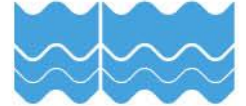




East Sussex Better Together: Shaping Services for the Future

Feedback Report Shaping Health and Care Events - May 2016





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If you require a hard copy version of this report or the presentations from the events, please call 01273 403677 and speak to our **Engagement Support Officer**.

Introduction

Since the formation of Eastbourne, Hailsham and Seaford CCG (EHS CCG) and Hastings and Rother CCG (HR CCG) in April 2013, we have been holding twice-yearly Shaping Health and Care workshops with local people.

Your views are central to building a local system that promotes and enables good physical and mental health, helps people to help themselves stay well, offers excellent treatment when they do require health or care services, and supports people and communities to thrive.



This spring, we held one Shaping Health and Care event in each CCG area, offering local people the opportunity to hear about local achievements and challenges for that area. The feedback received at these events has been used to inform how we plan and put in place services and support as part of our *East Sussex Better Together* programme.

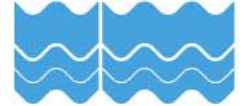
This report is a summary of what we learned from the spring 2016 Shaping Health and Care events. It describes each topic area that was discussed including the key themes from the discussion and the answers to the questions people asked.

Hastings and Rother CCG

Hastings, Station Plaza
Tuesday 3 May 2016

Eastbourne, Hailsham and Seaford CCG

Eastbourne, Winter Gardens
Thursday 11 May 2016



East Sussex Better Together

East Sussex Better Together (ESBT) is our 150-week programme to transform health and social care services. It is about making sure we use our combined £850million annual budget to achieve the best possible services for local people.

The programme started in August 2014 and is led by EHS CCG, HR CCG, East Sussex County Council, East Sussex Healthcare NHS Trust and Sussex Partnership NHS Foundation Trust.

You can read more about the programme on the [East Sussex Better Together website](#). If you would like more information on getting involved, please go to page 20 of this report.

Who attended the events and how did they take part?

The Shaping Health and Care events are one of the ways we listen to local people, using what we learn to inform how local health and care services are planned.

We promoted the spring events through our websites, email, social media channels, patient participation groups, voluntary organisations, community groups and strategic partners. More than 140 local people participated, together with CCG governing body members and local health and social care staff. The spring events were a way for local people to:

- Find out about how the CCGs and East Sussex County Council had acted on the learning from the previous Shaping Health and Care events in autumn 2015
- Hear an update on the ESBT story so far and our upcoming plans
- Ask questions and raise issues directly to the CCG governing body members and senior health and social care professionals
- Offer suggestions to inform how we plan services and support in key areas
- Find out about local services and support that is available at our marketplace stands.

In response to your feedback from previous events, these events were designed to be more interactive. This was done in the following ways:

- We reduced the length of presentations, offering more time for group discussions, and allowing you to express your suggestions and experiences
- We introduced a marketplace area, so that you had the opportunity to talk directly to the people providing services and support in your local area.

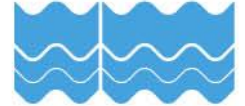
- We created a **You said, We did** marketplace stand, providing information about how we had acted on information you had previously told us. At this stand, senior health and care leaders from the CCGs and the county council were available to answer your questions.
- We used an interactive online question tool (Slido), enabling you to ask questions of speakers and organisers. 41 people at the events used this method, generating 62 questions and answers.



What we talked about:

We asked attendees for their experiences, opinions and suggestions about four key areas, and discussed how to develop services and support to meet local needs. The areas of focus were:

- How we can manage our own health and health conditions, thinking about what makes us feel more confident and supported to live well.
- How we can tackle the issue of unused medicines so that they are taken as prescribed and unnecessary waste is reduced.
- How we issue repeat prescriptions and dispense medicine, thinking about improvements that are being made and how we can ensure local people experience the benefits.
- What is important to you when you need urgent care - focusing on both health and social care services.



Our Live Well group session

For this session, delegates were provided with information about our 'Live Well' work, which aims to enable local people to be better supported and more confident to manage their own health and care conditions. We provided information on:

- What we mean by living well.
- Why our work to support people to live well is important.
- What local people have told us previously about this subject.

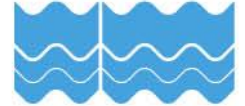
Background

Living well is about:

- Helping to promote independence, and empowering you to make healthier choices for yourself and the people you care for.
- Helping you to access the right advice and support, when you need it, in a way that is beneficial to you.
- Making available the skills, tools and technology so that you are able to manage your own health and care needs.

This subject is important because:

- When we talk about health and care, people often imagine hospitals, doctors and other support services. However, health is about more than how we support people when they are experiencing illness, disease or disability. It is about people being able to reach their full potential and live happy and fulfilling lives, whatever their starting point.
- There is rapidly increasing demand for health and social care services, but the money we have to pay for these is likely to stay the same. Our population is growing and people are living longer, so demand for health and social care is growing faster than our budget.
- Our ageing population means that we will have more complex needs as we get older.
- It's also about fairness. There are big differences between those with the best health and those with the worst health in East Sussex.



You were asked to consider three key questions:

- With regards to the Live Well programme, what do you feel will most help you to manage your own health and care needs?
- What would be the best way to communicate what we are doing as part of the Live Well programme?
- Considering the Live Well objectives, what other services or solutions would you like to see developed?

What you said:

You would like to see services and support working together offering **well- rounded information and support** to local people, and there may be opportunities to use existing facilities that would be more accessible to local people. You commented on the opportunity to improve social inclusion through this, and the potential for peer support to help here.

You told us that it is important to make the **right sort of information available**, both for health and care professionals and for local people. You suggested there is a key role for GP surgeries here and that other venues should also be considered – to ensure the right information gets to people where they are.

You talked about the importance of **staying healthy from a young age**, and that this should include advice on keeping active and healthy eating.

You suggested there was a role for **digital solutions to supporting people to live well**, highlighting the importance of training for potential users.

How we have used this information:

- We are introducing Social Prescribing services. These services promote health and wellbeing, supporting people by offering non-clinical sources of community support, including confidential advice on benefits and support. These services are additional or alternative to clinical support. Where possible these services are based in GP practices
- Telecare services, such as community alarms and falls detectors, are currently provided to over 4,250 people. We are planning to introduce technology enabled care services that will help people feel more confident living at home

- In July 2016, we launched a £1.4 million programme to create a step change in tackling obesity in nursery school children. The scheme is offering £5,000 grants to nursery schools for activities aimed at increasing physical activity and promoting healthy eating, both in nursery schools and at home. The investment complements [a similar initiative launched by the county council earlier this year, aimed at schools and colleges.](#)

Our innovative website and mobile phone app- *Health Help Now*, is available to help people to understand where they should go for treatment, especially when they are not sure what to do or who to contact.

- The web app can be found online at www.healthhelpnow-nhs.net and is free to everyone who lives and works in East Sussex. It functions like a mobile phone app and helps people check their symptoms and find the best place for treatment – showing which services near them are open.

Our Medicines group sessions

Delegates were given a choice of two discussion topics related to medicine:

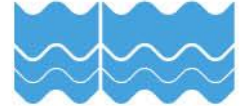
- Co-designing a campaign to reduce unnecessary medicines waste.
- Implementing an electronic repeat prescribing service.

Background

Locally, our CCG spends nearly £70m every year on medicines, with repeats counting for 80% of all prescription items. Evidence suggests up to 50% of people don't take their medicines as the prescriber intended. GP feedback suggests the current system for repeat prescriptions makes it easy for people to unintentionally stockpile medicines they do not require.

The picture on the right shows medicines returned by one person in our local area.





To overcome wastage, the CCG wants to do two things:

- Introduce an electronic Repeat Dispensing (eRD) service, which aims increase the safety of repeat prescriptions and improve people's use of medicines.
- Implement a medicines waste campaign, raising awareness of what wasted medicine costs the NHS, and how it can be remedied.

The eRD scheme provides a range of benefits including:

- Electronic repeat prescriptions being available on the NHS system for the community pharmacist to download when appropriate for the patient.
- People being able to visit their chosen pharmacy for their continued supply of medicines, without the need to reorder prescriptions through their GP surgery.
- People receiving regular contact with pharmacists to discuss issues such as:
 - Medicines-related issues
 - Pharmaceutical advice on self-care
 - Support to manage long-term conditions.

To implement these schemes, the CCG will be working with:

- GPs who prescribe the medicines
- Pharmacies who dispense the medicines
- Local people who use the medicines.

We asked you:

Medicines Waste Campaign

We shared with you an example of a national campaign that has been developed with the aim of reducing unnecessary medicines waste, and asked for your ideas on:

- using the campaign locally
or
- designing a different campaign, tailored solely for our area.



We also wanted to hear your thoughts about the most effective way of communicating the campaign to the public, and asked you for any other ideas about improving how people use medicine.

Electronic Repeat Prescribing

Many people access their regular medication using a repeat prescribing approach. This is a partnership between patient and prescriber, which allows the prescriber to authorise a prescription so it can be repeatedly issued, without the patient having to consult the prescriber each time they need a prescription.

We asked what you thought of the new electronic repeat prescribing system. We wanted to hear your suggestions about the best way to communicate the benefits and how we could encourage people to use this system. We sought any other ideas you had to improve the repeat prescribing process.



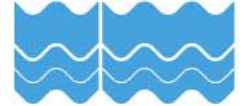
What you said:

Medicines campaign	electronic Repeat Dispensing
<p>You told us the campaign materials we shared needed to be simpler and more accessible to people</p>	<p>You thought this system would help patients to manage their medicines more easily and reduce waste</p>
<p>You suggested the campaign materials could be made more relevant by including facts about costs and information about unused medicines having to be disposed of for safety reasons</p>	<p>You told us it is important to make sure patients understand the service – that the pharmacist will help them to make the best use of their medicines</p>
<p>You highlighted the importance of the relationship between the patient and the GP and pharmacist, including the opportunity to improve how decisions about medicines could be better shared between clinicians and patients.</p>	<p>You said that the proposed leaflet should be simpler and accessible, and communications should promote the positive benefits for patients and staff</p>

How we have used this information:

We have used the information you provided during these sessions in the following ways:

- We have introduced the *Electronic Repeat Dispensing plus* service across pharmacies, which will support GPs to identify patients for repeat dispensing.
- Using your feedback, we will soon be launching a medicines waste campaign across all of our pharmacies to reduce wasted medicines. This will encourage people to speak to their pharmacists and GPs about what medicines they actually use to reduce wastage.



Our Urgent Care group session

Delegates were provided with information about our work to transform urgent care, including:

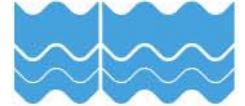
- What we mean by urgent care.
- The services we currently provide for urgent care.
- Information about what you have told us previously in this area.

Background

Urgent care is a term that describes the range of services provided for people who require same day health or social care advice, care or treatment. This is different from the emergency care provided by our emergency departments (A&E), 999 and ambulances which are set up to respond to serious or life threatening health issues. Through ESBT, local people have been helping us consider how we can best organise and provide urgent care services in the future.

Current urgent care services include:

- GP practices
- NHS walk-in-centres at Eastbourne Station and Station Plaza, Hastings
- Pharmacies
- Mental health crisis support
- Adult Social Care – Emergency duty service
- Out-of hours GPs (telephone advice, clinics and home visits)
- Out of hours nursing and social care teams
- NHS 111
- NHS Choices website
- Health Help Now App
- East Sussex 1Space (East Sussex directory of care, support and wellbeing services)



We asked you:

We circulated a short survey to help us to understand what is important to you when you need to access services quickly. This will help inform the development of future urgent care services including:

- The self-care services and advice available locally;
- The range of services provided by NHS 111;
- How same-day urgent medical appointments are provided; and,
- Availability of GP appointments in the evening and at weekends.

We asked you to tell us if there was anything we hadn't included in the survey. We also asked you for any other ideas you had for improving local urgent care services.

What you said:

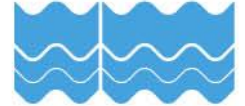
Eighty delegates completed the urgent care survey. The results told us that:

- You have mixed views about the importance of seeing your usual GP, or a GP in your practice, or the option to use a video call.
- It is important to you to be able to access urgent care over the phone, have all your needs met in a single appointment, access services in the evening or the weekend, and be able to find advice.
- It is particularly important to you to be able to access a same day appointment or an appointment within 48 hours.

You told us it is important to have the **right information about urgent services** and that those services offer good advice. You highlighted the role of digital technology in improving the availability of this information and advice.

You said the **timing and accessibility of appointments** is important. You particularly emphasised GP appointments here, but also noted the value of other professionals in providing support as part of an urgent care pathway (for example pharmacies).

You would like us to use **digital solutions** to improve access to urgent care, for example remote consultations and making more use of telephone based appointments.



You suggested there should be **better access to patient records** both for patients and professionals and these should be shared between services

You highlighted the importance of **self-care, proactive prevention** (for example access to non-medical support such as social prescribing) and education so local people understood the services available that can best support them.

You said that **consistency of care** was important especially to those with complex or long term needs.

How we have used this information:

We have recruited “Navigators”, who will be located in the emergency departments at Eastbourne DGH and the Conquest Hospital, 11am until 10pm, 7 days a week. The service starts this October and they will:

- Help people to register with a GP or dentist, if they do not have one.
- Sign post to community and voluntary services.
- Help people to use or arrange appropriate transport home.
- Talk to people about what advice and remedies/treatments pharmacies can provide.
- Talk to people about where and how they might get the support and/or treatment they need, in the future.

We have extended the hours for the “Take Home and Settle Team” working in Eastbourne DGH and the Conquest Hospital. Age UK East Sussex is now able to return home with people, departing hospital up to 8 o'clock in the evening. They will:

- Accompany that person from hospital to their home.
- Contact the relative or friend to let them know that they will be assisting and what time they expect to reach home.
- Visit a shop on the way, to pick up any items they need, such as milk, food and sundry items.
- Liaise with other services to arrange additional support once that person is at home, such as the Home from Hospital Team.
- We are working with our GP practices to explore the use of telephone and same-day appointment systems and practices. This will make it easier for people to access an appropriate professional, when it is needed on an urgent basis.

Our Health Help Now web app www.healthhelpnow-nhs.net helps people check their symptoms and find the best place for treatment – showing which services near them are open. The app will also help people to know when to go to A&E, and when not to.

Patient Online is being introduced, providing local people with access to view their medical records online, order repeat prescriptions, and book appointments. You can find out more about what one of our local practices is doing to promote this by watching this [video](#).

Our 'Health and Social Care Connect' service enables different professionals to share vital information when referring patients. Nurses are on hand to prioritise urgent and complex cases, speed up assessments and referrals, and draw on support from other practitioners such as occupational therapists and social workers.

Marketplace

To encourage interactivity, we gave local organisations the chance to have marketplace stands at the events. We also had several ESBT staff present their projects. This provided organisations and staff with the chance to promote their work, canvas support, and network with other organisations in East Sussex.

Having a range of local organisations at the same event also gave attendees a chance to interact without having to separately visit each organisation. This was particularly important to people with mobility issues, who had previously commented they struggled to access local services due to a lack of mobility.

Marketplace stands included:

- Isabel Blackman Centre
- St Michael's Hospice
- The Conservation Volunteers
- Little Gate Farm
- Local Pharmaceutical Committee
- Patient Online
- Vulnerable Patients Scheme
- Hastings Furniture Service
- Healthy Hastings and Rother



In response to a question about payment for outcomes under a new model of 'accountable' care, currently the CCGs pay for each service that is provided. For example, there is a fixed fee for a hip replacement. Payment is not based on outcomes, we want to change that. Our aim is to keep people well and pay for this outcome rather than an individual service.

Eastbourne, Hailsham and Seaford



At the Eastbourne, Hailsham and Seaford event we replied:

In response to the query about our key achievements, we confirmed these included:

- We now have integrated health and social care teams in your locality and a single way of contacting them
- We are one of the best CCGs in the country for high quality antibiotic prescribing
- We have launched STEPS, an independent living service to help people with practical tasks
- We have launched Health Help Now, both online and as a smartphone app, to advise people of the best places to go for help with their symptoms.

We confirmed that across EHS CCG and HR CCG, £1 in every £25 spent on primary care prescribing is wasted. This amounts to £3.5 million every year.

Together, across health and social care in East Sussex, our budget is over £1 billion. The combined budget across the ESBT area (incorporating health and social care in the EHS CCG area and the HR CCG area) is approximately £850 million.



Electronic prescribing has already been rolled out in all but one practice across EHS CCG. Of those practices, the vast majority use the system more than the national average.

We acknowledged it is a challenge to recruit and retain GPs locally, while the existing workforce is getting older and there are work/life balance issues for them. This is a national problem and is made worse by the low number of trainee GPs. The CCG has encouraged GP practices to work together (often referred to as federations) so they can share technology and workforce.

We are encouraging more trainees to stay on after their training period (currently about half of those who train in the area leave afterwards).

You said, We did

You'd like to see services and support working together offering holistic information and support

We're introducing Social Prescribing services to promote health and wellbeing by offering non-clinical sources of support, for example Benefits Advice

You said it's important that the right information is available to help people to live well

We have introduced our *Health Help Now* app and website to help people understand where they should go for treatment

You talked about the importance of staying healthy from a young age

We launched a programme to tackle obesity in nursery school children, aimed at increasing physical activity and promoting healthy eating



You highlighted the importance of the relationship between patient and clinician in improving how decisions about medicines could be better shared

We are working with local people, including clinicians, to develop patient decision aids to help you make joint decisions about your care with your doctor

You told us it's important to have the right information about urgent services

We have recruited 'Navigators' located in emergency departments to help people with information about services and provide advice

You said the timing and accessibility of appointments is important

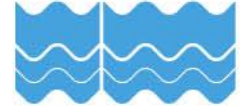
We are working with GPs to explore use of telephone and same day appointment systems and practices

You suggested there should be better access to patient records

Patient online is being introduced providing access to view medical records, order repeat prescriptions, and book appointments with GPs.

You want further information sharing between professionals

Our Health and Social Care Connect service enables different professionals to share vital information when referring patients



You would like health and care organisations to better promote pharmacy services

Using your feedback, we'll soon be launching our medicines waste campaign to encourage people to speak to their pharmacist and GP

You thought the electronic Repeat Dispensing system would help patients to manage their medicines

We have introduced the Electronic Repeat Dispensing Plus service across pharmacies, which will support GPs to identify patients for repeat dispensing

Your feedback

'Thank you for the range of events and activities made available to us to allow our input into important health issues.'

Comment made using Slido

Did you enjoy the events?

- There was good feedback about the value of the events; you particularly enjoyed the marketplace and group discussions and some of you told us you enjoyed the option to then ask questions online at the event.
- You provided positive feedback on the events as a whole, from the 37 evaluations returned you scored the event on average of 4.4 out of a maximum 5.

What didn't you like, or what didn't work?

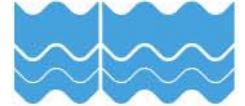
- Some of you highlighted difficulties with the acoustics at the venues.

What were your suggestions?

- You would like to hear more about the future of ESBT
- Some of you would like longer to engage with the marketplace
- You said we should work on reaching more diverse audience

Would you come again?

- Over 97% of those of you who completed an evaluation form said you would attend a similar event in future.



Next steps

Similar to previous Shaping Health events, all of the conversations that took place were recorded by a member of staff. These have been grouped into the common themes in this report. This information has been shared within the CCGs and social care services so the lead managers responsible for commissioning services can consider your ideas as they develop services.

This learning is directly informing the development of our plans as part of the East Sussex Better Together programme.

How to get involved

Subscribe to our mailing list

By subscribing, you can receive news briefings, event information, and take part in consultations. To subscribe, please register at: <http://www.eastsussex.gov.uk/esbtemail>.

Attend an event

We post all planned events on our website, and email everyone who signs up for our briefings. In addition, we promote events through local contact community groups.

Write to us

Please contact us through the freepost address below if you would like more information

Engagement Team
East Sussex Better Together
Freepost
SEA2474
BN8 2ZZ

Public Reference Forum

We have launched a public reference forum for you to have a say and inform the development of local services under East Sussex Better Together. The forum is managed by East Sussex Community Voice (ESCV), which also provides Healthwatch East Sussex.

For more information, please contact **Frances** at prforum@escv.org.uk.