

# Collaborative working for better wound care outcomes - Primary Care, Community Care and the Integrated Care Board (ICB)

The Beginning

**2015**  
Norfolk Community Health and Care (NCHC) Skin Integrity Team formed

West Norfolk Skin Integrity Team

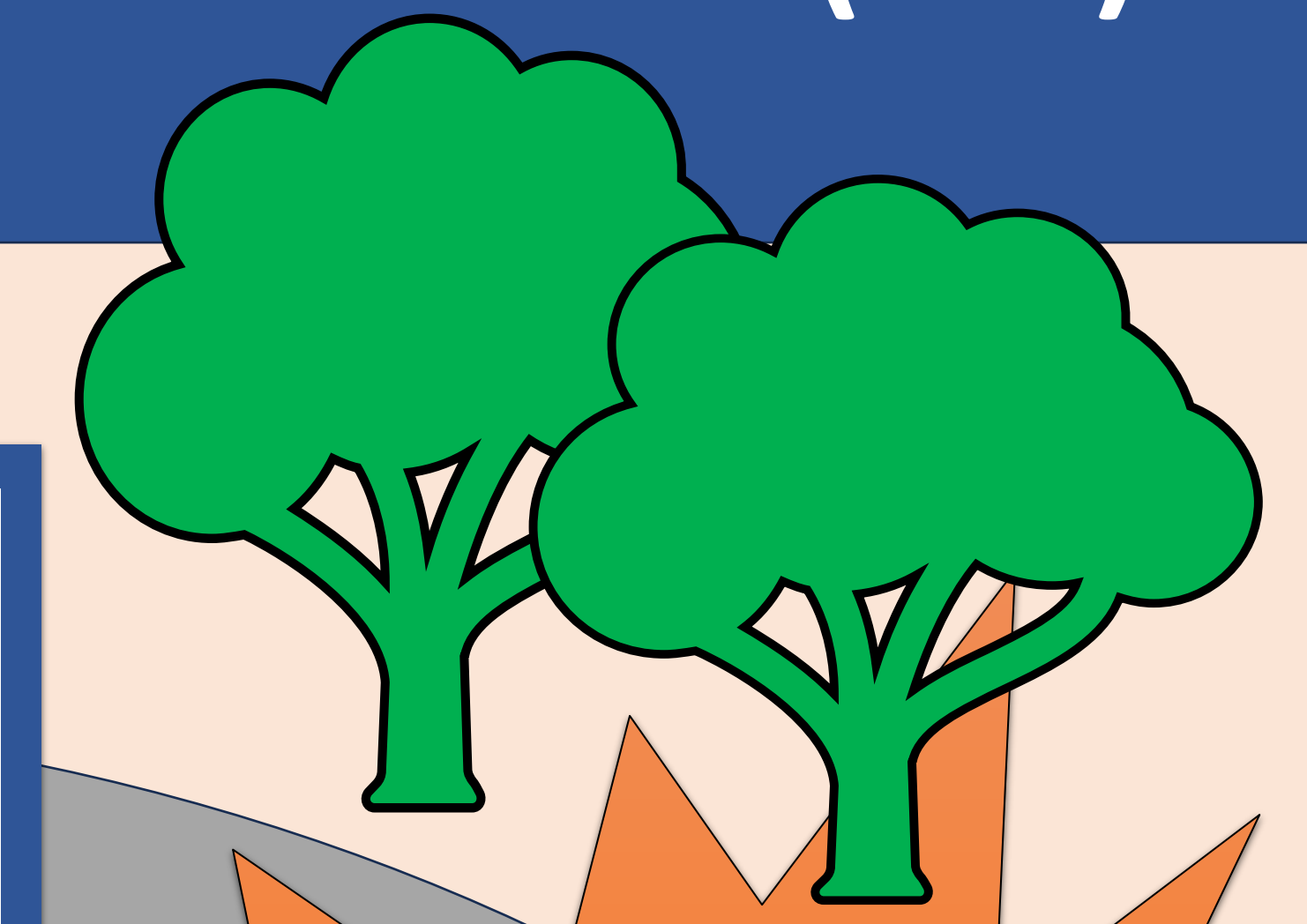
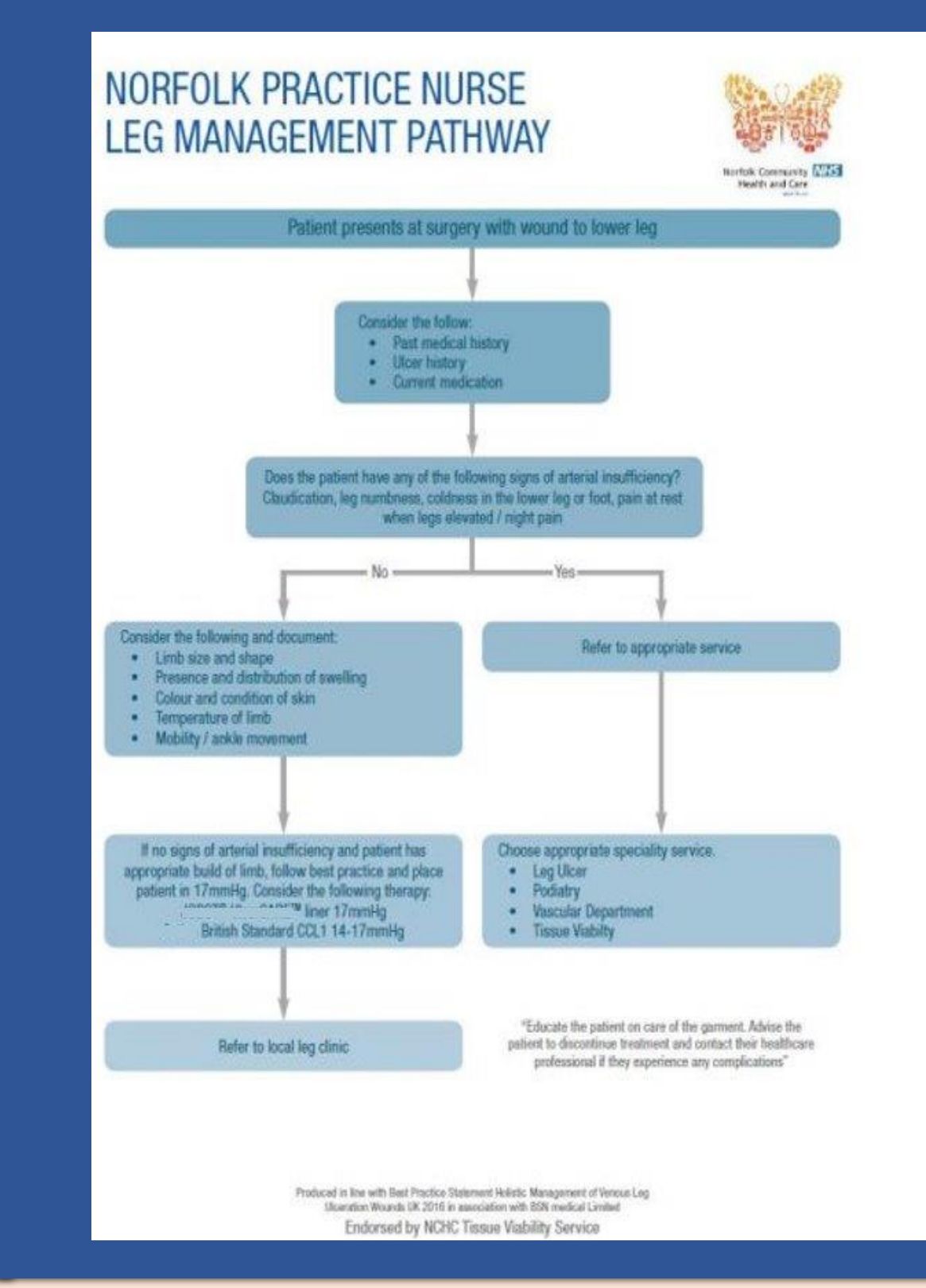
Tissue Viability  
Dermatology  
Lymphoedema

**2019**  
Identified issue with Congested community leg ulcer clinics

- Delays in accepting patients into leg ulcer clinic, poor flow through clinic.
- Working group formed with representation from Clinical Commissioning Group (CCG), Primary Care and Community provider (NCHC).
- Discussions begun to understand the problem.

**2019**  
Identified quality improvements

- Norfolk Practice Nurse pathway developed and rolled out to primary care
- Bite sized 'Skin Integrity' training sessions delivered by skin integrity team to primary care colleagues.
- Enhanced triage of leg ulcer clinic waiting lists by Skin Integrity Team, patients referred onto community dermatology/ lymphoedema where appropriate.

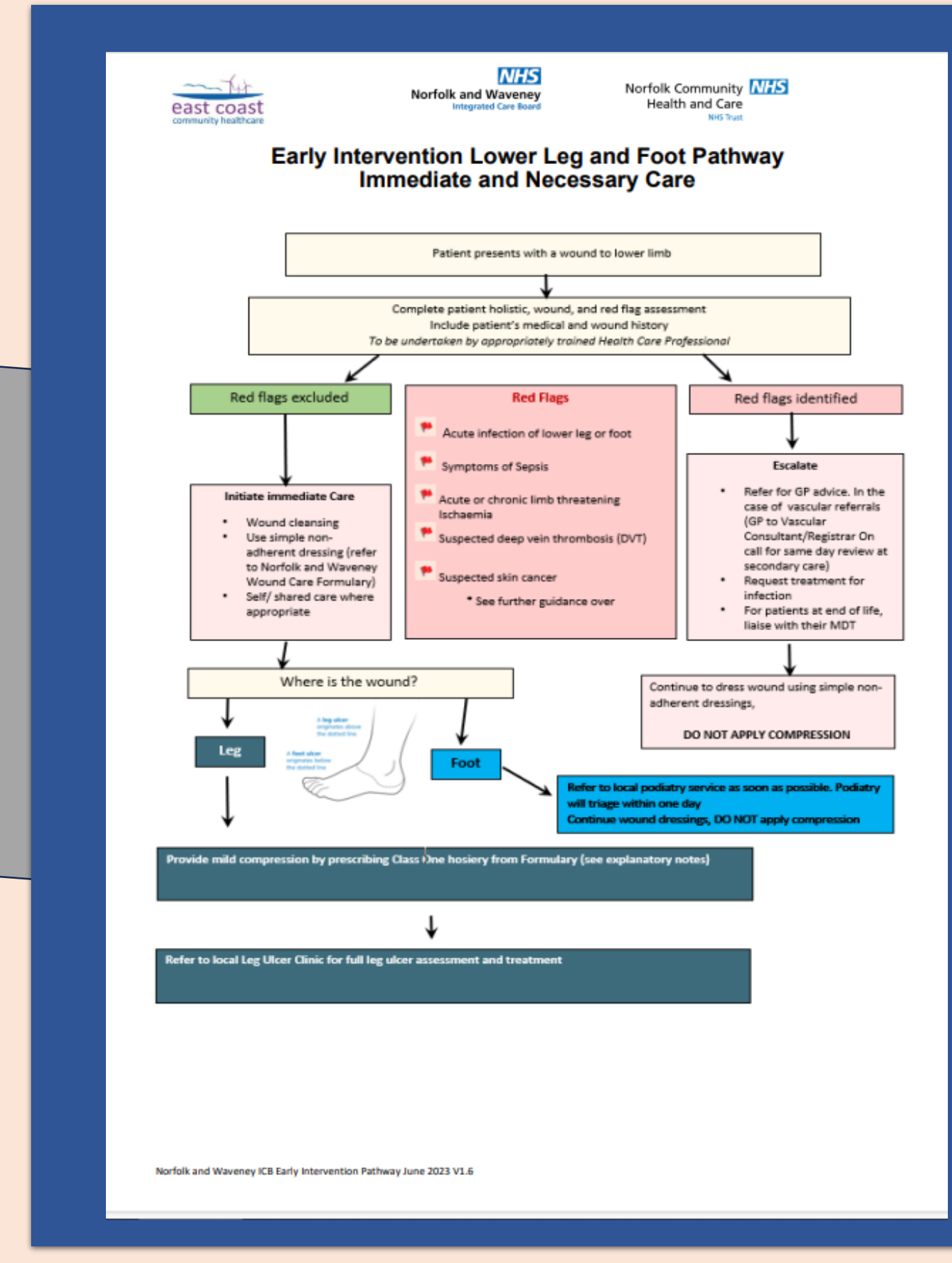


**2019 - 2021**  
Reduced capacity, transformation of CCG's to ICB & COVID-19 delayed progress

The future

**2024**  
Where are we now?

- Fewer referrals to leg ulcer clinic due to faster healing rates in Primary Care.
  - Improved communication through Lower limb collaborative meetings – NCHC (TVN/ Community nursing/ Operations/Triage), PCN (TVN / Manager) & ICB representative.
- Earlier identification of issues, established forum to discuss
- Enhanced communication between community, primary care and ICB to inform/improve commissioning of leg ulcer/wound care services.



**2023/24**  
PCN Tissue Viability Nurse Project commenced (West Place).

- Collaborative working with community TVN's and systemwide partners.
- Roll out of ICB Early Intervention Lower Leg & Foot Pathway to Community & Primary Care.
  - Education & training supported by industry partner(s)
  - 'Fundamentals of Wound Care' programme extended to Practice Nurses and Nursing Home nurses.
- Collaborative working and training on wound care and compression formularies.

**2022**  
Application submitted to become a Test & Evaluation Site for Transforming Wound Care Project

**New pilot announced to improve lower limb wound care**

Norfolk and Waveney Integrated Care System selected as the East of England test bed for national Transforming Wound Care Programme

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The timeline depicting our journey, starting with the newly commissioned tissue viability nurse (TVN) post to complement the existing community dermatology and lymphoedema services. Recognising the overlap in services, we aligned to form the skin integrity team. Data collected demonstrated the impact on additional specialist support being provided for colleagues and patients within primary care, leading to funding being secured for a pilot project to employ a dedicated PCN TVN.

