

**Boost**

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# Boost

**The North East and North Cumbria's  
learning and improvement community**

**North East North Cumbria  
Health & Care Partnership**

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## Why it matters?

- Evidence tells us connectedness, and strong and trusting relationships matter for improvement.
- Analysis of high performing systems show how strongly connected networks create a capacity to facilitate knowledge exchange for innovation and improvement.
- Integrated Care Boards (ICBs) have a role as system convenors - helping to connect people and build relationships across the system, with people united by shared goals for improvement.





## How it all began...

- Early on we started discussions about bringing together people and organisations with a passion for improvement, innovation and change in health and care – even before the Integrated Care Board was established.
- We built on previous successes such as the North East Transformation System and the Cumbria Learning and Improvement Community (CLIC).
- With listening and learning from lived experiences at the heart of our community - whether that's our patients, communities or our workforce.

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## Our first event

- There was an enthusiastic response to the idea of building a learning and improvement community in our region at our inaugural event in September 2022.
- A vision of becoming the **best at getting better...** (inspired by Cincinnati Children's).
- Strongly linked to our **better health and wellbeing for all strategy**; four key goals - longer and healthier lives, fairer outcomes for all, better health and care services and giving our children and young people the best start in life.

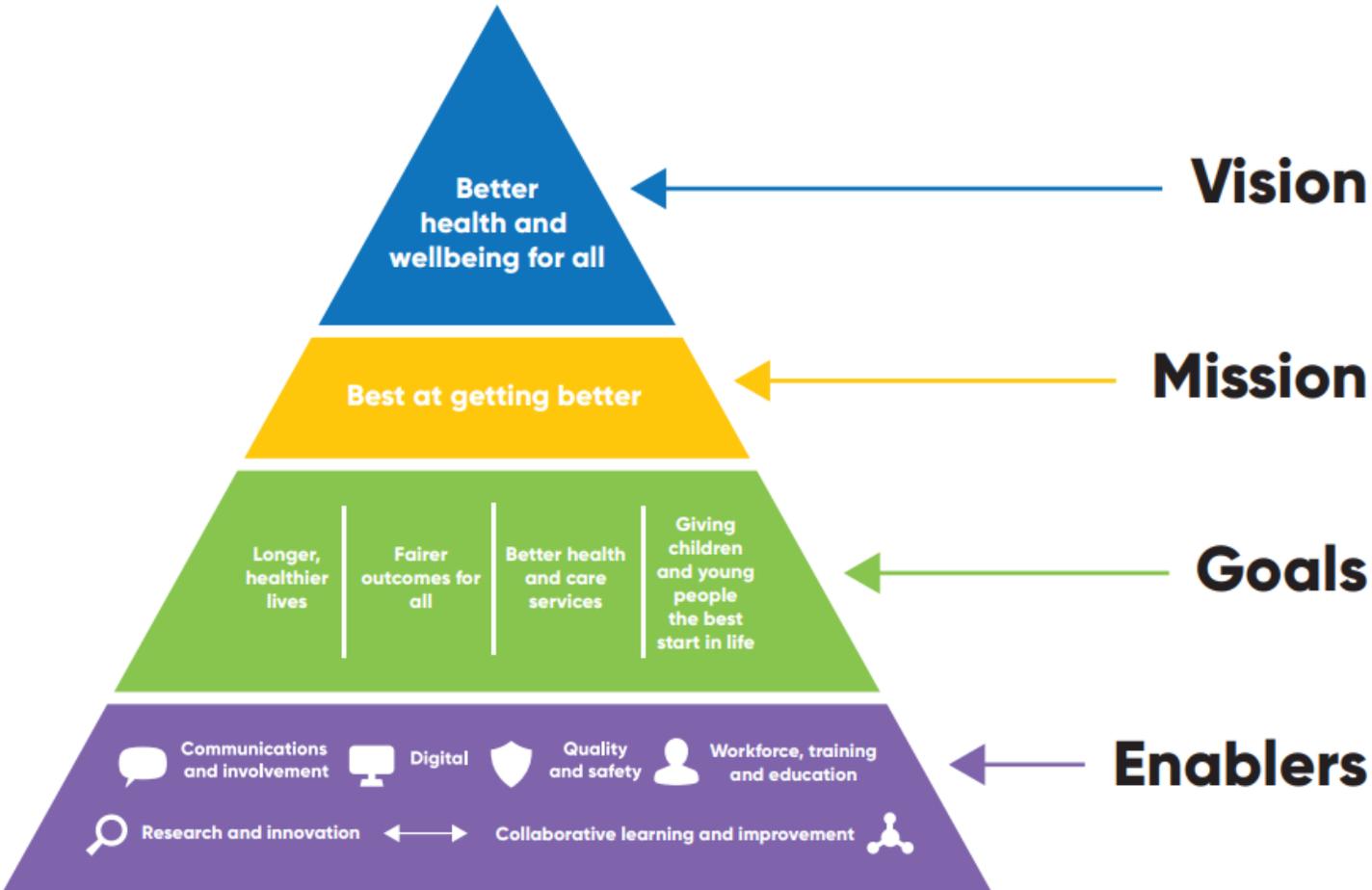
**21<sup>st</sup> September 2022 - a special day!**



**The North East and North Cumbria Learning and Improvement Community is convened...**

**#BestAtGettingBetter**

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Our integrated care strategy for the North East and North Cumbria

## Our four key goals...



**Longer & healthier lives**

Reducing the gap between how long people live in the North East and North Cumbria compared to the rest of England



**Fairer outcomes for all**

As not everyone has the same opportunities to be healthy because of where they live, their income, education and employment



**Better health & care services**

Not just high-quality services but the same quality no matter where you live and who you are



**Giving children and young people the best start in life**

Enabling them to thrive, have great futures and improve lives for generations to come

## Our supporting goals...



Reduce the gap in life expectancy for people in the most excluded groups



Halve the difference in the suicide rate in our region compared to England



Reduce smoking rates from 13% of adults in 2020 to 5% or below by 2030



Increase the number of children, young people and adults with a healthy weight



Reduce alcohol related admissions to hospital by 20%



Reduce drug related deaths by at least 15% by 2030



Reduce social isolation, especially for older and vulnerable people



Increase the percentage of cancers diagnosed at the early stages

## We will do this by...



Supporting and growing our workforce



Harnessing new technology and making best use of data



Making the best use of our resources



Being England's greenest region by 2030



Listening to and involving our communities

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# North East and North Cumbria Learning and Improvement Community

To be the best at getting better

## Why...

What is this learning system's purpose?

Do we have a shared understanding of the problem we're trying to solve?

## Who...

Co-production - who needs to be involved?

The decisions about action are taken in the work itself - by the people being served and the individuals who are serving them.

## What...

How will this work contribute to Better Health and Wellbeing for all?

What actions will be taken to enable longer and healthier lives, fairer outcomes, better health and care services and/or giving our children the best start in life?

Part of:

North East North Cumbria Health & Care Partnership



## Learning - our engine for quality improvement...



We are continuously learning - there is no standard for 'best practice' at all times and in all places. What works in every environment is the **continuous process of learning and adaptation.**



## Healthy systems produce good outcomes...



The outcomes we seek are created by whole systems. Achieving better outcomes requires effective co-ordination and collaboration. In short, we believe **healthy systems produce good outcomes** - it is the role of leaders to nurture these.





# Our priorities

Collectively we agreed seven priorities:

- Children and young people's mental health
- Discharge and safe transfers of care
- Working with communities to shift the balance from treatment to prevention.
- Building a learning and improvement infrastructure
- Strengthening the social care workforce
- Workforce retention and wellbeing
- Collaborative leadership



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# Supported by **The Health Foundation**

We secured national funding of £250k from leading charitable organisation **The Health Foundation** to learn about how to approach system level improvement.

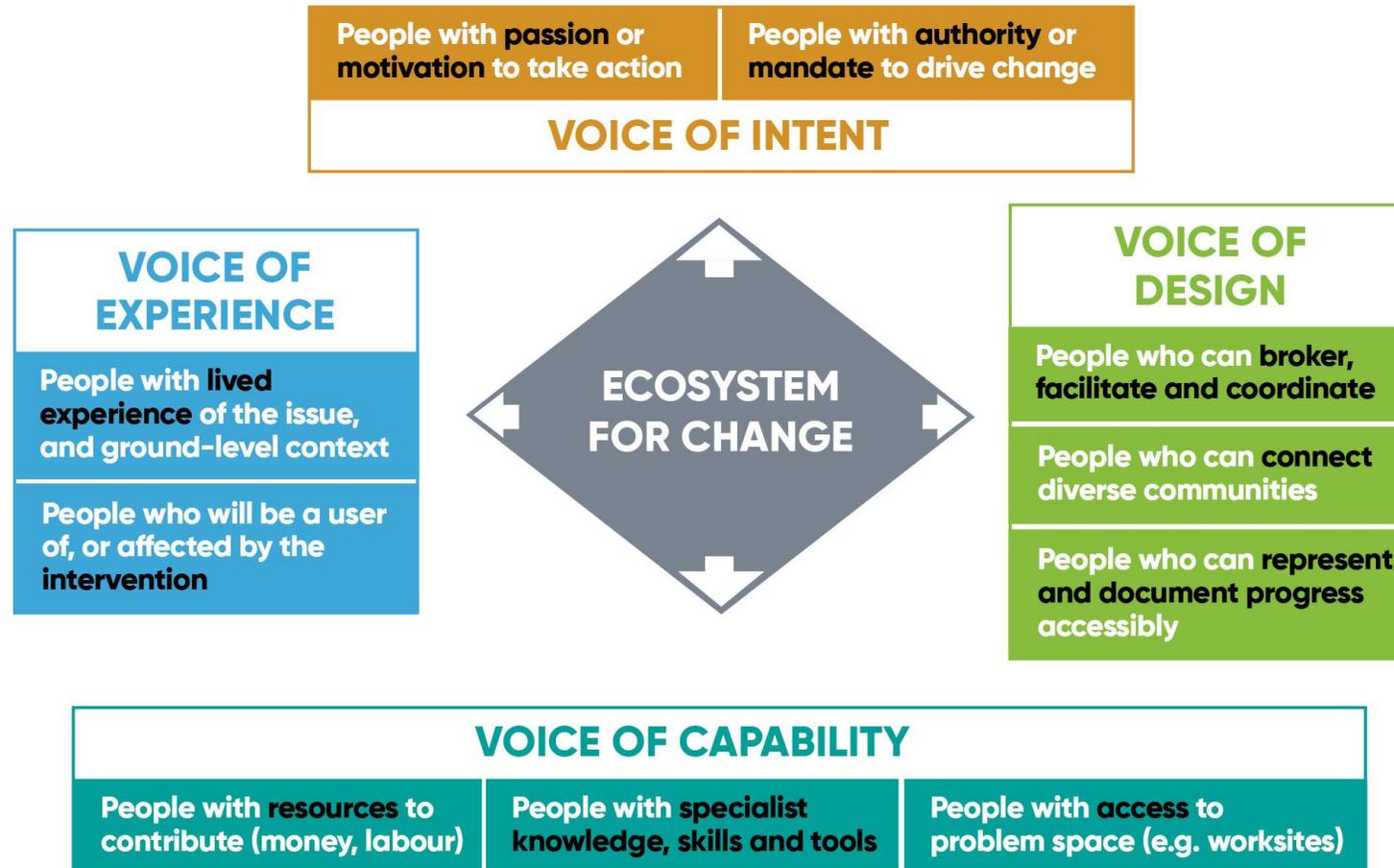
This includes an evaluation by the University of Newcastle to define and test measures of strategic impact for our learning and improvement community.



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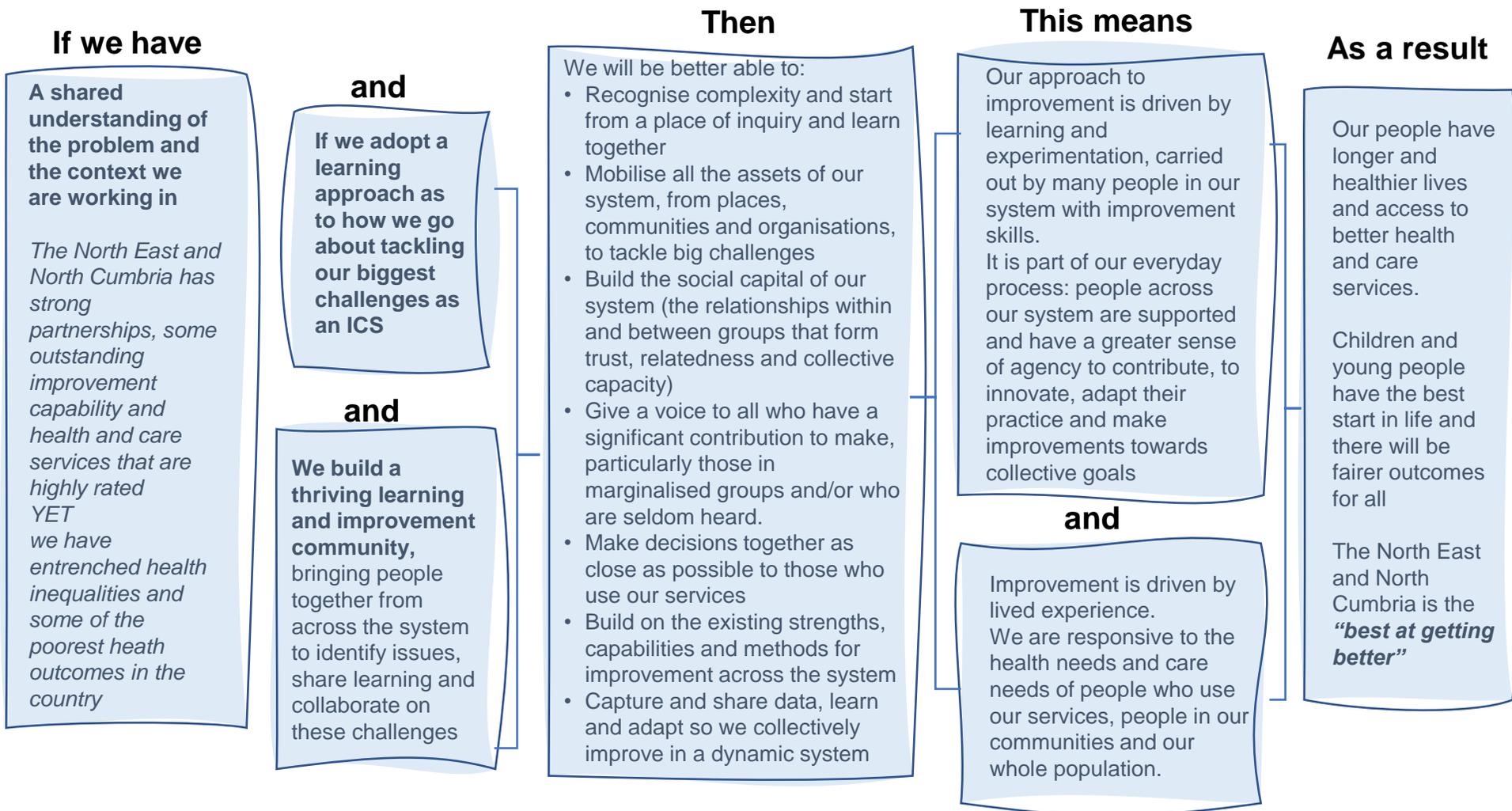
# Who do we need to bring together to create viable initiatives?



Source : <https://medium.com/@bill.bannear/the-new-zeitgeist-relationships-and-emergence-e8359b934e>



# Co-producing a theory of change for our learning and improvement community



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# Early work in the first 12 months



**Engagement**

**Building the infrastructure**

**Convening improvements**

Building a learning & improvement system event	Building a learning & improvement system event	Building a learning & improvement system event	Theory of change & action plan	Discharge summit	Boost website design & development	Igniting power of communities conference	Redesign working with communities training	NHS Impact stocktake	Discharge and transfer of care collaborative
Sept 22	Nov 22	Dec 22	Feb 23	March 23	March 23	May 23	June 23	July 23	Aug 23

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# Our key areas of focus

- 1. Building an effective and mature learning and improvement community.**
- 2. Growing leaders everywhere who have the skills and agency to lead improvement across our system.**
- 3. Grounding innovation and improvement in real work that matters to people.**
- 4. Sharing our story and seek to involve all our people in improvement work.**
- 5. Developing skills, capability and capacity for learning, change and improvement for all.**
- 6. Connecting parts of our system to each other and to other systems.**
- 7. Using data and evidence to drive our learning approach.**
- 8. Promoting innovation and spread good ideas, experimenting, sharing and learning from what does and doesn't work**

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## Learning and improvement in action..

### Transfers of care

In March 2023, we held a summit on hospital discharge - highlighting the need for safe and timely transfers of care and emphasising the collective responsibility to improve patient experiences.

Establishment of a **discharge and safe transfer of care collaborative** - with an initial focus on sharing good practice, co-production, and standardisation.





## Learning and improvement in action...

### Children and young people

- We held our first children and young people's mental health summit in October.
- Lived experiences of young people, parents and carers were a focus of the day.
- There was a world café showcasing services from across the region, as well as some problem-solving activities and a vote on our top five 'big ideas' to take forward.

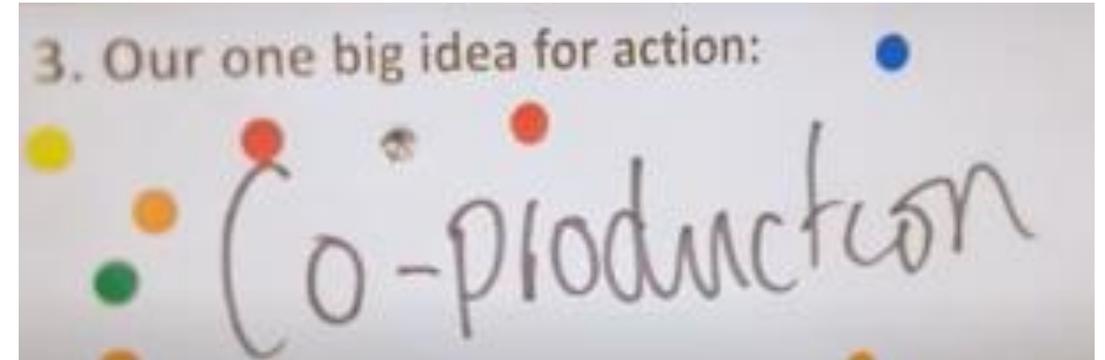




# Learning and improvement in action..

## The top five ideas

- More integrated teams and posts across sectors to include the voice of children and young people, families and carers.
- Young people to lead and design services, be involved in commissioning process and deciding how best money should be spent.
- Commitment to understanding the individual in their context, instead of focusing on diagnosis.
- While you are waiting 'family hubs'.
- Co-production including children, young people and families in the redesign of the system based on need.



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## Learning and improvement in action...

### Urgent and emergency care

Created a community of practice and held events to look at ways we can work together to improve emergency care and winter planning.

Focusing on key issues such as hand-over delays, reducing falls, 111 call answering, emergency department streaming - where we saw direct improvements from working collaboratively.

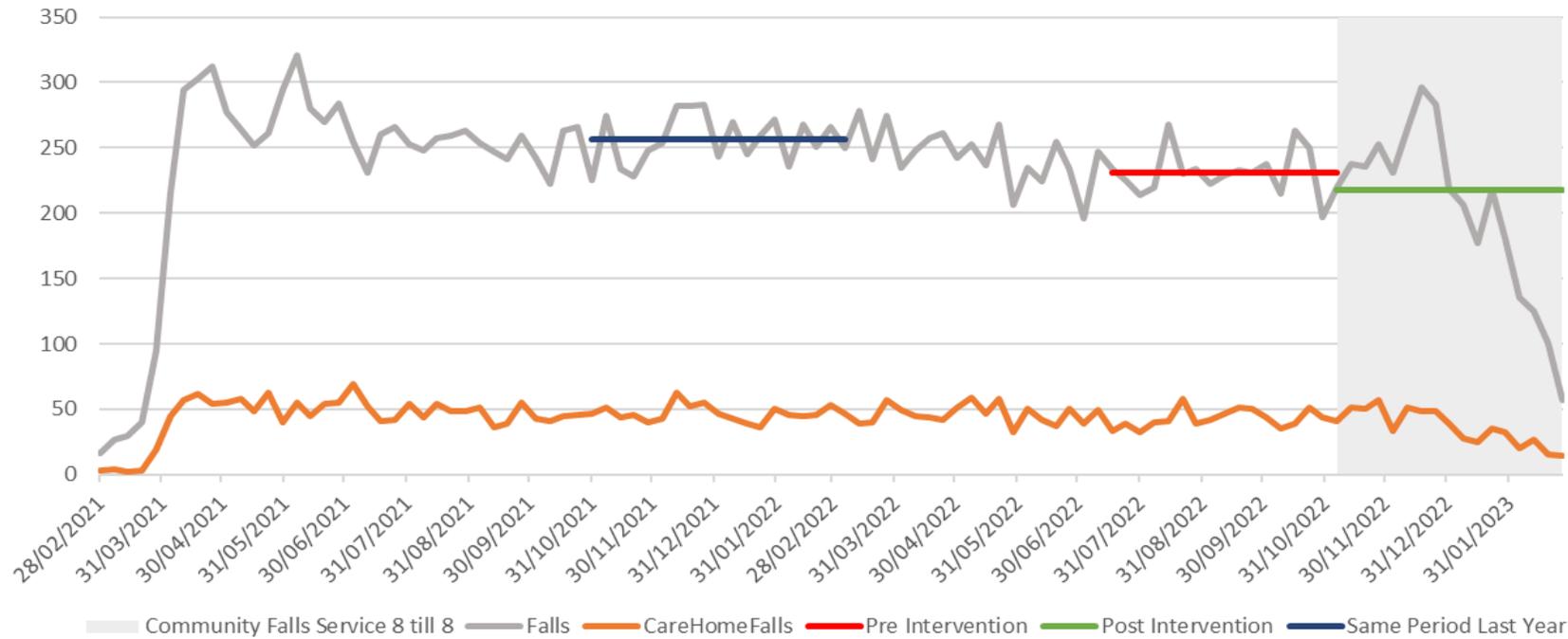


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# System improvement for winter resilience

Impact on the number of weekly Falls Admissions due to "Community Based Falls Response Service"



**Three agreed system priorities:** enhanced clinical triage, use of urgent primary care and system flow.

## Early impact of 5 key interventions



Intervention	Impact
111 online and call answering capacity	<b>44% reduction</b> in call answering time
Emergency department streaming	<b>2% reduction in ED attends (about 400 people per week)</b> – further work required across the system to see in all locations but a promising start
59 minute ambulance handover delay backstop	<b>Substantial 64% reduction in minutes lost</b> to handover delays over 59 minutes since the intervention was implemented at an aggregate system level.
Bed number increases with demand and capacity funding	Weekly <b>available bed numbers increased by 4%</b> from an average of 40,988 to 42,756 - an <b>extra available 1,768 beds weekly.</b>
Community falls service	<b>6% decrease in falls-related admissions to hospital</b> due to the <u>community based</u> response services. From a care home perspective <b>12% decrease in admissions</b>



# Boosting women's health

In October, we held our first every women's health conference in partnership with the Office for Health Improvement and Disparities (OHID) with keynote speaker Dame Lesley Regan, Women's Health Ambassador for England.

- Launched a **health profile** - provides an overview of inequalities in health outcomes and risk factors for women.
- Creating a **women's health plan** for the region in line with the national strategy for England.
- Forming a **women's health collaborative** for our region to enhance women's voices in the health and care system, as part of our learning and improvement community.
- We were the first region to sign-up to the national **sexual safety charter**.





# Our community

- So ... *Boost* is our hub that brings people together to promote innovation, idea-sharing, networking, learning and improvement efforts.
- Our community is growing - with more than 6,000 members to date.
- Hosted by the ICB but very much open to all.
- Members include people with lived experiences, local authorities, the NHS, public health, the voluntary, community and social enterprise sector (VCSE), academia, private sector providers and many more.

**The best at getting better...**

- Learn**  
Providing you with access to leadership and improvement training, coaching and events  
[Go >](#)
- Connect**  
Bringing like-minded people together to share and learn for the benefit of our health and care system  
[Go >](#)
- Lead**  
Developing leaders and influencers to be effective convenors of system change  
[Go >](#)
- Improve**  
Embedding a culture of continuous improvement through common methods and tools  
[Go >](#)



# Recognition of our approaches

North East and North Cumbria highlighted as one of eight areas where *‘innovation and improvement are alive and well’* in report written by Sir Chris Ham and commissioned by the NHS Confederation and The Health Foundation.

Key features include:

- collaborative and innovative approaches have supported improvements in ambulance handover delays and safe transfers of care.
- the involvement of people with lived experiences are valued highly, and staff experience and engagement also feature prominently.
- an inclusive approach and a community which is open to diverse stakeholders.
- involvement of experts and leaders such as Cincinnati Children’s Hospital and Jonkoping County Council, as well as Helen Bevan and Sue Holden and The Health Foundation.



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# More that unites us

We have learnt there is far more that unites us across our large health and care system than divides us, and people are highly motivated to make a difference for the communities they serve.



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**Join our movement!**

**Become a Boost member by visiting [www.boost.org.uk](http://www.boost.org.uk) and signing up!**

**You can also follow us on Twitter [@NENC\\_BOOST](https://twitter.com/NENC_BOOST) and we are also on [Facebook](#) and [LinkedIn](#)**