



Welcome

Shaping Health and Care

International Lawn Tennis Centre
Eastbourne
10 May 2017



Housekeeping



#ESBT
#SHC17



Agenda

- Welcome and introductions
- A personal story
- *East Sussex Better Together (ESBT) Alliance* – next steps
- Group Session 1: Checklist to decide our new model of accountable care
- Break and marketplace
- Group Session 2: Outcomes framework – measuring our success
- Group Session 3: Getting involved in your Locality
- Reflections from today and how to stay involved



Welcome and Introduction

Dr Martin Writer
Chair

Eastbourne, Hailsham and Seaford CCG



Thank you for all your feedback so far

- You've helped make our ESBT programme a success through your **feedback, ideas and commitment** which is enabling us to work together in a more integrated way
- We're now closer than ever to achieving a **fully integrated and sustainable health and social care system** for local people
- Our **new model of accountable care** is the vehicle that will help us cross the 'finishing line' together and complete the transformation we began with back in August 2014





ESBT: more integrated services becoming available for local people

- Crisis response service in place
- Frailty service in place
- Joint Community Rehabilitation Team in place
- Social Prescribing services in place – Welfare Benefits
- 41 Integrated Support Workers recruited
- 15 Proactive Care Practitioners recruited
- Falls assessor and falls prevention classes introduced as part of Falls and Fracture Prevention Service



ESBT: snapshots of success

Joint Community
Rehabilitation Team
supports more than
7,000 people ; 77%
remained at home

'It is so excellent that all
of the different services
are now in
communication....(I) feel
positive and supported'
Frailty Service

'I was very stressed, on
sleeping tablets. After
speaking with the
Welfare Benefits Project
I felt that I had someone
on my side who was
listening to me'



ESBT: recognition and innovation

Kent Surrey and Sussex Academic Health Network awards for key projects to :

- Tackle health inequalities
- Involve the public in shaping services
- Provide enhanced frailty services



Innovative ‘See What I See’ technology project linking care homes residents with GPs for ‘virtual’ communication and assessments wins funding from the Health Foundation – pilot in EHS CCG



A Personal Story

Gerald's Journey



East Sussex Better Together Alliance - next steps

Amanda Philpott Chief Officer, Hastings and Rother CCG and Eastbourne,
Hailsham and Seaford CCG

Martin Hayles Assistant Director of Adult Social Care and Health, East
Sussex County Council

Catherine Ashton Director of Strategy, East Sussex Healthcare NHS Trust



ESBT - our progress so far



- We are already delivering a wide range of **integrated** services and working to **reduce health inequalities**
- But, **we need to do even more** to ensure services are affordable for the future, and that we can continually improve them.
- Our 150 week ESBT programme to transform health and care services is now moving from its first phase of establishing partnerships into ESBT Business as Usual, **your continued contribution is vital**



Key changes in terms of investment

- We're at an important **tipping point between the old and the new**
- Our move to accountable care needs to address the **triple aims**:
 - Improve the quality and experience of patient care
 - Improve population health and well-being
 - Ensure financial sustainability and best use of resources
- This new approach will be **delivered through and designed around our localities**





How we will work as ESBT Alliance

The things that matter in our governance structure include:

- Making sure our health and care services are commissioned based on people's needs and that we are accountable to our local populations
- Making sure local people are involved in the work that we do
- Making sure our staff are able to make the best decisions in the interests of people who use our services
- Making sure we work together to deliver good services now



Stakeholder involvement

Within the ESBT Alliance structure we are setting up a new countywide, collaborative health and wellbeing stakeholder representative group as part of a new approach to involving and engaging stakeholders in strategic planning. We want to:

- Make sure that stakeholders can contribute to the decision-making process
- Continue to use a range of engagement methods and activities to help us shape our new integrated system and improve services
- Improve links between existing groups and forums
- Make best use of the information and views we gather



Fully integrated health and care

We reached a **milestone in April** when we began a 'test-bed' year of the *ESBT* Alliance to:

- assess the **best ways of formally working** even more closely together ('accountable care')
- deliver the **best health and care outcomes** for local people



**Group Session 1:
Checklist to decide our new model
of accountable care**



Checklist to help us decide our new model of care

- During the test-bed year we are looking towards the future and the best option for formally bringing together the ESBT Alliance organisations.
- We have developed a checklist to help us decide this.
- We need your help to see if we've got it right.



Checklist to help us decide our new model of care

In order to decide the best model we need the right list of criteria or ‘a checklist’ to see how well each of them will help us to deliver our aims

Quality and Safety	Clinical and Professional Sustainability	Access and Choice	Deliverability	Financial Sustainability	Transformation	Governance and Accountability
Ensuring that care is safe, effective and local is a priority. The chosen option will ensure high standards in the management and provision of care.	Ensuring clinical and professional sustainability will mean focusing on innovation, excellence and workforce.	Supports choice and person-centred care in the community and ensures local people can see their GP when they need to and can access local services.	Among other legal and statutory considerations, deliverability looks at the cost and expected timeframe needed to implement the model.	Financial sustainability is needed to deal with future challenges like population ageing and availability of qualified staff.	Transforming services to make them more sustainable, better integrated and more local is a key priority for the new model.	Developing an effective governance structure will ensure collective decision-making, citizen participation and accountability.



Checklist to decide our new model of care - discussion

1. Do you agree with the checklist criteria used? Is there anything missing?
2. How can we improve the language used in the checklist so that it can be easily understood?
3. How would you rank each heading in terms of importance?



We hope you will have a chance to visit our marketplace stands today

- Healthwatch
- Home Works
- Support with Confidence
- Coffee Pot Computing
- Health and Social Care Connect
- Domestic Abuse
- Beat the Street
- ESRA
- ESBT Alliance
- East Sussex Local Pharmaceutical Committee
- Sexual Health
- You Said, We Did
- Patient Online
- Age UK
- STEPS



**Shaping Health and Care
Marketplace
Break - tea and coffee**



**Group Session 2:
Outcomes framework –
measuring our success**



Outcomes Framework – you said

“Telling my story only once...”

“To feel in control...”

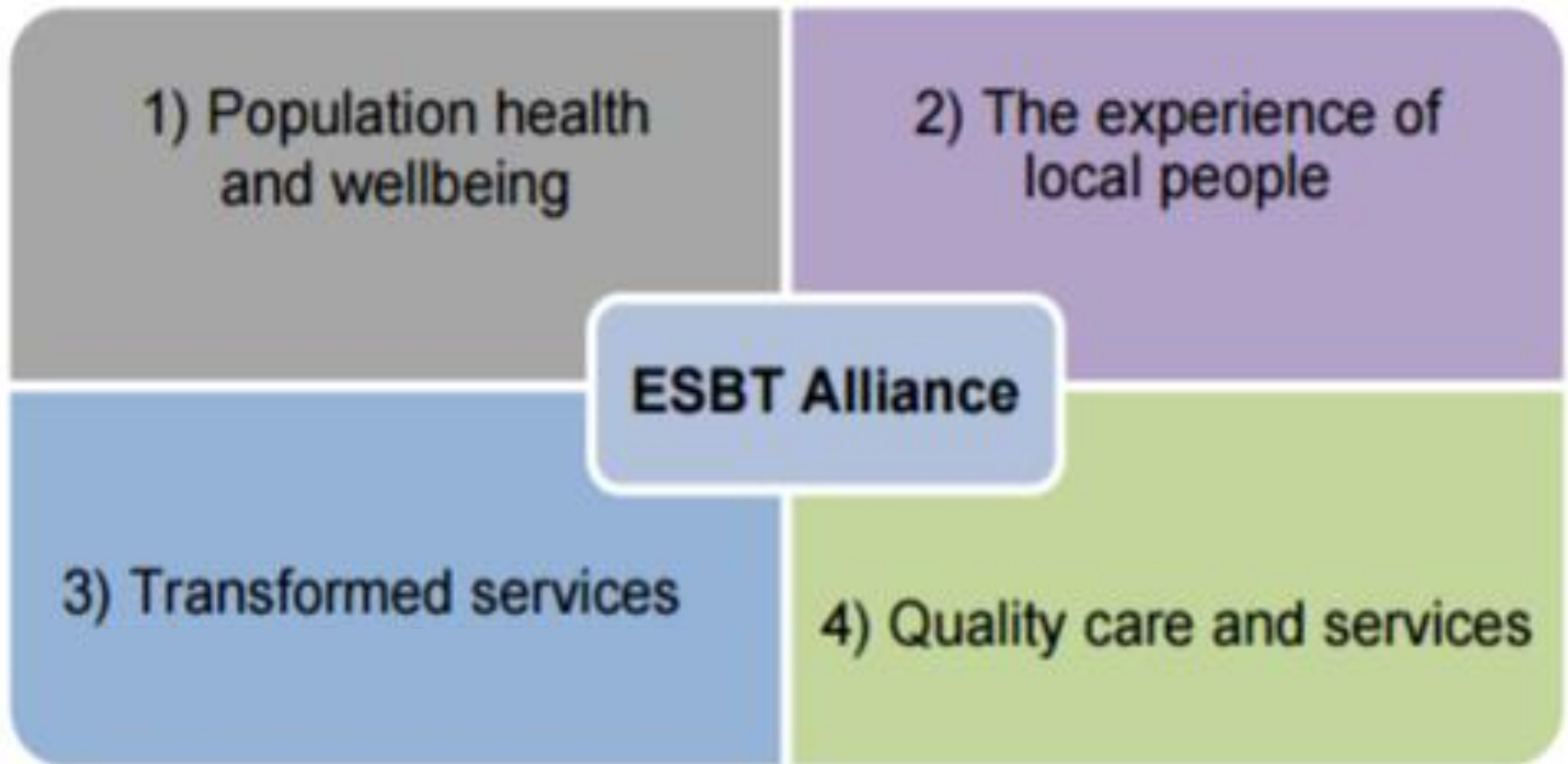
“To get better and feel healthier...”

“Access to support and services...”

“To feel safe and secure...”



Outcomes Framework - framework





Outcomes Framework - discussion

1. Does the outcomes framework reflect what is important to local people about their health and care services?
2. Is there anything missing from the outcomes and objectives?
3. Is the outcomes framework easy to understand?
4. What is the best way of sharing our progress in delivering these outcomes?



**Group session 3:
Getting involved in Locality
Planning**



Planning services in Localities



- Defined **geographical areas**
- A place to **plan** and **deliver** services
- Includes **primary, community social care and mental health services**
- Will have resources to care for people **in the community** and pay for **more specialist care when needed**
- Make best use of scarce **resources and skills**



Identifying priorities for locality planning

What is locality planning?

- A broad range of stakeholders come together to share knowledge and experience to create services which most effectively support local people.
- An opportunity to identify key professionals within each locality who can take that work forward.

What does this mean for you?

- New opportunities to get involved in planning support services.

What do we need from you?

- Invaluable insight into the quality of support services in your local community
- Intelligence about ways of joint working across the voluntary and community sector, integrated Locality Teams, local business and wider partners.

This will help us to co-design services to improve health and care outcomes.



Reflections and staying involved

Frances Hasler

Lay member for patient and public engagement
Eastbourne, Hailsham and Seaford CCG



Staying involved

- Visit eastsussex.gov.uk/esbt
- Twitter **@EastHailSeaCCG**
- Join our **ESBT** Public Reference Forum
- Call us on 01273 485300
- Come to our next Shaping Health and Care Event, **Wednesday, 8 November, 2017**



**Thank you for your time,
energy and valuable
contributions.**

See you in the autumn...