East Sussex Better Together
Issue 11: October/November 2015
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 £800 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 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.

* Partnership update – see page 3

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 65 to 71 of our 150 week plan …

Here are the key highlights and our progress since our last update in week 64:

New NHS “app” for East Sussex to help beat strain on A&E

We all know that as winter sets in our urgent care, out of hours and GP services get busier. As part of our wider strategy to reform urgent care, and encourage appropriate use of services we will be launching an innovative free “app” which will advise users of the best place to go for help at any time of the day or night.

Health Help Now can be downloaded from www.healthhelpnow-nhs.net and can be used on mobile phones, tablets, laptops and desk computers. The app has been developed with input from local GPs, hospital doctors and other health professionals. It lists common symptoms and offers suggestions for treatment.

The app breaks down symptoms by age (baby, child, teenager, adult and older adult) to make it easier for people to find the right treatment. Users simply click on their symptoms and tell the app where they are and it works out where they should go for the most appropriate help and care. If it is to a pharmacy it will give directions to the nearest one that is open and directions to nearest other services they might need.

Health Help Now is free to anyone who lives and works in East Sussex and covers the whole of the county. It will be particularly useful at night and at weekends and when people are somewhere other than their home town. Anyone who does not have internet access should call NHS111 free for urgent healthcare advice 24 hours a day.
Self Care, Self Management, Assistive Technology and Primary Prevention Programme (SSAP)

We introduced this programme in Issue 9. It has begun to take shape with four different work streams working together make real and meaningful changes to the ways people are helped to take control of their own health and social care needs, both now and in the future.

Here are some highlights from the work that is being delivered. Progress will be informed by engagement and co-design sessions in 2016, which we will publicise and invite you to attend.

- **Health coaching for practice clinicians**: two one-day training sessions have been provided for clinicians in practices in Lewes, as part of a wider self-management service called ‘Live Well Feel Better in Lewes’. Participants were encouraged to focus on their interactions with patients and use coaching techniques when they engage with patients with chronic conditions or others for which there is no direct clinical solution. Evaluation comments received showed the sessions to be successful with feedback ranging from “Wow! Mind blowing. Time now to consolidate and put into practice in day to day working” and “plenty of opportunities for non-judgemental practice, tuition and learning …”

  Overall, it is hoped that people will feel more empowered to manage their own health; shift the doctor/patient dynamic from one of mutual dependency to independence; improve health outcomes, autonomy and wellbeing for patients; and ultimately reduce the need for GP appointments.

- **Helping people to assess their own needs and find support**: a web portal to help people work out their own needs is being developed as part of East Sussex County Council’s social care information system transformation programme. This will be the first step to a web-based pathway for social care and will take in such areas as understanding needs, finding services and groups, asking for a social care assessment and interacting with social care through an online account. It will also link to the council directory called 1Space to find services and groups that can help.

  The portal is planned to go live early 2016 with further development phases thereafter. Once complete, it will be available for clients to apply and manage their accounts online; professionals, paid staff and volunteers to use on behalf of their clients; and families, carers and friends to use on behalf of someone they are helping.

- **Using technology to manage health and social care needs**: we have shaped a proposal to develop ‘technology enabled care solutions’. Working alongside our new Integrated Locality Teams we will be: helping patients self manage and enable clinicians to monitor health needs, making better use of clinical time; enabling people to receive care when necessary for their needs (making it their choice as to whether remote or face to face care is best for them) and; increasing people’s confidence and knowledge of their condition.

- **Embedding new approaches in to practice**: Alongside the development of innovative new approaches and solutions the SSAP programme of work will look at ways of embedding them in to practice. All work-streams are collectively working on a workforce strategy and will aim to support and promote the use of these new approaches with health and social care staff. The work streams are also looking at ways of improving user experience of self-care/ self-management solutions and improving take up as part of the patient pathway.
STEPS to help lead an independent life

A new independent living service will help people over 65 years who face housing difficulties and those over 18 years with a long term physical health conditions get support services in place before domestic difficulties become overwhelming.

Launched on 21 November, STEPS can advise on how to cope with practical tasks, such as keeping well, keeping warm and reducing energy bills, keeping homes safe and getting online. Helping people find out about support to manage their homes - for example, dealing with tenancy or mortgage worries, accessing benefit advice and debt management and help to approach other organisations is also available. Read the STEPS service leaflet to find out more.

Continuing to explore the opportunities and challenges of accountable care

We have made significant progress designing the principles for a new NHS and social care system that will offer high quality, sustainable services into the future. However, service redesign, integration and innovation aren’t enough. The next logical step, if we are to achieve transformational change by the end of our 150 week programme, is to start testing in more detail models for an affordable and sustainable future for our providers. This means thinking about all aspects of providing care: primary, community and secondary, NHS, voluntary, third and independent sector, adults and children, social, physical and mental health, and hearing from local people and stakeholders about what is important to them.

We are really encouraged that our two papers on accountable care have stimulated active discussions with member practices, patients, the public and our providers. It is becoming very clear that there is considerable support for us to look forwards and start building a picture about what accountable care could look like in East Sussex.

Part of our research and intelligence gathering has involved looking at what happens beyond UK-shores and in November we were pleased to welcome representatives from Spain to tell us about ways they have worked over the last 15 years. Colleagues from Ribera Salud visited East Sussex to participate in a senior leaders learning event hosted by the CCGs on 5 November 2015. Feedback from this event has been extremely positive, and a number of organisations have asked to remain actively engaged.

We are now proposing a comprehensive review and evaluation of the different models of accountable care and are designing an extensive communications and engagement plan to ensure you are kept in touch and continue to have opportunities to be involved.

- Partnership update: Moving our focus from planning to delivery and turning our vision of ESBT into reality has resulted in changes to our partnership. At this stage, High Weald Lewes Havens (HWLH) CCG has taken the decision to withdraw from the East Sussex Better Together (ESBT) programme. This is because some 85 percent of residents in this area travel outside of East Sussex to receive acute hospital care (for example to Brighton and Tunbridge Wells). HWLH CCG has decided, therefore, to focus resources on joint working with those CCGs whose patients use the same acute hospital services.

Shaping health and social care public events

Friday 27 November saw the last of our autumn-round of events for local people. Over 260 people joined us at our three events. Participants were informed of progress to date and action we have taken in response to their feedback from the spring events. Interactive sessions included the impact of mental health on everyone’s well-being, and early discussion around what an accountable care model might mean locally (discussed at the Hastings and Eastbourne events) and a session on outcome based commissioning at the Lewes event.

Initial feedback has been overwhelmingly positive and the feedback will be analysed toinform an event report and, of course, our work streams moving forward. The discussion on accountable care models is shaping our engagement plan for a wider discussion across all stakeholders.

eastsussex.gov.uk/esbt