

'A Local Solution for Herefordshire' Provider Services Integration Leading up to public consultation



'A Local Solution for Herefordshire'

Introduction

This document seeks your views as NHS Herefordshire starts to look at how health and social care services across the county can be improved to provide the best possible service for local people.

By asking for your opinion now we can involve you at every step of the planning process, to make sure that our changes are acceptable and supported by you, our clients.

This is a process which could result in a major change to the way we manage social care alongside healthcare, and could result in the creation of a single, integrated NHS organisation for providing these services for the county, instead of the existing range of providers.

The current GP structure would remain as it currently is, independent, and close links would be developed between GP practices and any integrated service.

The new integrated service provider would take on responsibility for the vast range of services currently provided by teams from across community care, hospital care, women's and children's services and social care.

Your thoughts will play a vital part in building the service of the future, and in deciding how it is to be delivered.

The full formal consultation, which will begin in the summer of 2010, will be an opportunity to comment on detailed proposals that arise from this preliminary consultation phase.

These proposed changes do not include mental health services. We will consult with you separately in the future on mental health services in Herefordshire. However, we will work closely with the provider of mental health services to ensure that they are fully involved in these proposals, and that any new structure and services are fully compatible.

'A Local Solution for Herefordshire'

Why we are consulting now?

The services we provide in Herefordshire face a number of challenges. Maintaining our services to a small population of around 179,000 people in a large rural area presents difficulties in terms of:

- Making sure everyone receives the same high quality of care;
- Providing care closer to people's homes;
- Providing cost effective care.

The age profile in Herefordshire is already higher than elsewhere in England, and older people tend to have a much greater need for our services than the young. We estimate that by 2012, our population aged 65 or over will have increased by nearly 15% from 2008, almost a third more than the rest of England.

The care we currently provide to the elderly relies heavily on a significant number of hospital beds in institutions such as Hereford County Hospital and the community hospitals. By contrast, the NHS as a whole is moving more towards providing care in the community, to enable service users to remain in their own homes for longer, and we are looking to move closer to this model.

In general, public services nationally face a difficult future. The economic downturn means that constraints on public spending are likely to be severe in the coming years. We therefore have a duty to ensure that the services we provide for everybody in the county are safe, sustainable and the best value for money possible. A recent report suggests that, if nothing changes, we will face a financial deficit locally.

Recent reviews of our services in Herefordshire have highlighted significant improvements in quality and efficiency that could be gained from the closer integration of services. As a result, we have set out a vision of the sort of services we expect to be provided now, and in the future:

- Personalised high quality care;
- Joined-up services delivered closer to the client's home at all stages of their care;
- Simplified internal communications to allow all our specialist staff to work together for a client's maximum well-being;
- Support for self management, prevention and early intervention;
- Integrated health and social care services which support health, well being and independence through appropriate care and the efficient use of resources;
- A community-based model of care;
- Local access to Women's, Children's and Accident and Emergency services;
- Fair access for all across the community.

'A Local Solution for Herefordshire'

What changes are proposed?

We are proposing to bring community, hospital and social teams together to harmonise and create the best possible health and social services provision for local people. To do that we are looking to develop individual 'pathways of care' – joining together the different steps in each individual's route to the different social and health services they require. As these proposals develop they will also build on the close links with general practitioners.

Quality of care and service excellence will therefore be at the heart of any proposal which is put forward, and, in order to achieve this, we need to be willing to look at how the services can best be built and delivered – even if that means changing the ways in which organisations have worked together in the past.

We are open to ideas about how best to achieve this aim, but we believe that an integrated NHS provider organisation that manages social care alongside healthcare potentially provides the best opportunity to achieve our aim for excellence.

As we work together over the coming months to plan these new pathways of care in line with our requirements, we need to understand how you believe our services should be improved.

The work around pathways may result in a combined health and social care provider organisation instead of the current set up of a number of separate but interlocking organisations. For this to happen it will need to:

- Be able to provide consistently high quality care;
- Ensure that local people have access to the fullest range of services as close to home as possible;
- Have the support of the public;
- Have the broad support of our staff;
- Be financially sustainable.

'A Local Solution for Herefordshire'

What happens next?

We will seek your views during November 2009 through to February 2010. The responses that you provide will help inform the teams planning the new pathways of care.

In March/April 2010 we will present your feedback, together with an option appraisal and preferred option to the Boards of Hereford Hospitals NHS Trust (HHT), Primary Care Trust (PCT), PCT Provider Services and NHS Herefordshire Council's Health Scrutiny Committee (HSC) for consideration.

Once they have agreed a preferred option, a full 12-week formal consultation will begin in June 2010, finishing at the beginning of September 2010.

What will the full consultation look like?

This preliminary consultation explains why changes are needed, how we are considering making those changes, and it gives us an opportunity to receive, reflect upon and incorporate your views.

The full consultation in 2010 will invite you to comment on a more detailed proposal, containing the preferred option. We will make this consultation document widely available and, where possible, mail it directly or email it to a range of individuals and groups, including:

- Carers groups
- General public
- Health Scrutiny Committee
- Herefordshire Council/Parish and Town Councils
- Herefordshire LINK
- HHT members
- Hospital Medical Committee and Local Medical Committee
- Local politicians (Council and MPs)
- Patient representative groups (Age Concern etc.)
- Partnership agencies
- PFI partners
- Service users/service user groups
- Staff
- Statutory bodies
- Trades unions
- Voluntary organisations and community groups

'A Local Solution for Herefordshire'

We will also hold meetings to give individuals, groups and organisations the opportunity to contribute to the discussion. An up to-date schedule of meetings will be available on the project website and will be widely publicised.

We will conduct the consultation through formal consultation documents and a variety of mechanisms to ensure that we receive a wide range of responses.

To bring the consultation to the maximum number people and organisations, consultation activities are expected to include:

- Consultation website;
- Stands and presentations in local health and social care buildings;
- Council and NHS newsletters to staff and public;
- Press releases and adverts;
- Presentations to local health groups;
- Roadshows across the county;
- Focussed events for patients, carers, the voluntary sector and under-represented groups.

We will keep a full account of all responses to this preliminary consultation document. All contributions will be acknowledged and comments responded to, so please include full contact details. Representative groups will be asked to provide a summary of the people and organisations they represent when responding. The analysis of the responses will be made available to all respondents and made available on the website. Individual responses will be made available to anyone who requests one.

How you can help

At this stage we want to know your views on the services that we provide and how they could be improved. Your views on our plans for the full consultation phase are also required. We will also be pleased to attend meetings of local groups to explain our proposals and answer questions. We will include information on our website about the meetings we are organising or attending.

You can tell us what you think directly via the eConsult website at:

<http://pctconsult.herefordshire.gov.uk/inovem/consult.ti/integration/consultationHome>

Or by e-mail to: psipconsult@hhtr.nhs.uk

Send your responses by post to:

Provider Services Integration Project
Trust Headquarters
Hereford Hospitals NHS Trust
County Hospital
Union Walk
Hereford HR1 2ER

Or by telephone: 01432 355444 ext 2928

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