



Newsletter

MDTs Matter Conference 10 April 2024 La Mon Hotel, Belfast



A ‘Multi-Disciplinary Team's Matter’ conference was held at La Mon Hotel, hosted in partnership by the South Eastern Trust and the Down, North Down and Ards GP Federations.

In 2022/23, the Multi-Disciplinary Teams (MDTs) in the South Eastern Trust were successful in winning the ‘Help You to Stay Healthy and Well’ category and were the overall winners in the Trust’s Chairman’s Awards, which funded this fantastic conference. Trust Chairman, Jonathan Patton opened the conference and highlighted the importance of rolling out MDTs in general practice. “The development of Primary Care MDTs are an example of innovation and progress, driving positive change for our patients across the South Eastern Trust, whilst bringing together healthcare professionals all under one roof. This transformation marks a step forward in revolutionising the delivery of healthcare for our patients. By integrating a range of healthcare professionals into Primary Care, we are empowering our teams to deliver comprehensive, person-centred care that enhances access to treatment for our patients.”

Chair of the Down GP Federation and General Practitioner in Dundrum & Clough Surgery, Dr Alex Greer explained how MDT’s are transforming Health and Social Care and added “The integration of MDT’s in general practice have had a profound impact on patient care. The traditional model of healthcare delivery, an individual GP, often bore the weight of diagnosing, treating and managing patient’s health concerns. The era of MDT’s in general practice has brought a shift that has redefined the way we approach healthcare delivery. One of the most significant benefits of MDT’s is their ability to provide comprehensive and holistic care. Each team member brings a unique set of skills, knowledge, and perspectives to the table, allowing more understanding of patients’ health concerns.

This holistic approach enables teams to not only treat acute illnesses, but also to address underlying social, psychological, and behavioural factors that may impact patients’ wellbeing. As we navigate through evolving healthcare landscapes and confront new challenges, our commitment to the further expansion of MDT across Northern Ireland remains unwavering. By fostering an environment of trust, respect and open communication, we can continue to innovate, adapt and excel in delivering patient-centred care.” As service user involvement has been a key element of the rollout of MDTs in the Down and North Down and Ards areas, a number of service users took to the stage, sharing their stories and noting how their contribution has been valued at the programme board meetings.



L/R: Jonathan Patton (Chairman, South Eastern Trust), Dr Patrina Bell (North Down GP Federation Chair & GP in Redwood Surgery Bangor Health Centre), Dr Ruth Ferris, (Ards GP Federation Chair & GP in Loughview Medical Centre), Health Minister, Robin Swann MLA, Dr Alex Greer (Chair of Down GP Federation & GP in Clough Surgery), Dr Lloyd Gilpin, (Chair of the Eastern Federation Support Unit), Roisin Coulter (Chief Executive, South Eastern Trust) & Clare-Marie Dickson (Director of Primary Care & Older People, South Eastern Trust)

MDTs Matter Conference 10 April 2024 La Mon Hotel, Belfast



Health Minister, Robin Swann attended and gave a ministerial address. Encouraged to see the development of MDT's within Primary Care, Health Minister, Robin Swann said, "I believe that the MDT Programme and the close collaboration between Trusts and GP Federations that underpins it, remains the key to stabilising vital Primary Care services in our communities, to ensure they can continue to provide high quality care to people, now and into the future. The MDT Programme is providing more care closer to people's homes and improving access to early support and diagnosis. Through the rollout of MDT's, we are beginning to move from a system focused only on treating illness to a system that provides holistic and proactive support to help practice populations maintain good physical and mental health and social wellbeing."

Director of Primary Care and Older People, South Eastern Trust, Clare-Marie Dickson presented and noted, "The conference outlines our commitment to revolutionising how Health and Social Care is delivered in Primary Care within the South Eastern Trust. By prioritising person-centred care and collaborating among healthcare professionals, MDT's are at the forefront of transforming Primary Care for the better. By harnessing the expertise of healthcare professionals, we can enhance accessibility and improve outcomes for our patients. The introduction of MDTs represent a pivotal step forward to a more integrated approach in Primary Care. We are fortunate to have the only fully implemented MDT in the Down area and are keen to have full roll out of MDT's in all areas"

Presentations were given by MDT staff from each of the services, regarding the difference MDTs are making to their service users and about some of the exemplar work ongoing.

Gearoid Cassidy, Primary Care Director, Department of Health, also attended to provide a regional update. Feedback from the conference has been extremely positive, with staff feeling inspired and re-energised to continue the great work they are doing.



L/R: Janice Colligan (Assistant Director Primary Care & MDT Lead, South Eastern Trust), Michael Holden (Service User), Martin Smith (First Contact Physiotherapist), Clare-Marie Dickson (Director of Primary Care & Older People, South Eastern Trust), Dr Alex Greer (Chair of Down GP Federation & GP in Clough Surgery) & Julia Fitzhenry (MDT Programme Manager, South Eastern Trust)



ICIC24
INTERNATIONAL CONFERENCE
ON INTEGRATED CARE
22-24 April 2024
Belfast, Northern Ireland

Taking the leap:

Making integrated care a reality for people and communities

ICIC24
International Conference on Integrated
Care
22-24 April 2024
ICC, Belfast

The 24th International Conference on Integrated Care (ICIC24) in partnership with IFIC Ireland and the International Journal of Integrated Care (IJIC) and supported by the Department of Health, Northern Ireland and Visit Belfast will take place in ICC Belfast on 22-24 April 2024, with the overarching theme 'Taking the leap: making integrated care a reality for people and communities', the conference will bring together leaders, researchers, clinicians, managers, community representatives, patients and caregivers from around the world who are engaged in the design and delivery of integrated health and care.



There will be a special ICIC International Conference on Integrated Care edition of the MDT newsletter in May!!



MDT IN NUMBERS

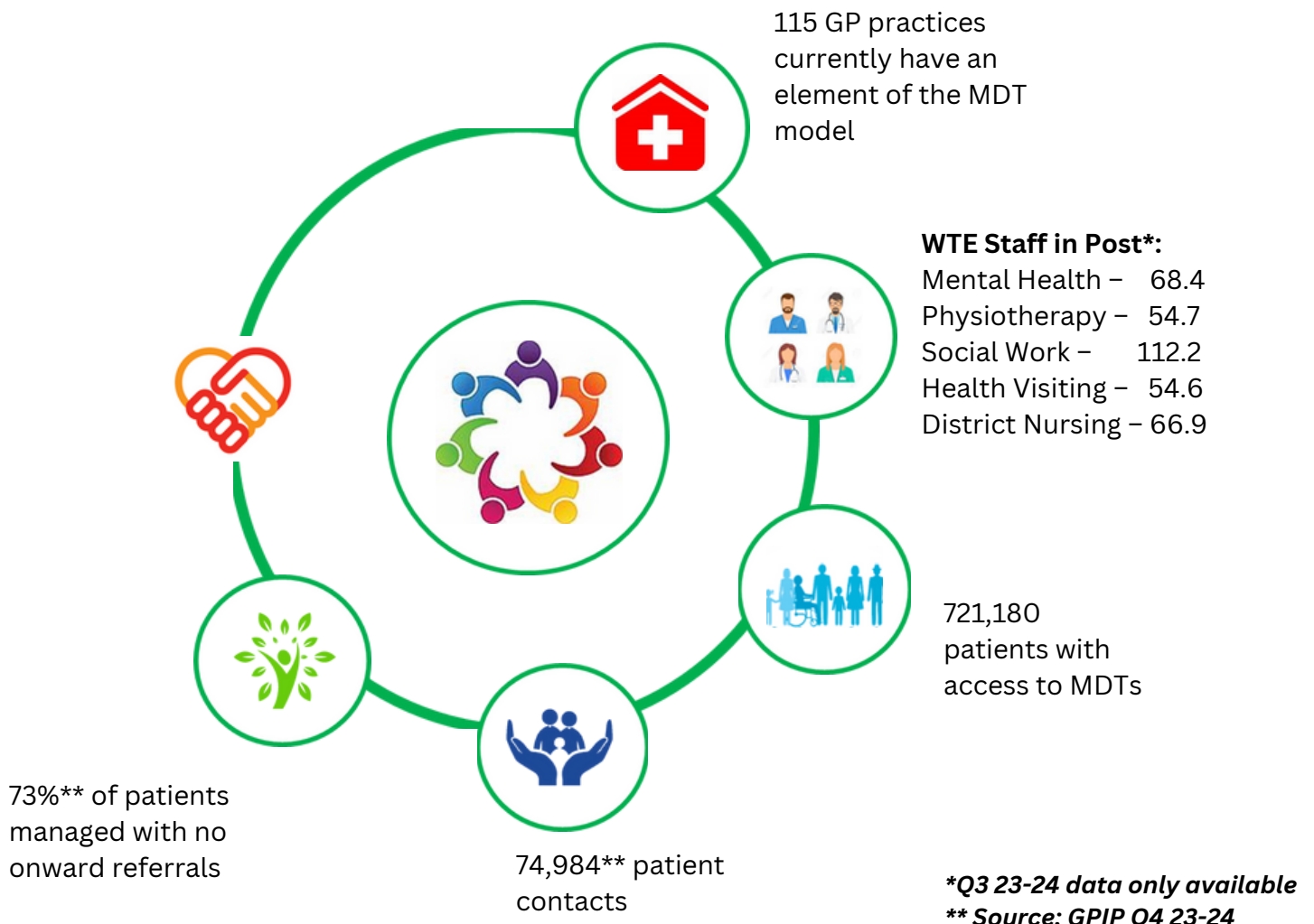
GPIP MDT HIGH LEVEL DASHBOARD

We're delighted to announce that the GPIP MDT High Level Dashboard is now being populated with both EMIS and Vision Data. This means that we now have data available from January 2020 on a continuing basis. This dashboard is the official dataset for MDT and will be refreshed at the beginning of every month.

With good quality data being inputted, this will ensure that the reports produced or dashboards accessed will be as meaningful as possible. Improving the quality of data will be an ongoing process for all teams involved.

We have recently changed to quarterly reporting for SIP data therefore Q4 data will be reflected in the July issue.

MDT DATA - AS OF APRIL 2024



SURVEY UPDATE



10,000 More Voices Patient Survey

As we mentioned in our last issue, the 10,000 Voices Patient Survey was launched across all 7 MDT areas with an aim to explore how the Primary Care MDTs were impacting on the lives of people in the community.

The survey closed on 8th March with over 800 responses received! This is a fantastic response rate. The majority of responses were from the service users themselves, with a small percentage received from carers and relatives. 97% of stories were strongly positive towards MDTs.

The stories are now being analysed to identify the emerging themes. Reports will then be developed for both regional and profession-specific themes. Over the next couple of months, we will host workshops with the Service Leads to agree on proposed action and areas for improvement.

We would like to thank everyone for their support and efforts in promoting this survey.

GP Survey

The MDT SPPG Programme Team in partnership with the MDT Medical Adviser and GP Clinical Fellows recently developed a GP survey which was issued to all GPs in Northern Ireland. We were interested to hear the views from both MDT and non-MDT practice GPs on the impact that core MDTs had on themselves as GPs, their patients and practice, and Primary Care in general.

We received over 300 responses from GPs across the region. Results have been analysed and an initial report has been drafted which includes a number of actions / recommendations. We will provide further updates in a future edition of the newsletter.

Thanks to all the GPs who took the time to complete the survey.

MDT Staff Survey

To capture the views of MDT staff in practice, the MDT SPPG Programme Team are currently developing a staff survey. This will be issued in the coming days via a Microsoft Forms link. Keep an eye on your inbox. Your views are extremely important to us.

LOCAL AREA NEWS



Down MDT - Social Worker Team Newcastle Carer's Hub

The Carer's Hub Newcastle in partnership with Donard & Causeway MDT Social Worker Team, and funding from Our Shared Community project housing associations Ark, Arbour, Clanmil and Radius recently offered carers a new and enjoyable experience.

The carers went to the Ark Community Garden in Newcastle for a 2 day workshop in woodwork and pyrography.

Ark depends predominantly on volunteers and provides opportunities for community cohesion and many roles for all. Volunteers in the Ark helped support carers with design and technique. A great time was had by all!



I wasn't for going to this workshop. I didn't think I would be suitable. I had a great time and a great helper to support me as my eye sight is not great. Highly recommend.

Thanks so much for this. It was a nice break from my caring duties.

Surprised myself at how much I enjoyed this workshop.

Causeway MDT Emotional Health & Wellbeing Guide Launch Event - March 2024

Robin Swann - UUP Advice Centre officially launching the new Causeway Health and Emotional Wellbeing Guide today at the Royal Court Hotel, Portursh.

This project was initiated by the MDT Mental Health Team in the Causeway GP Federation 🗨️🩺

<https://www.northernfsu.co.uk/causewayemotionalhealthandw...>

#causewayfederation #MentalHealthAwareness
#enablingbettergeneralpractice



Northern GP Federation is with Making Waves and 21 others.

29 March at 09:20 · 🌐

We are thrilled to announce the launch of our new Causeway Emotional Health and Wellbeing Guide! 🗨️

Initiated by the Causeway MDT Mental Health Team and opened by NI Health Minister Robin Swann, our launch event was a huge success!

📘 The guide is a one-stop platform that not only promotes and addresses emotional wellbeing but also serves as a vital lifeline for those seeking support and resources. It enhances interorganizational awareness and improves support for clients and service users.

👉 Over the past few months, the Northern GP Federation Support Unit has collaborated closely with the Causeway GP Federation to address an urgent need in our local area. Together, we designed, developed, and implemented this website, catering to patients, carers, third-party sectors, GPs, and other healthcare professionals.

🌟 The Multi-Disciplinary Teams (MDT) have proven immensely beneficial to the Causeway community and GP Practices. Witnessing the positive outcomes and support provided by these services, we are hopeful and eager to see them extended to benefit all communities throughout Northern Ireland.

🔗 Explore this fantastic resource here:

<https://www.northernfsu.co.uk/causewayemotionalhealthandw...>

Northern Health and Social Care Trust

Robin Swann - UUP Advice Centre

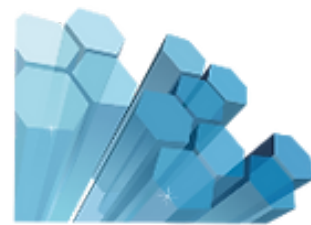
Ballymoney Family Practice

#EmotionalWellbeing #CommunitySupport #HealthcareInitiative
#CausewayGPFederation #NorthernIreland





Causeway MDT Emotional Health & Wellbeing Guide Launch Event - March 2024



Causeway GP Federation Emotional Health and Wellbeing Guide: An online menu of resources that promote mental health and wellbeing services, groups and activities within the Causeway Coast and Glens area.

Our new webpage www.northernfsu.co.uk/mentalhealth was developed over a 6 month period using a co-production and co-design strategy led by our Causeway GP Federation Mental Health Team. Service users were instrumental at every stage of production and shaped the content via feedback on surveys and focus groups. Feedback was also obtained from GPs working in Primary care via survey. Our target audience and partners are one and the same. They are individuals, government agencies, healthcare professionals and the community and voluntary sector.

This online resource provides a unique platform for cross sector collaborative working in the promotion of excellent services to the public. Providing this single platform enhances inter-organisational awareness and in doing so enables all partners to better understand and signpost to each other as appropriate.

The website is aesthetically pleasing and user friendly and remedies some of issues faced by service providers, professionals and service users. Namely;

1. Problem: Lots of help and support available but difficult for those in a position to signpost to track all the events and activities available. Solution: At a glance service users and professionals can quickly ascertain what is available at any given time.
2. Problem: Some evidence of duplication or the opposite, gaps in provision. Solution: Using this one platform all providers can see what the others are offering and so avoid duplication. Equally they can spot gaps in service and adapt to provide new services or cover areas where services are lacking.
3. Problem: Each provider trying to communicate independently what they do, where and when. Solution: Reduce waste on advertising budgets for organisations and maintains an up to date and organised menu of supports.
4. Problem: Accessibility issues. Not everyone will come forward to their GP or Mental Health Professional for help but they might scan a QR code taking them to this support. Solution: Posters, flyers and business cards all with a QR code advertising the website and a snapshot of the supports available. These have been placed in public spaces including libraries, educational institutions, medical facilities and community chemist.

We believe this resource supports actions 1 and 2 of the Mental Health Strategy for the population of the Causeway Coast and Glens area and beyond. The population here is around 145,000 most of the year but this number swells in the summer months with holiday makers and temporary residents.



Causeway MDT Emotional Health & Wellbeing Guide Launch Event - March 2024



The Causeway Coast and Glens boasts a rich and diverse cultural mix and we endeavor to promote resources that cater for all demographics. We use this as a tool to promote the mental health of the entire community. This website supports choice and accessibility, early intervention, promotion and prevention of mental health issues.



Since its launch the online resource has enjoyed significant buy in from the community and voluntary sector as well as statutory services including local social work and community mental health teams. Contributions for content come in and are updated on a daily basis from multiple sources across various sectors keeping the information available.



The feedback from the service users who have accessed the website has been overwhelmingly positive with choice and ease of use being common themes mentioned. In its first 2 weeks the website was accessed over 1000 times.



Down MDT Neuro Cafe

The 'Neuro Café' pilot was co-produced by the Down Social Work Multi-Disciplinary Team within the SE Trust, in partnership with service users, SET statutory colleagues and a range of community and voluntary organisations. This Café is the first of its kind within the SE Trust and was developed to provide support and resources for parents and carers.

To ensure the café met the needs of service users a scoping exercise was completed with parents/cares and professionals. The café featured an insightful self-compassion workshop, offered an interactive session focusing on fostering a compassionate mindset for the challenges they face and an impactful session on sleep hygiene. This sleep hygiene was specially requested by parents and carers and it was aimed to provide practical tips and information to address the importance of quality sleep for individuals and families.

Drawing an impressive turnout of around 100 parents and carers, the event showcased the collaborative efforts of the community, featuring 20 stallholders from diverse services. One of the highlights of the event was the participation of South Eastern Regional College who facilitated the event and whos students took charge of providing refreshments for the attendees. Their efforts not only added a delightful touch to the morning but also underscored the collaborative and supportive spirit of the college community. The turnout and engagement from parents, carers and service providers highlights the importance of such events in our community. The workshops and sessions were insightful and very well received.





PATIENT FEEDBACK

Feedback is essential to help shape and develop MDTs and the services that we can provide. In addition to the 10k Voices Patient Survey and the GP Survey recently carried out, we regularly receive feedback from our staff, GPs, service users and carers. Below is a snapshot of some recent feedback received from the MDT Mental Health team for Down, North Down and Ards.



You've no idea how much you helped me!
Even knowing you are there helps
– thanks so much.

MH Service User



20 year old Male previously referred to secondary care and had felt let down by services, also had had bad experience with counselling in school in late teens.
Has told me I am the only professional that has made him feel respected and listened to.

Verbal feedback from MHP



During the EMDR treatment the MH Nurse was able to identify the appropriate mental images for me to focus on during the treatment, which resulted in a speedy and successful outcome. The service was excellent but if there was a sound proof room it would be a lot better. The conversations next door could be distracting during the treatment.

MH Service User



One of the doctors expressed appreciation saying I had settled well into busy environment and I am helping them in reducing their workload

Verbal feedback from MHP

Primary Care MDT Webpage

We would like to bring it to your attention that MDTs now have a webpage included in the HSCNI SPPG Website.

Our MDT Professional Leads have fed into this page to ensure that the information is current. Latest news and good news stories will also be added to the main site.

In addition, a link to the DoH website had been included where copies of the MDT patient leaflets (available in a number of languages) can be downloaded.

The webpage can be found using the following link:

[Primary Care Multi Disciplinary Teams - DOH/HSCNI Strategic Planning and Performance Group \(SPPG\)](#)



If you have any Good News Stories from your MDT area that you would like shared in our newsletter, we would love to hear from you!

Contact: emma.mccorin@hscni.net or lorraine.goodall@hscni.net