



Health and Care services in Herefordshire & Worcestershire

An update on a five year plan to provide safe, effective and sustainable care in our area

A focus on Communication and Engagement Plans

Presentation to Herefordshire's Health and Overview Scrutiny Committee

27th February 2017



Herefordshire and Worcestershire's 5 year plan – key milestones

- Draft Plan Submitted to NHSE: October 2016
- Draft Plan Published: November 2016
- STP Wide Public Engagement: December – February 2017
- Plan “Refreshed”: March/April 2017
- GB’s Reconsider for Sign-Off: May 2017
- “Delivery” Commenced:
 - CCG 2017 Operational Plans
 - Engagements and Consultations on Specific Themes



Why health and care services need to change

- Growing population with people living longer with long-term health conditions
- Leads to rising demands on health and social care services
- Although we're getting more money, it's not enough to keep up with that demand

We also have some practical local issues:

- Recruiting and retaining staff, especially in some specialist roles
- Disjointed services, duplication and inefficiency
- Spend time and resources treating illnesses which are preventable
- Poorer health outcomes in some areas for some conditions



What people have already told us they want...

- To receive more care at home or as close to home as possible
- More care provided through the local GP
- Improved communications between staff and teams
- Easier access to the right service, first time
- You and your family want to be part of developing a care plan and to be more active participants
- To be empowered to self-care aspects of your illness or condition
- Improvements in mental health services & to access support early
- For transport to be a key consideration in any proposals to change things



Safe, effective and sustainable

In reality this will mean:

- Providing more care at home or as close to home as possible
- Making our out of hospital system more efficient and effective
- Ensuring organisations involved in providing care work better in partnership
- Doing more to support health living, and to help people self-care
- People travelling further to access more specialist services
- Improving parity of esteem between physical and mental health

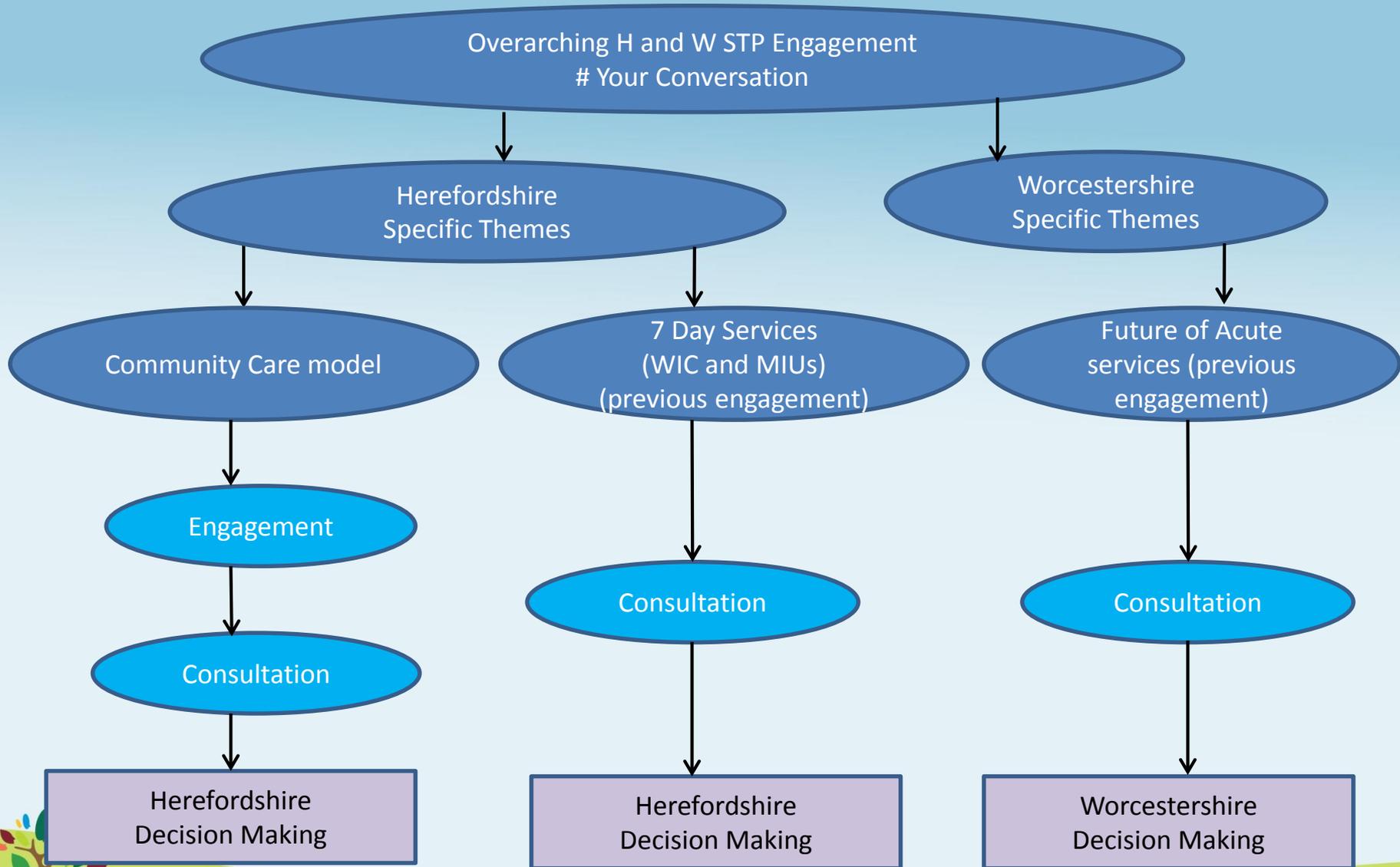


Definitions

- **Engagement**
 - An early conversation with stakeholders
 - Co-production of draft options for change
- **Consultation**
 - A formal process
 - To gather views on preferred option (s) for change
- Both occur BEFORE decision making

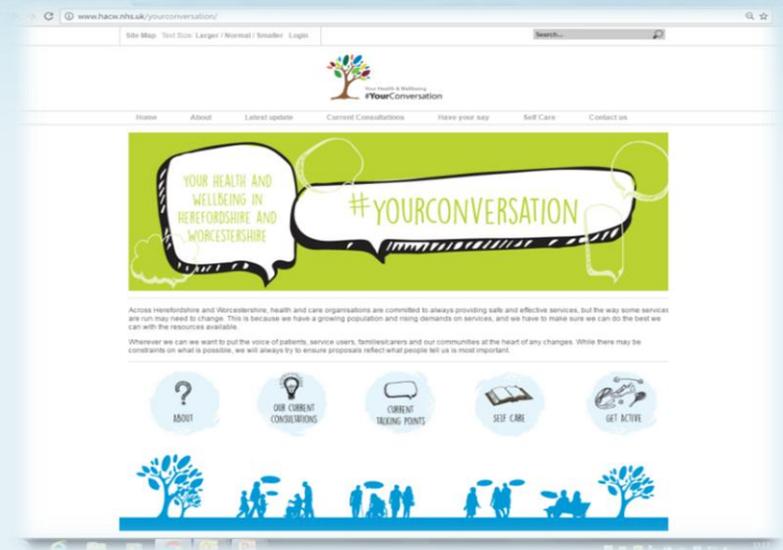


Communication, Engagement and Decision Making



#YourConversation

We are now in a period of public engagement to talk about the concepts in our STP through our website www.yourconversationhw.nhs.uk



#YourConversationhw



- Range of local events and drop in sessions
- 10,000 hits on the website
- 897 surveys completed up to 10.2.17
- Larger proportion of respondents in 65-74 year age group



#YourConversationhw

Some of overall themes emerging to date:

- Support for overall sense of direction
- Appreciate the opportunity to get involved and comment
- Recognise responsibility for own health (99%) but need more information about prevention and self care to do so
- Prefer to access information via GP and other healthcare professionals
- Would like health campaigns to offer advice from a trusted source
- Carers would like to be treated with respect as expert care partners
- Support for care closer to home and extended primary care (92/95%)
- Most felt routine and non urgent care should be provided locally
- 93% think non urgent presentations at A&E should be redirected
- Would like increased or different access to primary care and are willing to see other professionals as well as the GP
- Varied range of appetite for technology / digital options
- Transport remains a key area of concern



#YourConversationhw

Next steps :-

- More staff engagement
- Continued dialogue with voluntary and community sector colleagues, especially around improving support for carers
- Targeted discussions with young people and under represented groups
- More detailed work around transport challenges and alternatives
- Greater understanding of technology options and how these could be used



Herefordshire Health Engagement & Consultations

- *7 day services*

Primary Care provision & WIC

- Consultation launch in February; series of events in March including events in mid March at the Kindle Centre and Town Hall, and conversations with key community groups
- Any decision made after feedback reviewed – April/May
- Second phase looking at MIUs and 7 day services in other localities in Herefordshire - May onwards

- *Community model of care*

- Engagement process including events in market towns – March/April
- Formal consultation subsequent to engagement process – indicative June/July – but dependent on engagement feedback



Key Issues (1)

- Do we need to set a clearer context with the public?
 - Rising Demand
 - Increasing Costs of Technology
 - Workforce Issues
- Resulting projected funding deficit



Key Issues (2)

- How do we engage the population in a dialogue around:
 - Taking greater personal responsibility for their own health
 - The need to travel further for some services
 - Re-defining the “NHS offer”



Key Issues (3)

- What is the Role of the Local Authority:
 - In the prevention of ill-health
 - In holding us to account – e.g. increased travel versus digital solutions
 - In ensuring we have joined up conversations

