



---

# Nottingham CityCare The Sector Connector

Karen Frankland

Director of Primary Care

# Who are CityCare?

- NHS spin out (2011 Transforming Community Services)
- Was 1300 Staff now 1650 Staff
- £32m now nearing £50m annual income
- Reinvested surplus of nearly £3m over 3 years – more challenging this year but not just about giving £££££
- Delivering 65 services lines in Nottingham City, Nottinghamshire County, Derby City
- 42<sup>nd</sup> largest Company in Nottingham based on income
- 2013's HSJ Most Sustainable Provider
- Corporate infrastructure HR, Business, Governance, Q&S, Finance, Estates Management, Training & Workforce
- Secured £40m Big Lottery Fund for Nottingham City



# The CityCare Group



CityCare Connect 56 Bedded Unit owned by CityCare to support safe, timely hospital discharge.

CityCare Future Charity.

CityCare Partnership & Small Steps Big Changes. Our core offer of community services and urgent care. The Big Lottery bid is delivered as part of that offer.

CityCare Primary Care our partnership and joint working with GP's and Practices.

CityCare Pharmacy is a future development.

CityCare training and education centre. Venue can be used for social value events.

# CityCare The Sector Connector

GP, Practice Nurse and Pharmacy for reviews and medication home deliveries

Primary Care & Pharmacy

Community Services

Acute & Mental Health Care

Social Care

3<sup>rd</sup> Sector & Carers

Community Geriatrician, Nurses & CPN

Volunteer driver to get to local clinic.  
Joint Clinic offer – Carers Federation

Personal care provision –  
assisted bathing, shopping

1600 staff – 65 Services e.g. Community Nurse, Matron, Diabetes, Resp, Continence, TV, IPC, UCC, Community Beds, Continence in addition to a 0-19yr offer



**CityCare**  
connexions

# Primary Care Collaborations

Flexibility not a one size fits all

Practice 1  
Medical Director  
GP Sessions  
GP Educator

Practice 2  
50/50 share in practice - ANP  
Paid UCC  
Centre GP  
GP Educator  
Support with lease, landlord, TF Bid, CQC inspection

Practice 3  
1/3<sup>rd</sup> partner moving to 50/50 in 2017  
Supporting with Pharmacist.  
Exploring Physio 1st and ANP

Nottingham City GP Alliance  
P2P with Individual Members & Non Members or group purchase work

Pay As You GO  
Pharmacy  
Physio  
Nursing  
Support Staff  
HR – Q&S  
Finance  
Estates

# Peacock HealthCare Practice NNE CCG

Managing Partner Michael Orozco added: *“We are delighted with how well this work is going. Having in-house support from a pharmacist is helping us not only improve quality and safety for our patients; it’s also improving our efficiency and generating cost*

*savings. The pharmacist has also proven invaluable in other ways and has supported the team with various IT queries as well as CCG initiatives. In addition he is also assisting with improving our QOF results; this has been especially relevant having recently*

*absorbed an additional 600 patients as a result of the closure of a local practice.*

*“Linking with City Care’s community services in this way is a logical step to extend our practice team in a cost effective way in what has become a very challenging environment. It also forms part of our own sustainability strategy in strengthening relationships*

*with a local provider that has an established track record in being innovative and delivering high quality services to the local community.*

*“I know all of the Peacock team greatly values the pharmacy input and as a result I have already agreed to extend the Pharmacy support into 2017. I look forward to seeing how we can develop this work further in the future and we also intend to share our*

*learning with colleagues in primary care locally and nationally.”*



# Nottingham Urgent Care Training Partnership

A collaboration between CityCare, NEMS (local GP out of hours provider) & The Primary Care Development Centre  
Established to :

- Reduce overlap and duplication of training and bidding
- Pooling resources monitory, manpower & premises
- Ensure the right workforce identified, trained to deliver the future landscape of urgent care in a community setting
- Working with educational establishments to develop a training offer that delivers what is needed
- Aligning our work with the local acute to ensure a seamless care interface and a skilled front and back door offer from primary and community



# Access & Navigation

## Who

Professional Community Calls to avoid an admission

Referrals to support safe and timely transfer of care from acute to community

Citizen/ public calls

Professionals calls for CityCare non City CCG commissioned services

## Route In

Health & Care Point  
1 number for health & Social Care

CityCare  
03003003333  
services

## To Where?

Option 1  
"Know what service I want!" – Automated Options

Option 2  
"I don't know what I want – answered by a person"

Direct to teams / specialist

Option 1  
Integrated Community Triage Hub

Health

Social Care

Care Coordinators  
CDG's

Integrated Reablement

Integrated Urgent Response

Community Beds

Lings Bar

External provision





# Holistic Worker

- A skilled workforce with both health and social care nurses, therapists and practitioners trained in multiple disciplines to band 4 Assistant Practitioner AP level
- Accredited by Derby University
- Integrated access to Health & Social Care via Health & Care Point
- Services reconfigured around 8 Care Delivery Groups CDG's (around 30k patients)
- Joint budgetary access - a nurse visiting can assess and order aids where previously an OP referral would have to have been made. Saving time, another visit and more importantly potentially reducing a risk of a hospital admission





# Any Questions



---

## **Nottingham CityCare Partnership CIC**

1 Standard Court  
Park Row  
Nottingham  
NG1 6GN

e: [citycare@nottinghamcitycare.nhs.uk](mailto:citycare@nottinghamcitycare.nhs.uk)  
t : 0115 883 9600