

WOOLWAY, Nina (MEDWAY COMMUNITY HEALTHCARE)

From: MCH TICC team <medwaycommunityhealthcare@gmail.com>
Sent: 05 March 2020 13:06
To: WOOLWAY, Nina (MEDWAY COMMUNITY HEALTHCARE)
Subject: All you need to know about TICC in Medway!



Welcome to the MCH TICC newsletter

Our teams have been incredibly busy over the past few months, here is a highlight of some of the events and training we have been to

- Attending social prescribing events
- Presenting at the RISE4Disability ability and advice conference
- Sharing challenges, opportunities and benefits with health and social care leaders from Norfolk, Leicestershire and the Royal Free London Trust
- TICC training in Amsterdam
- BZ Coach training in Amsterdam
- Attended two steering groups in Lille and Arras

In this edition you can find out about

- [TICC in the news](#)

Meeting

- Stakeholder Event
- Buurtzorg in Britain: It's only impossible until it's done



TICC in the News!

On 23 September we were joined by Public World to undertake some filming for a promotional video for TICC! We visited some patients and interviewed our nurses - watch this space for the final video!

On 5 November Mark Norman of BBC South East reported on MCH's TICC team and the fantastic changes it is making in Medway! If you didn't catch it, you can watch it [here >](#)

care

Buurtzorg, together with Public World, are looking to open a subsidiary in the UK which will aim to deliver health and social care in line with the Buurtzorg principles; that is: to enable clinicians to spend more time to care.

In order to support Jos (founder of Buurtzorg) with this new venture, a Supervisory Board has been established. As MCH is delivering Buurtzorg through the European supported TICC project, Martin Riley, MCH Managing Director, was asked to meet this Board to help them understand some of the challenges that we face in doing so. The afternoon focused on some of the practical elements such as consolidating policies and using IT as an enabler etc.

However, Martin made it clear that the practical elements can be overcome relatively easy compared to the cultural change required. He believes that this is a behavioural change model which requires everyone's commitment: Staff, patients, commissioners (of both health and social care), regulators and MCH as an organisation need to change in order to deliver Buurtzorg successfully.

This discussion continued with dinner at the House of Lords, which was ably hosted by Baroness Cumberlege. In 1986 the Baroness wrote a report on neighbourhood nursing with one of the recommendations being that nurses should be able to prescribe. It was felt by all in the room that if the NHS is going to cope with the increasing demands placed upon it, due to changing demography, the model of delivery and culture needs to change to a Buurtzorg model.



TICC: Community Services Redesign Corporate and Back Office Meeting

A follow up session relating to the development of our back office support to clinical teams was held on the 19th November 2019. The event was attended by Corporate Leads and Heads of Service and facilitated by Paul Jansen from Public World.

The Buurtzorg back office principles were re-shared along with looking at what we have achieved so far. Time was also spent on using the Solution Driven Methodology of Interaction to solve problems, a key concept used by self-managing teams to look at solving some key outstanding issues.



Stakeholder Event

MCH held a Stakeholder Event on the 18th November 2019 at the Bridgewood Manor Hotel, Chatham, to share with commissioners, social care, GPs, voluntary agencies and community teams the progress on the health and European Transforming Integrated Care in the Community Project. Two sessions were held with 48 people attending.

The event included feedback of care provision from a patient ambassador who has received care from the neighbourhood nurses.



Buurtzorg in Britain: It's only impossible until it's done

The Pilot Team from Hoo, Kent and the Neighbourhood Nurse Coaches were invited to celebrate the last year of partnership working with Public World on Friday 29th November 2019 at The Foundry, London.

Neighbourhood Nurses Karen Pieterse and Lauren Boden were asked to share their experiences and challenges of working the Buurtzorg model with the TICC project. The team were joined by Coaches Karen Curtis and Vicky Prosser along with their Project Support Officer Nina Woolway to share discussions about the current roll out process in Medway.

The team had a fantastic day sharing and engaging with other organisations the importance of working in partnership with our patient group and how important it is to provide our patients and their families' education on their health and medication/treatment to enable them to self-care and be independent.

For more information, or to talk to someone about TICC, please email
susanne.wilson@nhs.net or nina.woolway@nhs.net



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Medway Community Healthcare
MCH House
Bailey Drive
Gillingham, Kent ME8 0PZ
United Kingdom

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