



Putting the public and patients at the heart of everything we do

APPENDIX A
NHS

Herefordshire
Clinical Commissioning Group

Community Services Engagement

July to September 2017



Vision

Our vision for community health and care across Herefordshire is to:

- Empower patients to be able to access the **right care, in the right place, at the right time**, helping them to manage their conditions and improve their health and wellbeing
- **Simplify** navigation to healthcare through a single point of access.
- Ensure that care is **person-centred** delivered in a coordinated approach.
- Proactively **identify** people at risk of poor health
- Address **health inequalities** through targeted approaches
- Effective use of **shared access to records** and **technology**
- **Reduce duplication in primary care service** currently offered across 24 hours, including standard practice hours, additional capacity through primary care hubs and the out-of-hours service
- Ensure there are plans to **help unregistered patients** to either register with a GP or know where to go for urgent and routine advice
- Work with practices to **increase capacity for urgent appointments** by helping patients to self-care and reduce the number of missed appointments.

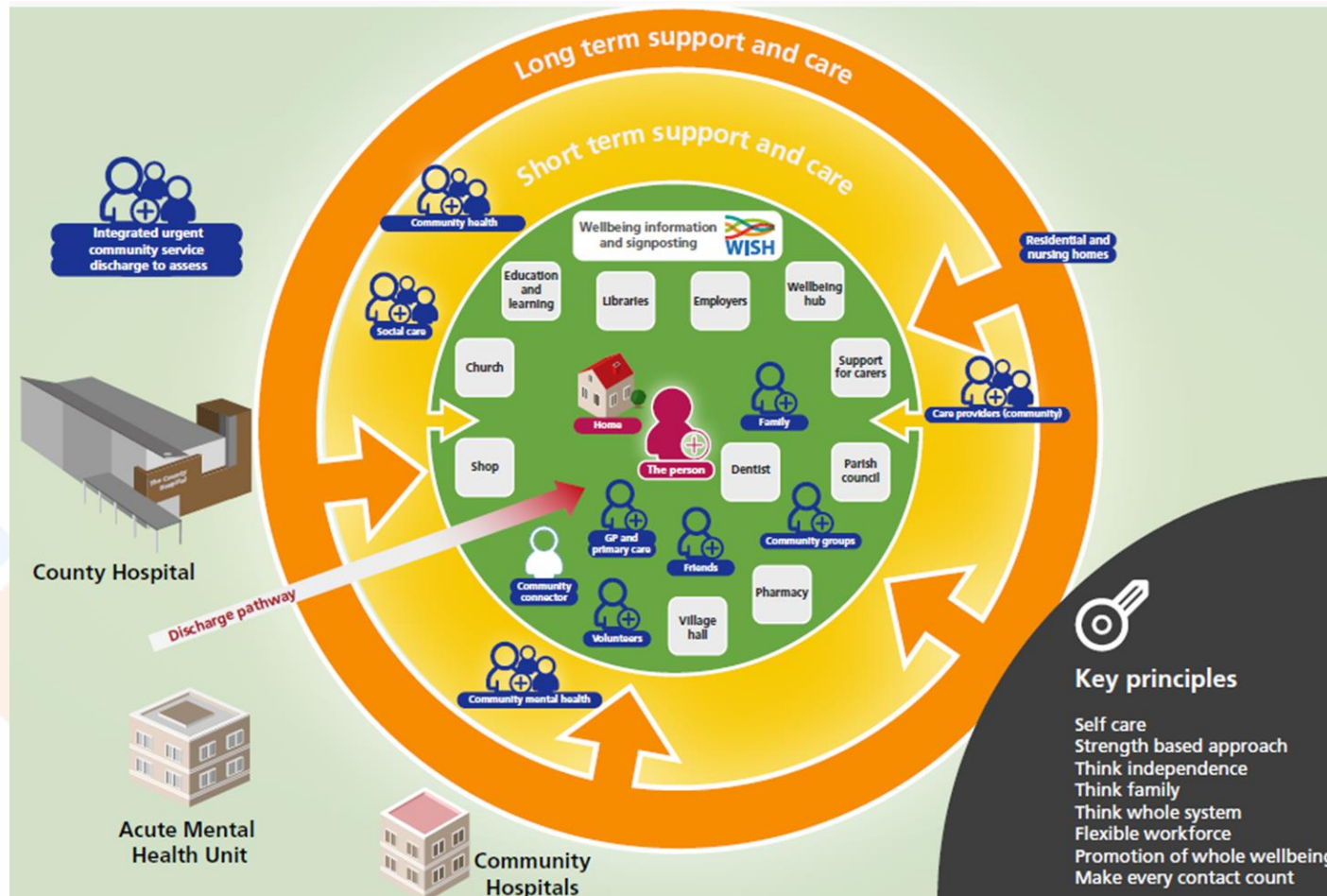


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Blue print Model





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Engagement



Engagement Scope

Herefordshire CCG and its partners wish to benefit from a piece of engagement work that will:

- Explore what community health and care means to people and stakeholders
- Capture people's lived experience of services
- Inform future model of community health and care provision, including:
 - Primary Care Home
 - 7 day primary care
 - Better Care Fund
 - Improvements to mental health delivery
 - Intermediate care

This work relates to Adult services only however it is expected that the results of the engagement will include information that will support services to 'think family'.

Key Messages

This is public engagement - We are **listening** to the public

Community health and care are services in your **home**, your **local community**

Community health services help people get well and stay well. These services are offered in many different places, including:

- in people's own homes
- in Community Hospitals
- in clinics in the community, like GP surgeries.

You have already told us that:

- Access and signposting to services must be easier;
- Keep people as well as they can be, rather than responding to ill-health;
- Improve joined-up care for people with health conditions, e.g. diabetes
- Improve information on how to keep well

We are using **8 themes** in the engagement as a starting point (see next slide)

Public Engagement

Programme of engagement from July to September 2017:

- Locality sessions with the public, staff and local organisations
- Pop-up stall on market days, GP surgeries & other public sites
- Service-user focus groups and online survey
- Builds on STP engagement led by Herefordshire Healthwatch

More care at home



Improved access



Guide people through system



Early help to keep well



More care through GP practices



Involve me in my care



Advice on self-management



Better communication



Correspondence



Social media



Surveys



Focus Group
(protected characteristics)



Events



Opportunities

The CCG recognises that its approach, it must:

- Reach localities therefore events are across the county and online targeting;
- Reach hard-to-engage groups of the population therefore focus groups and targeted communication taking place;
- Be relevant to all part of the community, e.g. working age people through access to evening events and online engagement;
- Reach patients in Herefordshire and those that live over borders, e.g. surveys and semi-structured interviews in clinics; and
- Reach people with protected characteristics, e.g. easy-read version of literature and supported engagement.

Correspondence



Social media



Surveys



Focus Group
(protected characteristics)

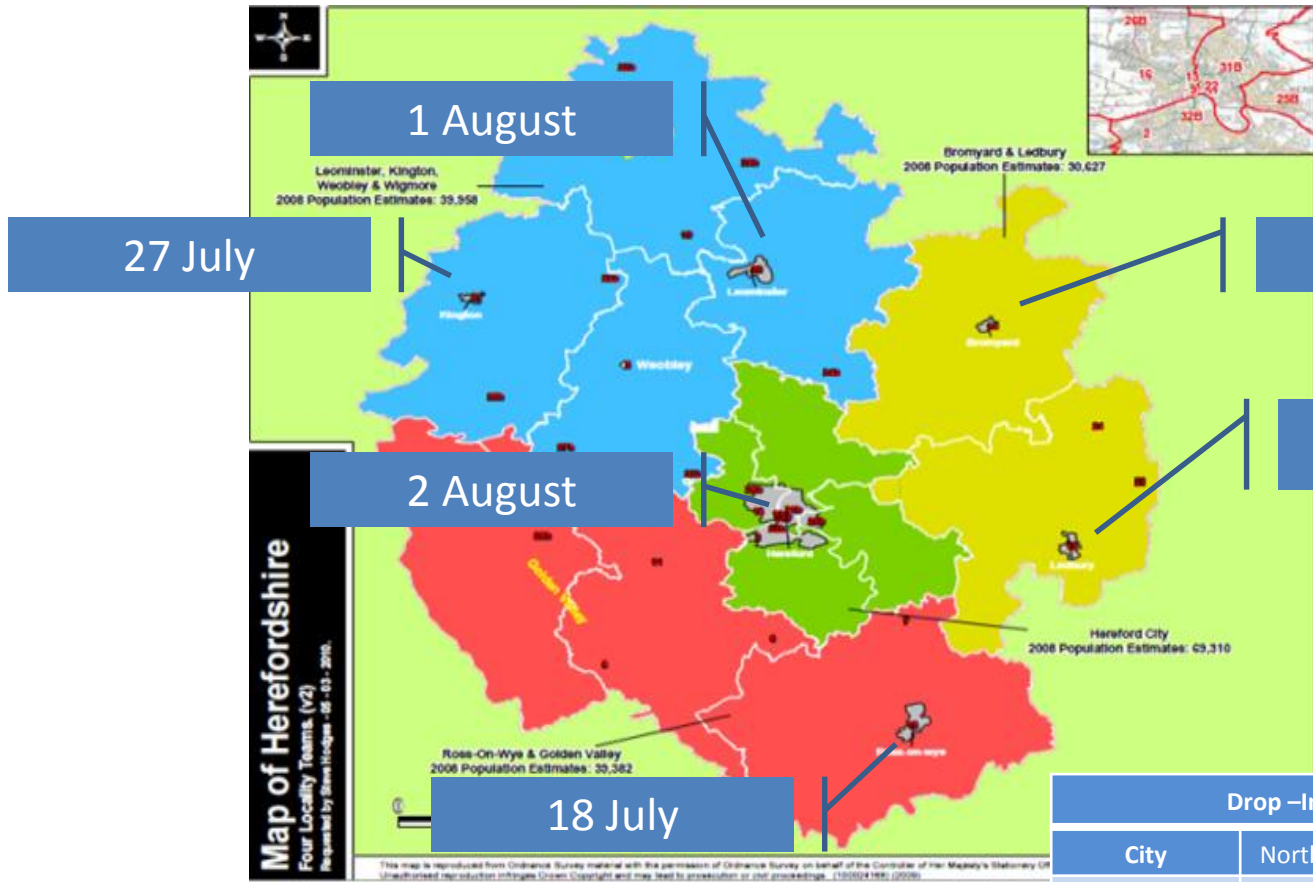


Events



First round of events (daytime events)

Over 330 people so far



Drop -In and surveys at GP surgeries			
City	North & West	East	South & West
Belmont	Kington	Colwall	Alton St
Cantilupe	Marches	Cradley	Fownhope
Greyfriars	Mortimer	Market Street	Golden Valley
King Street	Weobley	St Katherine's	Kingstone
Moorfield	Westfield	Nunwell	Much Birch
Quay			Pendeen
Sarum			
Wargrave			



Second and third round of Public Events

Evening Events

5th September - Ross-on-Wye
6th September – Hereford
11th September - Ledbury
12th September – Bromyard
13th September - Kington
14th September - Leominster

Drop-in Events

This will be information back to local communities about what we have heard and to ask for further views:

2nd October – Hereford
3rd October – Kington
4th October - Ledbury
5th October – Ross-on-Wye
9th October – Bromyard
10th October - Leominster