

North Yorkshire County Council**Scrutiny of Health Committee****17 January 2014****“Fit 4 the Future” Initiatives in Hambleton, Richmondshire and Whitby****Purpose of Report**

1. The purpose of this report is to provide a progress report on the two “Fit 4 the Future” initiatives taking place in the Hambleton, Richmondshire and Whitby Clinical Commissioning Group (HRWCCG) area.

Introduction**“Fit 4 the Future” – Enhancing community health and social services in Whitby and surrounding area**

2. In order to meet the increase in demand for services a growing older population will bring, the HRWCCG is looking at ways in which health and social care services work closer together so that people have more years of healthy life and do not experience social isolation experienced by so many people in later life.
3. From work carried out in 2013 members of the public confirmed their support for more care outside of hospital in the community and closer to their own homes so they can retain their independence for as long as possible.
4. The document shown in APPENDIX 1 sets out a vision for community health and social care services in the Whitby and surrounding area, including a new Whitby Hospital.

“Fit 4 the Future” - Preparing for an aging population

5. An ageing population and the increase in demand for services and support are key issues for all organisations involved in care of the elderly.
6. Across the Hambleton, Richmondshire and Whitby area it is expected that the number of people aged 65 and over will increase by around 30% by 2021. People aged 65 and over currently account for around 70% of all healthcare spend.
7. Against this background the CCG is developing a strategy for older people’s health and, to support this process, it recently held a two-month project to listen to the views of its partners and members of the public to seek their views on the way forward. That work included public events in Northallerton, Richmond, Esk Valley, Whitby and Thirsk. This was the first of three phases of the “Fit for the Future” initiative.
8. APPENDIX 2 summarises the outcome of the work to date.

9. Dr Pleydell (Clinical Chief Officer, HRWCCG) will be attending the meeting to provide more information on both initiatives.

Recommendations

10. That Members note the work taking place on the “Fit 4 the Future” initiatives in the HRWCCG area and offer comment on the work undertaken to date and planned for the future.

Bryon Hunter
Scrutiny Team Leader
County Hall, NORTHALLERTON

06 January 2014

Background Documents: None

fit 4 the future

Enhancing community health and social services in Whitby and surrounding area

A vision for community health and social care services in Whitby and the surrounding area

Summary document, December 2013

In order to ensure we can cope with the increase in demand for services a growing older population will bring, we require innovative approaches to how health and social care services work together.

As a Clinical Commissioning Group (CCG) that is at the heart of the local healthcare system, our ambition is to increase years of healthy life, reduce the social isolation that unfortunately is experienced by so many people in later life and ensure health and social care services are responsive to people's wishes and choices and provide consistent care.

We know that more care is needed outside of hospital, in the community and closer to people's own homes. Members of the public confirmed their support for this to us earlier in 2013 and it's clear that they place great importance on the NHS supporting patients to retain their independence for as long as possible.

In Whitby, we are looking to redesign both the community hospital and community services. The people of Whitby and the surrounding area place great importance on maintaining community hospitals and keeping services local.

We believe this challenge can be met, in part, by a new model for the community hospital where care is delivered in a more integrated way between primary care, secondary care, community services and the third sector.

This has been an aspiration for the local NHS for many years and we have developed a draft Vision for health and social care services in Whitby and the surrounding area. This leaflet provides a summary of this Vision (please get in touch if you'd like to see the full version) and explains how you can have your say.

I look forward to working with you over the coming months to explore how together we can make this vision a reality.



Dr George Campbell
GP and Deputy Chair of NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group

**YOUR
HEALTHCARE
YOUR
OPINIONS**

The National Impact



There are a number of national factors which will inform how we commission and deliver care in the future. These include:

NHS system changes

The NHS is facing large and complex changes in the way it delivers care. This means that the way we provide care must be radically transformed if we are to meet the challenge of caring for our patients, particularly older people.

High quality care for all

In recent months the NHS has had to address the outcomes of recent reviews into significant failures of the health and care system, the biggest of which has been the inquiry into Mid Staffordshire NHS Foundation Trust. How the whole NHS responds will be a critical test of its ability to make a real difference to improving patient safety and the quality of services.

Integrated health and social care

Recent reforms to the health and care system and the Health and Social Care Act of 2012 focus on a drive towards integration to ensure the kind of care and support that best meets patients' needs.

Prioritise prevention and early intervention

A range of current national policies have given renewed emphasis on the promotion of wellbeing, the prevention of ill health and early intervention.

Providing more personalised care

A personal health budgets policy is being implemented across the NHS, which is an amount of money to support a patient with identified healthcare and wellbeing needs and is planned and agreed between the patient and their local NHS/social care team.

Extend access to primary care and provide a named GP

Transformation of primary care services, and giving patients access to consistently high quality, accessible and responsive health services, included a 'named GP' for older people with complex health needs.

Provide sustainable housing models to meet future needs of local communities

Vulnerable and older people require homes and opportunities that meet their particular needs, foster self-determination and support a good quality of life.

Our local context

In drafting our Vision, we have considered various local factors for change:

Changing health needs of the local population

As people live longer they are more likely to live for more of their life with at least one long-term condition like diabetes, chronic obstructive pulmonary disease (COPD), dementia or Alzheimer's disease. The pressures on the NHS are rapidly increasing and we need to keep up with them. We therefore need to transform services to ensure they continue to be accessible to support the future needs of the population.

Accessibility of services across a rural area

Accessibility is a key challenge in relation to the delivery of healthcare services to the Whitby population and the role of the community hospital services is central to meeting this challenge.

Fit for purpose facilities

In its current condition, it is considered Whitby Hospital is unlikely to have a future use for health purposes and therefore redevelopment of the site is likely to be required.

Views of patients and members of the public

From previous engagement events with the public and stakeholders, a number of key priorities were highlighted. These are included on the right hand page.

Local GPs' thoughts about services, and wanting greater input

Local GPs work and support colleagues in Whitby Hospital and want to have a greater input into the way services will operate in the future. They know the local needs of patients and are passionate about making local improvements.

Cost-neutral transformation

In most instances the largest revenue expenditure to an NHS trust after paying staff is the cost of the estate. It is hoped that by reconfiguring community services and the hospital site we can make the whole transformation cost-neutral.

Innovation in healthcare

The CCG is committed to finding innovative solutions to support our rural community, and a new innovation strategy to support the adoption of technology has been developed.

Our priorities for Whitby and the surrounding area



Tell us what you think!

If we are to effectively respond to the local and national drivers for change, we need to deliver services differently. We anticipate that, providing appropriate changes are made, community hospital services will continue to be a feature of NHS provision in Whitby. This is also dependent on agreeing appropriate funding and other arrangements with the NHS nationally.

Significant changes will be required to community services and to the hospital site and while these are described separately here, they are interlinked.

Provide a cost-neutral redevelopment of the Whitby Hospital site

The main requirements (not definitive) for the new hospital are:

- A 28-bed ward with two additional day beds, which will meet current standards.
- A wellbeing centre, which will offer services to support better self-care and self-management of risk factors such as weight, alcohol consumption and smoking.
- An Ambulatory Care Centre for services including diagnostics (including x-ray and ultrasound), minor injuries (as part of an urgent care centre), outpatients, psychological therapies (IAPT), podiatry, children's services, speech and language therapy, orthotics and audiology.
- A physiotherapy department for individual and group treatments.
- A dental suite which will require specialist accommodation.
- A workforce that is highly skilled and highly trained.
- An office suite based on agile working and shared hot desks.
- Facilities for volunteers and carers in the hospital.

Promote better integration of health and social care to reduce duplication and support better health outcomes through new partnerships

Delivery of care will focus around patients to enable the co-location of community and primary care, nursing, social services and third sector personnel, working with visiting consultants and outreach service providers.

Facilitate better integration to provide a sustainable model for a Minor Injuries Unit and out of hours GP services

The Minor Injuries Unit is not used to its maximum potential, given current levels of activity. We believe however these services play a vital role in supporting care closer to home and improving patient access.

Reduce patient lengths of stay in hospital and support better discharge planning

We will promote effective discharge planning to ensure wherever possible patients can go home or to a bed in the community hospital. This is known as step down care.

Commission local pre-operative assessment or same day assessment in an acute trust

We would like to explore opportunities to increase the amount of pre-operative assessment undertaken locally.

Provide local access to a range of diagnostic services

Diagnostic services and decision support will be available locally and in GP surgeries through the introduction of advanced technology to support the management of patients locally. It is envisaged these will include X-ray and ultrasound.

Facilitate better primary care involvement and adopt a multi-disciplinary approach to care planning

Working together, local GP surgeries will take the lead on planning services that provide responsive care for their patients. They will identify the most vulnerable patients and plan their ongoing care to try to avoid acute admissions.

Community nurses will work in a multidisciplinary team providing in-reach nursing care to the hospital to contribute to on-going care of patients, and will also aim to provide support in the community rather than hospital.

Improvements in the quality of care through the wider adoption of technology

We will look to develop video-conferencing between specialist acute hospitals and Whitby Hospital in order to facilitate better access to consultant and specialist opinion for our local population.

Promote local access to musculoskeletal (MSK) services

Additional services such as physiotherapy and musculoskeletal services will also be provided locally. Our aim for Musculoskeletal Service is to offer a 'one-stop-shop' for all patients with complex non-surgical, non-inflammatory musculoskeletal problems.

Commission a wellbeing centre to promote better self-care and management to improve health outcomes for local people

We wish to commission a wellbeing centre, because some of the health outcomes for the local population are below local and national trajectories. The wellbeing centre will provide support to patients in caring for themselves and this could be extended through discussion with our public health and housing to local authority services partners. We would look to provide information on exercise and general health advice.

Reduce the need for patients to travel and improve both ambulance and patient transport services

Our aim would be that follow up care is undertaken as much as possible in the community; this may be in Whitby Hospital, in the GP practice or at home as part of a package of self-care.

We will carry out a review of health-related transport services and draw up a Travel Plan, which will include public and private transport factors.

Develop further the model for integrated care and improve community services

Community services are integral in reducing admissions to hospital and better supporting our rural and dispersed population. Community services provide healthcare out of hospital but also in-reach into community hospitals.

Improve access to General Practice and promote partnership working

GPs at each of the five practices in Whitby have a role to play in advising patients about their healthcare. This involves providing a diagnosis, managing patients with long term conditions, planning anticipatory care and follow-up and referring patients for specialist opinion. GP practices need strong working relationships with community and social services, some of which may be co-located in general practice..

Continue to develop mental health services

A county-wide mental health strategy is being developed which will run concurrently with our work in Whitby and the surrounding area.

Commission more services from the third sector

Communities and stakeholders have indicated to us in early discussions that more support could be harnessed from the third sector (voluntary sector) and indeed they would deliver some services better than health providers are able to because of the unique way they operate. We want to utilise the energy of local communities.

Ensuring a strong workforce is in place

An overarching Workforce Plan will be developed to ensure all health professionals are working together and all have the right skills, knowledge and attitude to deliver care.

What
do YOU
think?

This leaflet is a summary of our overall Fit 4 the Future Vision for Whitby and the surrounding area. It is 20 pages long, and is available on our website or by request. If you'd like to see it, please get in touch.

Despite the level of detail presented in the Vision, we recognise that much work is still required in order to refine it and identify how we can work together to deliver it.

So, we'd like to know what you think. We have a series of engagement events running up to the middle of January 2014, which are open to everyone. There is opportunity at these to ask questions and let us know your views, as well as to complete our survey. These surveys are also available in GP practices across the area. Please see our website for details.



You can also visit:

www.hambletonrichmondshireandwhitbyccg.nhs.uk
and complete our online survey.



email us @:

HRWCCG.whitbyf4f@nhs.net



or talk to us on:

01609 767 636



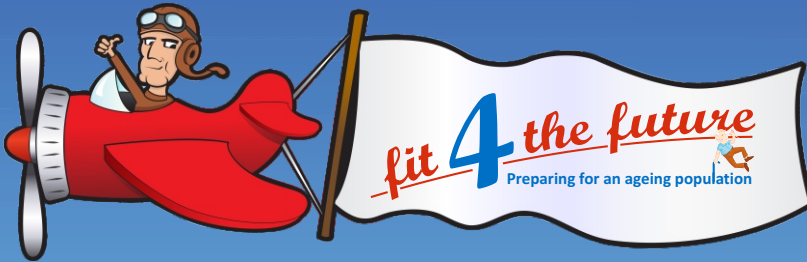
@HRW_CCG



<http://on.fb.me/lqzquY>



Health in all our hands



A summary of what you told us in phase one

By 2021 we expect the percentage of people aged over 65 in this area to have increased by 30 percent.

In order to prepare for the increase in demand for health services this will bring and to ensure we can continue to provide an excellent standard of healthcare, we launched the first phase of an initiative called 'fit 4 the future'.

Our aim was to hear the views of local people about what is important to them and what they think our priorities should be when responding to the challenges from an ageing population.

This leaflet provides a summary of what you told us...



Background

The fact that people are living longer is something to be celebrated.

In this area alone, people have a good standard of health and life expectancy is longer than in other, more deprived parts of the country.

“By 2021 we expect the number of people aged over 65 to increase by 30 percent”

However, this increase in the number of older people in our population brings with it a number of challenges for the NHS and other organisations involved in providing health and social care services.

By 2021 we expect the number of people aged over 65 in this area to increase by 30 percent. When you consider that people aged over 65 account for around 70 percent of all health care spend, this will bring new and significant challenges for the local health economy.

In order to prepare for this increase in demand for health services and to ensure we can continue to provide an excellent standard of healthcare, in April 2013 our Clinical Commissioning Group launched the first phase of an initiative called 'fit 4 the future'.

Our aim was to hear the views of local people about what is important to them and what they think our priorities should be when responding to the increase in demand for health services an ageing population will bring.

This leaflet provides a summary of the key themes that were highlighted during these events and what we will do with them.



Dr Mark Hodgson

CCG lead for older people's health



Our approach

We believe there are three main phases to 'fit 4 the future' that we will need to go through in order to ensure local services are able to meet the demands of an ageing population.

Phase one

This phase started with a blank canvas. The aim was to inform people of the challenges we will face from an ageing population and ask them to highlight the key themes we need to consider when looking at what we might need to do in order to prepare.

Phase two

This phase will take on board the key themes from phase 1 and identify what types of action we could take. We will then engage further with members of the public to get their views. This will be done separately across each of our three localities (Hambleton, Richmondshire and Whitby) as we appreciate that different areas face different issues.

Phase three

The views obtained in phase 2 will help us to develop a series of options we may wish to consider in each of our localities. This may be about any changes we think need to be made to services or any new services we think need to be developed in order to cope with an ageing population.

Depending on the extent of these options we may wish to formally consult members of the public on our plans.

Once we are happy that our plans are fit for purpose and have been informed through engagement with members of the public and our partners, we will begin to make plans for how we implement them.

What we did in phase one

Phase one was all about us getting out and hearing the views of local people and organisations about what they think is important when it comes to caring for older people.

We did this by holding a number of events across Hambleton, Richmondshire and Whitby to give people the chance to speak with us and share their experiences and ideas.

Each event took a slightly different approach, but all had the aim of encouraging people to write down their comments so we could take them away and start to identify common themes.

From the five public events we held, we took away over 200 written comments which covered aspects of health such as staying healthy, long term conditions, dementia and end of life care.

People also took the opportunity to share their views via email and also in our video booth that we had at some of the events.

Prior to our public events, we also held a separate event for organisations involved in the care of older people to hear about their experiences and how we can work together to overcome the challenges.

To help capture the themes from the day we invited an artist to join the discussions. From the issues discussed they were able to create a picture which summarised the key themes. You can see this picture on the back page of this leaflet.





Key themes from phase 1

Six key themes were highlighted from the comments received at the events...

Keep people in their own homes for as long as possible

Possibly the most popular topic of conversation at the events was about how the NHS can help to keep patients out of hospital and in their own homes for as long as possible.

This theme could almost be considered as an overarching theme towards which all other themes raised would contribute.

Better use of technology, more support for carers and more information to help patients manage their own condition are all things that could ultimately help a patient stay out of hospital and in their own home for as long as possible.

The need to discharge patients from hospital as quickly as possible (providing it is safe to do so) was also highlighted as being important.

Provide more information for patients and their carers

An apparent lack of communication between people involved in the care of patients and with patients themselves was also commonly raised as an area for improvement.

Patients said they were often the last to know about any plans for their care and, if they had access to more timely information, would be able to play a more proactive role in managing their condition.

Provide better patient transport

In an area as rural as ours, patients are concerned about the ability of older patients being able to travel long distances for treatment.

People who live alone were of particular concern and some people said the thought of having to travel a long distance may deter an elderly patient from actually attending appointments.

Facilitate social interaction

In terms of both helping older people to stay healthy and managing dementia, the role of reducing social isolation by providing opportunities for social interaction is the most apparent.

This could be achieved by facilitating more social gatherings such as coffee mornings, exercise classes and other community groups to encourage people to stay physically and mentally active.

The lack of day centres for elderly patients with dementia was specifically highlighted on a number of occasions.

Equally as important as the need to facilitate social interaction is the need to promote and signpost these services, as many people are unaware of what is available in the local community.

As well as the feedback from members of the public in relation to this issue, the organisations who had displays at the events also said how they were not aware of what other support organisations were out there. The very fact the event had brought together a number of organisations was of benefit to them in understanding the support network available in the local area.



Provide more support for carers

Another common theme across many of the events was around providing more support for carers of frail or ill patients.

Giving carers more support, whether in the form of information and guidance or practical hands-on support, was felt to be an area for improvement.

The role of technology

A theme which linked with all of the above was about how patients can be supported through the use of technology.

This could include using technology to monitor and support patients in their own homes or by using technology to avoid the need for patients to travel to appointments.

The role of technology was also raised in relation to helping provide information to patients and carers, such as using websites and social media.

What happens next?

We will use these themes to help us identify possible solutions for how we can start to prepare for the demands arising from an ageing population. Once we have these, we will begin phase two of 'fit 4 the future' which will give you another opportunity to get involved.

In the meantime, if you have any questions please email them to:
hrwccg.hrwcgenquiries@nhs.net

