

What's In This Issue...

P1. What's New In Keep well

- Self Help Support Worker
- The Angus Experience

P2. Project Focus: Health & Homeless Outreach Team

- Patient Stories : Jimmy's Story

P3. Learning Events

- Speed Networking
- ASSIGN

P4. Training & Learning Events

Keep well Activities



What's New In Keep well?

New Keep well General Practices

We are pleased to welcome on board:

- Muirhead Medical Practice
- Family Medical Group at Wallacetown
- Ryehill Medical Centre

The core team is helping these practices along with existing practices to develop their Keep well service. The community pharmacies participating in Perth & Kinross have started delivering health checks and we will focus on their experience in the next newsletter.

Self Help Support Worker

We are also pleased to welcome on board Laura Alston who has been appointed to this new role for Dundee. Dundee's Adult Psychological Therapies Service will manage/support Laura to offer one-to-one structured support, utilising self help materials for those experiencing mild/moderate psychosocial problems who have been offered referral at a Keep well health check. Information has been circulated to General Practices & Deirdre Cameron Keep well Mental Health Facilitator has been visiting practices to discuss this exciting role for patients in more detail. Future newsletter editions will focus on this role.

The Angus Experience

Jane Karczewska, the practice nurse at Springfield West, Arbroath, had this to pass onto others regarding her thoughts at starting to deliver Keep well health checks;

"Upon commencing the Keep well assessment the Practice team decided to include a full blood screening which included thyroid levels.

Within the first 25 clients there has been two patients now diagnosed with diabetes, one patient requiring statin therapy and four people have been found to have elevated thyroid levels. These patients were referred to the GP for review.

I believe without the Keep well assessment these individuals could have gone sometime before they sought medical intervention.

Before I started these assessments I was perhaps a little cynical, however for me this has made the Keep well assessment a worthwhile and rewarding experience."

Project Focus: Dundee's Health & Homeless Outreach Team



Tayside has been piloting a project for the past year to reach and engage with people who are homeless or at risk of homelessness and Hazel Evans (pictured second left) has been the Keep well outreach nurse based in the existing Health and Homeless Outreach Team (HHOT) in Dundee.

Being in an existing team has had major benefits in both supporting Hazel and effectively reaching and engaging people who are homeless aged 35-64 years. Hazel offers Keep well health checks to people in hostels, resettlement flats and other venues used by people who are homeless.

Health coaching is also offered to support and motivate people who wish to change an aspect of their life to improve their health. For example, improving diet or increasing physical activity. Hazel also runs a smoking

cessation group, which has been particularly successful in engaging people on the stop smoking journey, who have traditionally found quitting difficult. Success has undoubtedly stemmed from the more informal approach taken by Hazel running this group.

Hazel has now secured a permanent post within the HHOT and the Keep well team thanks her for the valuable contribution she has made over the last 18 months.

A local report (that will be distributed for comments in the near future) describes many success factors, including positive stories from people who have received Keep well input.

“You are obviously a team who care and when you say you’re going to do something – you do it!”

Importantly, the benefits of an anticipatory care approach, complementing the more traditional unscheduled care approach for this group is highlighted. However, there is “much work left to do”, hence a jointly formulated project plan is being developed to progress Keep well activities in delivering future, sustainable, anticipatory care.

Patient Stories: Jimmy's Story

“Jimmy” is 41 and until recently was employed as an ancillary worker. He is separated from his partner and his teenage daughter. He lived in a homeless hostel that specialised in giving support and guidance to those battling alcoholism. He managed to moderate his drinking. He was also a smoker but felt dealing with his alcohol problems was enough to cope with.

The Keep well nurse met “Jimmy” on a routine visit to the hostel. He was keen for a Keep well health check and this flagged up a raised cholesterol and a cardiovascular risk of 11%. “Jimmy” met with his GP and it was agreed that statin therapy was not appropriate at that time, but dietary changes were agreed.

Over the next few weeks the Keep well nurse saw “Jimmy” on a weekly basis giving advice and support regarding his diet. This resulted in his cholesterol reducing and his cardiovascular risk lowering to 5%. “Jimmy” also attended smoking cessation and managed to stop smoking for seven weeks.

Unfortunately “Jimmy” has since returned to heavy drinking but this demonstrates the constant struggle people with alcohol problems face. “Jimmy” lost his “dry hostel” place and his exact whereabouts are unknown, although he does utilise various settings for homeless people on an ad hoc basis.

“Jimmy’s” story should not be viewed as a failure as whilst he was managing his alcohol problem well he did make significant, positive lifestyle changes. This may be feasible again when he has more control over his alcohol problem.

Learning Events

Speed Networking Event - April 2010

Keep well held a highly interactive Speed-networking event at Dundee Ice Arena. The aims were two-fold;

- Increase frontline GP staff knowledge and understanding of community services to refer/signpost people to, in order to address the wider determinants of health.
- Raise staff awareness of the training available relating to delivering an anticipatory care approach.

Services provided information regarding bowel screening, alcohol brief interventions, mental well being self help support worker, Working Towards Health, dundeetravelactive, literacy outreach, Working Health Services and Financial Inclusion Services.

Ten GP practices released frontline staff to attend and feedback has been exceptionally positive for this way of delivering active learning.

“Very informative”

“Good networking opportunity with a chance to promote training to staff”



ASSIGN - March 2010

Keep well held a well received learning network event concerning the merits of using the cardiovascular risk assessment tool, ASSIGN.

Shona Hyman, Keep well/Hearty Lives Programme Co-ordinator opened the event, giving an overview of Keep well progress. Dr. Alex Watson provided an explanation of why cardiovascular risk assessment is so important as a tool to prioritise people at highest risk of cardiovascular disease objectively and guide treatment decisions appropriately. Alison Hume and Tricia Byres, Hearty Lives Specialist Nurses gave an exceptionally useful and lively practical demonstration of using the ASSIGN tool.



“I feel I could offer more advice to patients”

“Good explanations about why we risk assess and the benefits to patients”

“Good overview of real benefits to risk calculation and subsequent (hopefully) lifestyle changes”

Training and Learning Events 2010

Lunchtime learning network dates 2010

11th June 12-2pm – BHF Healthy Hearts kit / IT
14th Sept 12-2pm – topic tbc
2nd Nov 12-2pm – topic tbc

All held in the conference room, Centre for Child Health Dudhope Terrace, Dundee with lunch!

Contact; lesleypage@nhs.net 01382 424165

Alcohol Brief Intervention Training

8th June 9-12.30pm Com Room 1, Level 10, Ninewells
12th Oct 9-12.30pm Seminar Room 4, PRI
9th Dec 9-12.30pm Board Room, Stracathro Hosp

1 day course to learn the principles and practice of alcohol brief intervention.

Contact; nick.fuller@nhs.net

Mental Health First Aid Training 2010

24th & 25th Aug 9.30-4.30pm Blackfriars, Perth
12th & 21st Oct 9.30-4.30pm Kings Cross, Dundee
29th & 30th Nov 9.30-4.30pm Blackfriars, Perth

Participants gain confidence in being able to recognise when someone is experiencing a mental health problem. Learn skills to support people to get appropriate help.

Contact; deborah.gray@nhs.net for Dundee venues

Contact; jackie.ross@nhs.net for Perth venues

Literacy & Numeracy – Spotters & Referrers Training

30th June 1-4pm Mitchell St Centre, Dundee

Session covers the extent of literacy/numeracy issues, its impact, how to approach these issues with people, what support is available, plus how and where to refer. Exceptionally useful for those delivering Keep well health checks

Contact; teri.gillan@dundecity.gov.uk

REHIS Elementary Food & Health Training 2010

13th Sept 9-5pm Ashludie
25th Oct 9-5pm PRI
Nov 16th 9-5pm Ashludie

A nutrition course to help all staff grades extend their knowledge and understanding of the relationship between food & health so food options can be discussed with people. Keep well staff will have this course funded

Contact; lornamurray2@nhs.net for course flyer

Health Behaviour Change Training 2010

14th & 15th June & 13th July St Margaret's, Auchterarder
10th & 11th August & 16th September Ashludie
6th & 7th September & 11th Oct RVH, Dundee
20th 21st Oct & 23rd Nov Stracathro
15th & 16th Nov & 14th Dec Ashludie
6th & 7th Dec & Jan 2011 (date tbc) St Margaret's, Auchterarder

Use of motivational interviewing techniques to positively address health related behaviours with patients. Can underpin all interactions between professionals and patients and is key to the effective delivery of anticipatory care and Keep well.

Contact; coursebookings.tayside@nhs.net

Keep well Contacts

Angus	Karen Fletcher, CHD/Stoke Prevention Co-ordinator Tel: (01307) 474894 or e-mail kfletcher@nhs.net
Dundee	Shona Hyman, Keep well Project Co-ordinator Tel: (01382) 424164 or e-mail shona.hyman@nhs.net
Perth & Kinross	Sheila Cron, Public Health Practitioner Tel: (01738) 473297 or e-mail sheila.cron@nhs.net

If you have any newsletter contributions, please contact:
Nicola Stevens, Project Implementation Manager, Dundee
CHP, Kings Cross, Dundee.
Telephone: (01382) 424164
E-mail: nicolastevens@nhs.net