



East Sussex Better Together Issue 12: May 2016

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

Eastbourne, Hailsham and Seaford Clinical Commissioning Group (EHS CCG), Hastings and Rother Clinical Commissioning Group (HR CCG) and East Sussex County Council (ESCC) are working together with local people and stakeholders to transform local health and care services.

We spend around £850 million 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 must change 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 (ESBT) 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](#) **We are now in week 93 of our 150 week plan ...**

Thank you for your support in 2015/16

We have a lot to do in 2016, but we'll build on some of the things we've already achieved in 2015:

- We launched *Health and Social Care Connect*, our new telephone service that enables health or care professionals to ensure that adults in need of care and support access the right service at the right time
- We designed a new approach to urgent care
- We set up new teams of community nurses, social workers and therapy staff located within groups of GP practices
- We started to talk to a wide range of stakeholders to find out their views on how a new model of care – 'accountable care' – could help us improve health outcomes for the people of East Sussex
- We promoted new ways for people to find the right service for their health needs

Looking back, 2015 was a year of incredible, ambitious and dynamic transformation. You (our stakeholders) helped us do this – by talking to us, telling us your views or giving up your time to attend our face-to-face and co-design events in your local communities. Thank you!

Here are just two of the ways you helped us make good progress in 2015:

1. Telling it as it is

More than 400 people, including health professionals and local people, joined us at our Shaping Health and Care events. Our highest attendance was in Eastbourne in November, where 85 people came along to find out more and give their views. Feedback from all six events, covering both EHS and HR CCG areas, revealed that 80% of people who completed evaluation forms rated



all elements of the event as 'good' or 'excellent', with over 1,000 written comments also submitted through the Public Reference Forum. 2015 saw us work together like never before to focus on patients and services, breaking through traditional organisational boundaries, recognising that in the future, working more closely with partner organisations will be increasingly important.

There's more: you told us you wanted us to keep you informed about our progress. We now have over 1,450 individual entries on our ESBT contacts database; and you gave us useful feedback when we developed our new video about our work. This will help us to build on the progress we have already made and ensure our videos, and other communications, are even more relevant and informative in the future.

2. Embracing technology

By the end of January almost 1,000 people had viewed our new website and downloaded our app, called *Health Help Now*, which helps people to stay healthy and take control of their own and their family's health.

You have also responded to our questionnaires, especially when we have developed them using new features such as 'cloud-based' software. This makes us more accessible to you and allows us to analyse your answers easily and quickly.

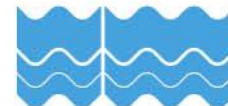
Thank you. We cannot say it enough that your views are important to us. It is crucial that we – local people and local organisations – work together with a common purpose to see high quality, sustainable and accessible health and social care services now and in the future. We want to continue to achieve great things this year, and we'd like you to continue helping us.

What next?

Our work up to 2017 will be partly focussed on continuing to drive changes to services for people with long term conditions.

- You will be aware of our new telephone and triage service – *Health and Social Care Connect (HSCC)* – that makes it easier for health or care professionals to ensure the right support is in place for adult patients quickly. But did you know that we are planning a parallel arrangement for children and young people, and that we also plan to roll out HSCC to members of the public, as well as professionals and clinicians? More on this in a future issue.
- Our new Integrated Locality Teams, which include community nurses, therapists, social workers and support staff working under single line management, will offer early targeted support to help people with identified long-term conditions maintain their independence and stay as healthy as possible for as long as possible.
- A new integrated delivery model has been introduced for children aged 0-5 bringing together Children's Centre Services and Health Visiting. Key community services for children and young people have been largely configured from April 2016 to match the geographical localities adopted for ESBT Integrated Locality Teams for adult services, recognising the benefits of promoting synergy across adults' and children's services. Services for children over 5 years of age have been organised on a geographical basis and opportunities for greater synergies across the whole 0-19 age range will be explored as we go forward.

These changes are important, but they will not on their own achieve the true transformation we need to make sure health and care services are the best they can be for local people.



To transform services fully we not only have to address how we plan and buy services, but also how the provision and delivery of those services is organised. This means a big part of our year will include working closely with the organisations that provide health and care services (hospitals, clinics, GP practices, community and social care). We need to work out the best ways for their services to be organised and how they are paid for (where health and social care budgets can be combined for example, and where they should stay separate).

New models of care: Accountable Care in East Sussex

We call the new model of care we're exploring for ESBT 'Accountable Care'. This focusses on delivering NHS and social care services based on the outcomes, or results, for patients and service users. Put simply, it means the health and care system is geared towards preventing ill health (keeping people well) and promoting independence and wellbeing, while ensuring we have high quality hospital, care and specialist services when people need them. This approach is already being used successfully in other countries around the world.

We have produced three videos exploring what accountable care could mean for the people of East Sussex. Amanda Philpott, chief officer EHS and HR CCGs; Dr Martin Writer, chair EHS CCG; Dr Mark Barnes, clinical director ESBT; Keith Hinkley, director of Adult Social Care ESCC and Julie Fitzgerald, director of Healthwatch East Sussex all take part and you [can watch them here](#).

East Sussex Joint Strategic Needs and Assets Assessment

[The East Sussex Joint Strategic Needs & Assets Assessment \(JSNAA\)](#) is a key resource supporting the CCGs for a wide range of programmes including East Sussex Better Together (ESBT). It is produced by the Public Health Team at East Sussex County Council and contains data, information and commentary on the population of East Sussex, at various geographies, to cover a wide variety of users' needs. Resources include:

- [Scorecards](#) - for over 200 indicators with data down to GP Practice and Electoral Ward level. Great for getting detailed data to a very local level.
- [Area summaries](#) - turn scorecard information into narratives for every locality, CCG and council district and borough. Good for finding out more about your local area, particularly the [new localities for ESBT](#).
- [Practice/locality profiles](#) - pull together all available scorecard indicators for a Practice or Locality.
- [CCG Local Needs and Assets Profiles](#) – draw together nationally benchmarked data for each CCG. These are useful for setting a strategic context around population health needs.
- [National profiles](#) – profiles produced by national organisations on specific topics and populations. Very helpful for working on particular projects e.g. cardiovascular disease, or services for children.
- [Director of Public Health Annual Reports](#) – recent reports focus on strengthening personal and community resilience.

Resources are updated regularly so to keep up-to-date please [subscribe to a monthly email alert here](#). Public Health are running a [consultation survey](#), which should only take about 5-10 minutes to complete, around the JSNAA site and its content and they would really welcome your feedback by **31st May 2016**.



Your invitation to proactive care events in your area

As someone interested in health and social care – either as part of an organisation or as an individual - we'd like to invite you to attend an event on proactive care in your local area. The events are being run as part of a series on proactive care in communities that [East Sussex Better Together](#) is holding, in May and June 2016 across Hastings and Rother, Eastbourne, Hailsham and Seaford.

What is proactive care, and how can it help people take more control of their health and wellbeing? Simply put, proactive care is a way of identifying opportunities for people with long-term conditions to take positive, preventative action that enables them to stay as well and healthy as possible for as long as possible. It's backed by targeted support and expertise from dedicated local health and care professionals when they need it. So why should you come?

- **Keep up to date with the latest local developments for integration** - delivering integrated health and social care is a key part of East Sussex Better Together, and proactive care will be our approach. The events will seek to build understanding of what proactive care is, and explore how we can build a shared, local approach where everyone has a role to play.
- **It's free to attend**, they're local and events will run for no longer than three hours.
- **It's a good networking opportunity** - meet members of the new integrated health and care teams, health and social care professionals from a range of settings, providers, voluntary organisations and local groups and members of the local community.

[Book a place at your local event](#) – we hope to see you there! If you have any questions about the events or proactive care, you can email eastsussex.bettertogether@eastsussex.gov.uk

Shaping Health and Social Care public events

Our recent Shaping Health and Social Care event, held at Sussex Coast College in Hastings on 3 May, was well attended and we will be reporting on the feedback we received in a future newsletter. There's still just time to reserve your place at our Eastbourne event – full details on how to do this are below. We hope you can join us there!

Wednesday 11 May, 6pm-8.30pm

Winter Garden (Floral Hall), Compton Road, Eastbourne

To reserve your place <https://www.eventbrite.co.uk/e/eastbourne-shaping-health-and-social-care-services-event-tickets-24086726046>