

Applying a Compassionate Communities model to improve

health and well-being in Ringland and Newport East

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INTRODUCTION

Ringland is a small area in the east of Newport significantly affected by deindustrialisation particularly following the closure of Llanwern steelworks. The area falls within the Newport East Primary Care Cluster which since 2021 has applied a Compassionate Communities approach in primary care through a Place-Based Care Model.

The service allows older people and patients in need of greater support to be referred to weekly Multi-Disciplinary Team meetings, particularly following hospital discharge, to assess the need for wider support.

Ringland Medical Centre will from 2024 become part of a broader Health and Well-being Centre with primary care, a council neighbourhood hub and social welfare advice services under one roof, with discussions ongoing among partners of how collaboration could improve well-being for Ringland residents.

METHODS

- Creation of cluster hub with MDT professionals
- Proactive contact to residents alongside referral from practice staff following hospital discharge
- Regular virtual MDT meetings
- Focus on residents >65

RESULTS

- May-August 2021 268 residents contacted within 72 hours after discharge
- 51.1% (n=137) signposted or referred to other services, 25.7% (n=69) managed with reassurance only
- Signposting included EPP Cymru for education on living with a chronic condition (7.4%, n=5); social services (17.6%, n=12); Care & Repair, a home improvement service (11.8%, n=8); and others including Citizens Advice, smoking cessation, Age Cymru and MIND.
- Work is underway to integrate electronic health records alongside pathways to identify citizens who may benefit from Council and/or third sector advice services (e.g. financial, legal, housing), with planned input from the Bromley-by-Bow Centre in east London to aid planning of the Health and Well-being Centre in Ringland

Ringland Health and Well-being Centre



The new Ringland Health and Well-being Centre planned from 2024



Ringland Centre

DISCUSSION

This project has demonstrated value in supplementing primary care services in addressing wider health, well-being and social needs of residents aged 65+ through coordinating services in a person-centred manner, during a time of significant uncertainty during the COVID-19 pandemic. Work is underway to further evaluate the impact of such activity on citizens' well-being and healthcare service usage, alongside wider activity to develop a social needs screening and referral service for citizens most at risk of deprivation, social exclusion and health inequity.

Affiliations

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