



East Sussex Better Together Issue 10: September 2015

A briefing for staff, local people, service providers and other stakeholders

East Sussex's four health and social care commissioning organisations - the three clinical commissioning groups (CCGs) and East Sussex County Council (ESCC) - are working together with local people and stakeholders to transform local health and care services.

Around £935 million is spent on these services every year. While our budget is likely to stay about the same, demand and costs will continue to rise. To meet this challenge we are changing the way we organise services to ensure high quality and affordable care now and for future generations.

Our shared ambition is that within three years there will be a fully integrated health and social care system locally that will ensure every patient or service user enjoys proactive, joined up care that supports them to live as independently as possible and achieve the best possible outcomes.

East Sussex Better Together is our 150 week transformation programme to achieve this bold ambition.

The *East Sussex Better Together* partners are busy working together with patients, clients, providers and other local stakeholders to deliver integrated health and social care services locally through the [6+2 box model of care](#):

Reporting on weeks 56 to 64 of our 150 week plan ...

Here are the key highlights and our progress since our last update in August 2015:

East Sussex Better Together workshops and events

Across the county, some 250 people attended the last round of *Shaping Health and Social Care* events. Now our programme continues into the autumn with three events planned for November.

Shaping Health and Social Care

Date	Location	Refreshments	Event
17 November	Sussex Coast College, Hastings	5.30pm	6.00 - 8.30pm.
19 November	Winter Gardens, Eastbourne	1.30pm	2.00 - 4.30pm.
27 November	Lewes Town Hall, Lewes	1.30pm	2.00 - 4.30pm

See [our pages on Eventbrite](#) for more information, including access and parking and to book a place at an event. It is important to reserve your place so that we can manage capacity at the venues.



Jargon Buster

Now you can look up terms you might hear when talking about East Sussex Better Together. And, whilst we aim not to use any technical terminology our [glossary of terms](#) will help understanding particular meanings within our complex areas of work. Do tell us if you find words you think we need to add. [Contact us](#).

Two services moving even closer to full integration

• Health and Social Care Connect

The team has started to extend its provision, which is [already offered to GPs and all health and social care professionals](#). This county-wide service has details of all community-based services and can now:

- Refer into community health services from 8am to 10pm every day of the week
- = Access information and advice, social care assessments and simple services from 8.30am to 5pm, Monday to Friday.

After more training and development in their new roles, staff will start to offer assessments and coordinate simple services, urgent packages of care and urgent respite (which is currently offered via the Emergency Duty Service) outside of core hours and at weekends. Here are the roles within the team:

- **Practice managers** overseeing the day-to-day activity of the service
- **Senior Practitioners** (qualified occupational therapists or social workers) supervising frontline staff and supporting decisions on cases.
- **Clinical Nurse Advisors** (qualified District Nurses) providing specialist support for HSCC staff and enquirers
- **Access and Assessment officers** (AAO) handling enquiries along with **Access and Assessment Coordinators** (AAC). AACs will shortly begin to hold sessions at certain GP practices where practice staff can 'drop-in' to get immediate help with more complex cases. This AAC pilot is starting in October and running until April when it will be reviewed.

• Integrated Health and Social Care Teams

The process to appoint eight single line managers for our eight new [integrated health and social care teams](#) is underway. Discussions are taking place with existing managers, [community providers](#) and staff as part of a formal consultation process which lasts several weeks.

We will be working with the managers to develop the integrated teams, ensuring that we are drawing on current skills and expertise as well as introducing new ways of working and maintaining existing levels of service.

Better advice and information for BSL users

Working with DeafCOG, an umbrella organisation that hosts activities and projects of value to the Deaf community, we are looking at what we can do to make information and advice easier for BSL (British Sign Language) users. This is part of work to meet the NHS accessible information standard, and also forms part of the Care Act requirements. Over the next few months staff will be looking at how people get information on our website, in print and on the phone so that they can make improvements. If you'd like to know more, please contact flora.aldridge@eastsussex.gov.uk



Caring for older adults in their communities

The Community Geriatrician Service will be supporting patients, their GPs and other professionals in the community across East Sussex to identify and manage older people, those with long term conditions and those with frailty. We want to care for people in their communities, and reduce their admissions to hospital. Consultant geriatricians make this possible by reviewing patients for health and social care teams, and directing patients between primary and acute (hospital) care.

Since August, Dr Henry Alexander, Consultant Geriatrician, has been providing additional support for intermediate care beds at Lewes Victoria Hospital. Dr Alexander participates in the weekly multi-disciplinary team meeting, reviews patients of concern and provides advice and support to nursing and therapy staff and GPs. This is one example of current work to develop this service and provides extra medical support to that already in place.

The CCGs are working with local hospital trusts to extend this service by recruiting more Community Geriatricians across the county as soon as possible. Further planning around a potential network of support provided by specialist nurses is also being considered by Eastbourne, Hailsham and Seaford CCG and Hastings and Rother CCG to ensure there are no gaps in providing this service.

Accountable care? It's about the difference we make to people's lives

For many years our funding has concentrated on what services are to be delivered, at what price and at what time, with sometimes little measurement of outcomes. Now we are looking to shift the emphasis from what services are provided to the difference they have made.

It is making us think differently about how we plan and allocate resources in health and social care and we call it Accountable Care. We've prepared a discussion paper which we hope will start conversations and build a picture about what it could look like in East Sussex. Our programme board is meeting to discuss this on 4 November 2015 and members have asked us to canvass views to inform their discussion.

Do read our [context paper](#) which gives background information and lists five questions that we would like you to consider as you read our [discussion](#) paper. Then please send your feedback to l.gillings@nhs.net before 4 November, if you can. If you cannot, please be assured that this is the start of the conversation and you will hear more about this in the coming weeks and months.

ESBT briefings: tell us what you think

This regular briefing highlights our work, and remains one of our main outreach channels. But the rapid progress of East Sussex Better Together is changing what we have to tell you, and how we tell it. We have decided to give this regular briefing a facelift.

With this in mind we want to hear your ideas. Do you want news in brief, or magazine-style features about working on the frontline after some of the changes, or interviews from real people about what East Sussex Better Together means to them, or something completely different. [Tell us using our contact form](#), or call Sandra Lamont, senior communications manager on 01273 403681. Your responses will help us improve our content and layout.

To find out more visit the [ESBT website](#)