



**Shaping Health and Care
Services
May/June 2015**



Progress since we last met



Streamlining access to health and social care

We were:

- Considering how a streamlined point of access could help people and professionals get better, faster and more coordinated advice and support for those with both **health and social care** needs.
- Talking to local people, clinicians and care professionals about how such a service could work.



Streamlining access to health and social care

You said:

It needs to work across a range of services including acute hospital, social care, community rehabilitation, district nursing, GP, mental health, voluntary sector

It needs to be easy to access

It needs to be a one-stop-shop for support and advice



Streamlining access to health and social care

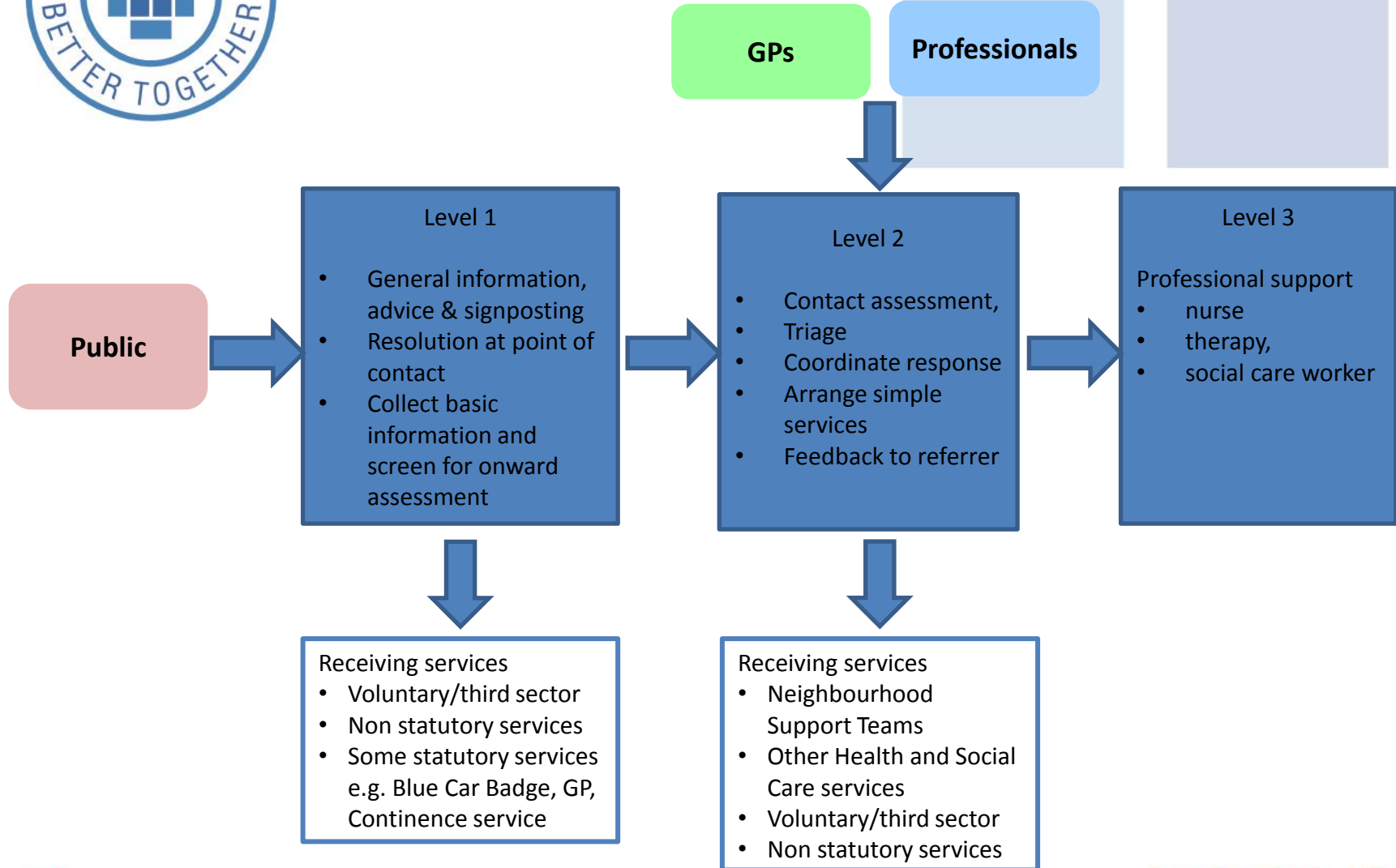
We have:

Launched Health and Social Care Connect in April 2015

- A single phone service providing a link between a range of community health and care services. Aimed at providing higher quality services and support in the health and social care system through:
 - Improved co-ordination between services with reduced duplication and handoffs between services.
 - Improved response times for assessments and interventions.
- First phase for professionals working with adults with long-term conditions
- For rollout to public in October, with service for children, adults and learning disabilities soon after.



Streamlining access to health and social care. How It works





Community health and social care teams

We were:

- Considering how new teams of health **and** social care professionals could provide more joined-up care for local people with long-term needs.
- Exploring the idea with clinicians and local people through **Care Design Groups**.



Community health and social care teams

You said:

Give people a key worker or named contact for all their health and social care needs.

Make teams local and accessible

Support people being discharged from hospital

Help people live independently at home and avoid hospital admissions



Community health and social care teams

We have:

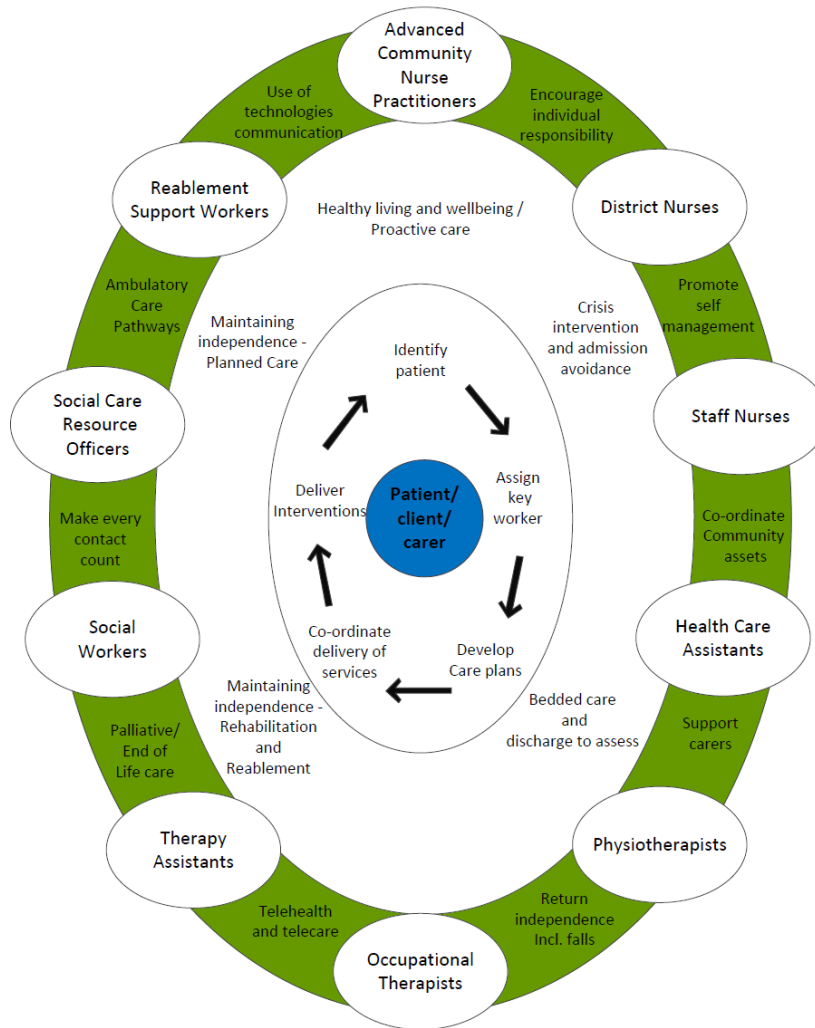
- Developed a blueprint for locality-based integrated teams to include social workers, district nurses, physiotherapists, healthcare assistants and more – **for launch in October 2015.**
- Carried out extensive engagement with the public and local NHS and care providers
- Set aside **extra investment** to make it happen



Community health and social care teams

A locality-based team made up of nursing, therapy and social care delivering full range of functions.

Providing individual packages of integrated care to support independent living, avoid admissions and help people recover from illness.





Improving access to urgent care

We were:

- Considering how to relieve the pressures on local urgent care services such as A&E, ambulance, GPs, out-of-hour, and how to improve the way people access services and make the rights choices
- Learning from local people about your experiences of accessing urgent care.



Improving access to urgent care

You said:

We want to be clear about what services are available and how to access them

We want 7-day a week access to community-based health and social care

Use telecare and technology to help people make the right choices

Better emergency care for mental health



Improving access to urgent care

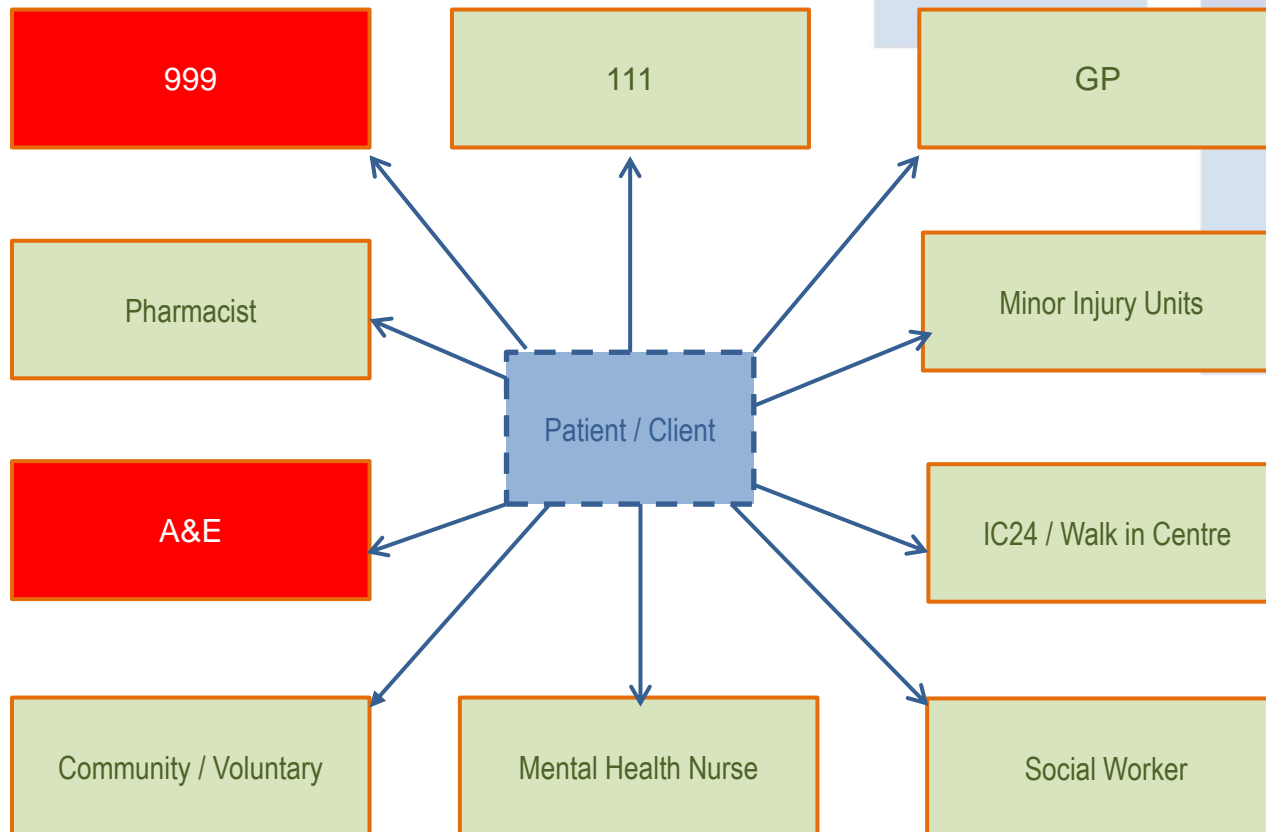
We have:

- Carried out extensive public and clinical engagement, including two major stakeholder events.
- Developed a model for GP-led urgent care that enables people to access the right services at the right time, which we're testing with local people.
- Developing a mobile app to help people make the right choices about accessing care.



Improving access to urgent care

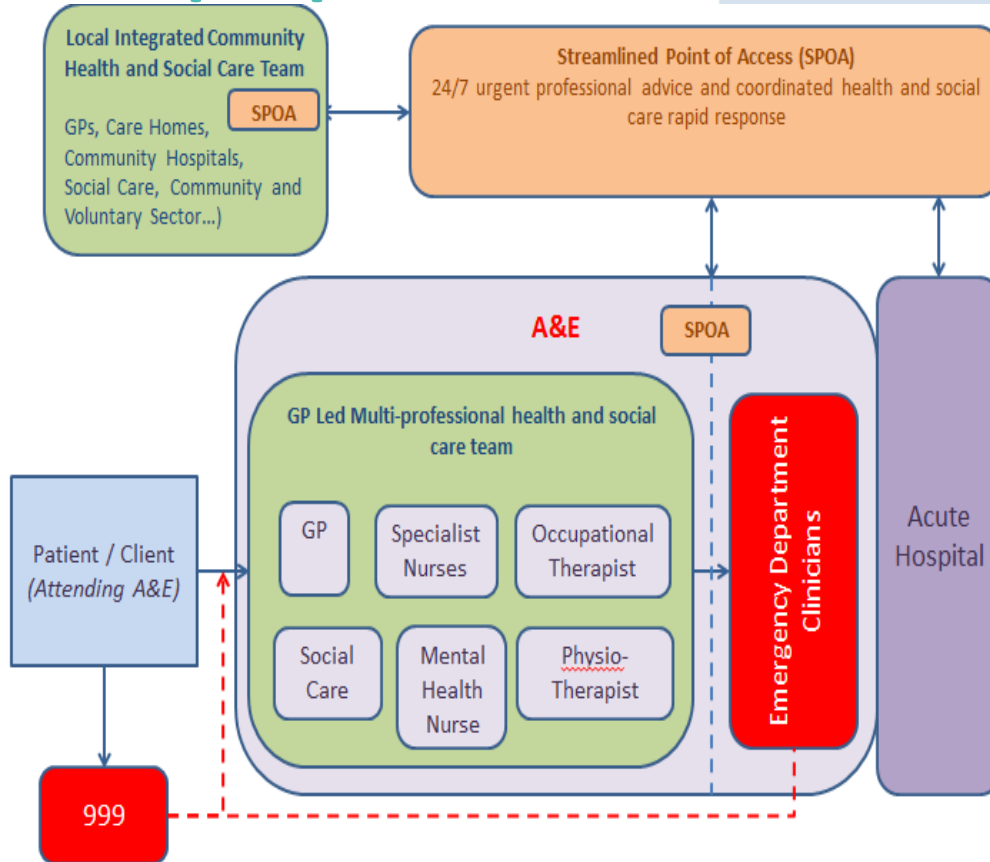
How the current system works





Improving access to urgent care

Our proposed GP-led model





Self management – health and wellbeing

We were:

- Considering how to support people develop their knowledge, skills and confidence to successfully manage long-term conditions such as diabetes, dementia, high blood pressure.
- Looking at ways to help people avoid getting ill and to lead healthier lives.



Self management – health and wellbeing

You said:

Empower people to make their own decisions and take charge

Use new tools and technology such as telehealth

Use peer support

Link up with other local health and wellbeing services– social prescribing



Self management – health and wellbeing

We have:

- Been testing web-based and peer support programmes for people with long-term conditions
- Been developing an app to help people make healthy choices
- Developed behaviour change programmes to address health inequalities
- Introduced benefits advice in GP practices and social prescribing for people with mental health problems
- Made self management one of the four main workstreams of ESBT



Working with you

- We've continued to work closely with the public and partners:
 - Testing co-design of integrated community health and social care teams
 - Launching a public reference forum
 - Established a communications and engagement working group, co-chaired by the voluntary sector
 - Held major stakeholder events for urgent care.