hearing / sight / loneliness / travel
- NICE guidance on older peoples care / training session
- Continuity of care, named GP for older people
- Review risk register and make it meaningful
- Care Act awareness
- Understanding and recognition of frailty
- Awareness of financial issues which may affect

Appendix: 4

Age Friendly Surgery Framework

Access to Primary Care Medical Services

- Access to surgery bus route
- Consideration regarding double appointments with nurse and doctor on same day avoiding multiple trips (include couples/carers)
- Accessibility ramps
- Parking ease: disabled space outside main entrance
- Offer age friendly services like hosting nail cutting / hearing aid battery change

Environment

- Notice boards— Clear and precise information written in plain English and meets RNIB, 'See It Right' guidelines.
- Information about support with admission and discharge from hospital services
- Clear and obvious signage e.g. toilets/exits
- Stairs marked clearly
- Disabled bay in car park outside main entrance
- Automatic lights or easy to see pull switches
- Chairs with arms
- Dementia friendly environments
- Water on site/access to a water machine

Age Friendly Care Plans

- Person centred care plans
- Work with Care Navigators / Local Area Coordinator
- Embracing MLAFL principles
- Co-production of service
- Establish strong respected older person communities
- Regular care plan review

Appendix: 5

My Life a Full Life (Isle of Wight) The Vanguard and the people it serves

The Isle of Wight vanguard is enhancing the care it offers by delivering more services in people's own homes and in the community, and by working in ways that are sustainable over the long term as they offer better value for money for the NHS.

The partners include:

- Isle of Wight Clinical Commissioning Group
- Isle of Wight NHS Trust (a unique provider of ambulance, community, hospital, learning disability and mental health services)
- Isle of Wight Council
- One Wight Health (a group of GPs)
- The voluntary and independent sectors and other public sector organisations

The partners jointly serve a population of 140,000 residents as well as thousands of tourists.

What is changing?

'My Life a Full Life' aims to prevent ill health by promoting health and wellbeing and supporting self-care and empowered communities.

Health and care services for individuals is coordinated by dedicated staff including Community and Care Navigators and Local Area Coordinators, who help patients access the right service, reduce any confusion by simplifying how the system works and increase awareness of the services available.

New locality teams are also being introduced to deliver care and support in the community, with GP clinical leadership and teams of staff with a mix of skills and specialisms.

Services will work together to jointly assess people's needs and provide the right service, in the right place at the right time, avoiding unnecessary hospital admissions and reducing inappropriate referrals to services.

At the same time, the partners are breaking down barriers and working more efficiently together, making the most of their combined resources.

Key benefits

- Easy to understand, accessible and up to date information about health, wellbeing, care and support, helps local people take better care of themselves.
- Access to skilled advice helps people plan better for their future and take more direct control over their care.
- Services delivered closer to home, support people to remain happy and healthy in their own communities, only going to hospital when they really need to.

Contact My Life a Full Life

Website: www.mylifeafulllife.com

Twitter: @mylifeafulllife

Email: MLAFL@iow.gov.uk

Resources and useful contacts

Action on Hearing Loss

<https://www.actiononhearingloss.org.uk/>

Age Friendly Island

<http://agefriendlyisland.org/>

Carers Isle of Wight:

<http://carersiw.org.uk/>

Carers UK Making life better for carers

<http://www.carersuk.org/>

Centre for Accessible Environments

www.cae.org.uk

Citizens Advice Isle of Wight

<https://www.citizensadvice.org.uk/local/isle-of-wight/>

Dementia Friendly GP Surgeries implementing iSPACE

<http://wessexahsn.org.uk/projects/45/creating-dementia-friendly-gp-surgeries-ospace>

Department of health - Equality and Diversity

<https://www.gov.uk/government/organisations/department-of-health/about/equality-and-diversity>

National Institute for Health and Care Excellence

<https://www.nice.org.uk/>

NHS England - Making health and social care information accessible

Update July 2015 – accessible information standard approved <https://www.england.nhs.uk/wp-content/uploads/2015/07/access-info-upd-july-15.pdf>

Royal National Institute for the Blind - Seeing it my way

<http://www.rnib.org.uk/about-rnib-what-we-do-uk-vision-strategy/seeing-it-my-way>

WHO Global Age Friendly Cities

A Guide: http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf?ua=1

WHO Primary Health Care Centre Toolkit

http://www.who.int/ageing/publications/AF_PHC_Centretoolkit.pdf