

Herefordshire Health and Social Care Community

Report to Health Scrutiny Committee on the Health & Social Care Integration Engagement to Date

Introduction

The Herefordshire health and social care community has been engaging with patients, public and stakeholders on proposals to integrate services. This engagement process ran from mid-August 2010 and is scheduled to end on the 12th November 2010.

Members were given the opportunity to learn more about the proposals at a seminar held on the 30th September 2010 as part of the engagement process. This paper seeks to:

1. Update members on the engagement progress to date
2. Remind members of the comments made at the seminar held on the 30th September
3. Invite the committee to formally put their views on the proposed variation to health and social care services

The proposed changes to service are set out in the booklet; 'Your local health and social care services are changing – tell us what you think' (attached) and are based on proposals to:

- Create a new integrated model of health and social care provision in Herefordshire, with specific care pathways aimed at providing personalised high quality, safe and sustainable care for local people which promotes personal health, well being and independence.
- Create an integrated care organisation under one management structure composed of an integrated care organisation (ICO) combining community and acute health services that is also integrated with social care so far as is practicable under current legislation.

Engagement Activities to Date

A number of activities have been undertaken as set out in the Engagement Plan supported by the Health Scrutiny Committee at its meeting in August 2010. The main points of this plan that have been delivered are:

- 5000 hard copies of the leaflet "*Your local health and social care services are changing – tell us what you think*" have been distributed
- Soft copy distribution to all staff and members of Herefordshire Alliance, Herefordshire Carer's Support and LINK (estimated 4000 recipients)
- Intranet and internet sites available
- Over 60 presentations given (to over 900 people) to groups including:
 - Herefordshire Council members (as recommended by members)
 - PACT meetings (as recommended by members)
 - GP practice patient and user groups (as recommended by members)

- Herefordshire LINK
- Brecon & Radnorshire Community Health Council
- Hereford Hospitals NHS Trust members
- General Public
- Community Hospital League of Friends
- Staff side
- Staff from across the three organisations

Feedback

Compared to an early engagement exercise held in 2009 there has been an enormous amount of feedback so far from this engagement process. Overall, stakeholders are broadly supportive of the proposals but have a number of concerns/issues. These issues are loosely based around a number of consistent themes:

- The importance of GP's in the new arrangements – have they been adequately engaged in this process and will the new GP consortia pose a threat to the ICO proposals?
- Are the proposals affordable?
- Will we still have critical mass for a stand-alone Herefordshire health and social care provider as an ICO – what is plan B?
- The role of the voluntary sector could and should be an important part of these proposals – are they able to deliver?
- The members of the public that receive care from Herefordshire but live in neighbouring areas are concerned that they may not get the benefits of the new model of care
- Have the effects of rurality been taken into account – transport infrastructure across the county is patchy

Feedback from staff is still being processed but it is clear from this early stage that whilst they share the sort of views set out above, their issues largely relate to the practical implementation of the proposals.

Member's Feedback

Members met at a seminar held on the 30th September 2010 to receive a presentation on the proposals and provide their comment before formally expressing views. Feedback was based around the following themes:

Primary Care

- The GP's position in relation to the proposals, particularly in light of the proposals for GP consortia in the coalition government's White Paper.
- Clarification of the GP role and how their workload may be affected by the proposed changes.
- The importance of Nurse Practitioners (Practice Nurses) within GP's surgeries in relation to the proposed changes.

Social Care

- Concerns about Social Care funding, noting that there is an overspend on the budget.

Sustainability

- The amount of financial saving expected from the changes.
- How the transfer of services from hospital to community will affect budgets.
- The number of beds available to the proposed integrated care organisation and whether it was possible to reduce the number of beds given the current levels of activity.
- Clarification was requested on the Shared Services savings.
- Population growth and whether this was compatible with shutting beds noting that there maybe an increase of 40,000 in population.

Mental Health

- The amount of support there would be for people with dementia and how dementia services are organised.
- Links with Mental Health Services

Vulnerable People

- How vulnerable people were to be identified in the new integrated
- Processes in place to ensure people do not fall through the system.

Information Technology

- The importance of integrated information technology and data sharing in supporting care delivery.

Community Services

- Community services being reorganised as Neighbourhood Teams and the number of teams proposed for the city.
- Recruiting into community services and whether there were currently enough staff.

Children and Young People

- Issue raised about Children and Young People, Substance Misuse Services being outside of the programme currently
- The need for Children Services to link into the locality model as this work moves forward.

Barriers to Change

- The potential barriers to change and the major cultural change it signals.
- Whether all practitioners supported the changes and were embracing the change.
- Discussion on approach to change and ensuring that this is a positive process, involving people and ensuring that staff stay enthusiastic.
- The importance of proactive leadership in ensuring the changes take place.

Next Steps

This period of intensive engagement will continue as scheduled until November 12th 2010. Several more engagement sessions are scheduled leading up to November 12th. A full report on the engagement feedback will be presented to the Health Scrutiny Committee at its meeting in January 2011. This report will analyse the feedback by stakeholder group and set out the Programme's response to this feedback.

The Integration Programme Team, is now considering how to continue to engage with the public, patients and stakeholders over the coming months leading up to the creation of the ICO.

Recommendation

The Committee is formally invited to submit its formal response to the proposed changes to health and social care services in Herefordshire as set out in the engagement documentation.