

## Summer 2015

### Welcome

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This newsletter provides an update for everyone with an interest in the *Your Care, Your Future* review. Thank you for your interest in the review.

The NHS in West Hertfordshire and Hertfordshire County Council are working together to consider the challenges of how we can all lead healthier lives and meet people's changing health and social care needs. The review has a broad scope: how can we improve all aspects of health and social care for people in West Hertfordshire?

From the work carried out so far, there are three key areas the review team is focusing on:

- **Prevention:** the need to prevent illness in the first place and ensure we all look after ourselves better. A healthy lifestyle makes good sense but it's also vital that we avoid the high costs associated with treating people with long term illnesses that are preventable.
- **Integration:** the importance of 'joined-up' care for patients, service users, and carers. By making care more joined-up, we can improve the quality of care and patients' experience.
- **Local:** expanding more services closer to people's homes. Many people would like more services provided closer to home. Providing more services locally in the right place will reduce the numbers of people travelling to hospital unnecessarily.

### How have we engaged with people?

Thank you to everyone who has contributed to the review. We have used a variety of ways to listen to people's views and provide updates on the review. We have received over 900 survey responses as well as letters and other forms of correspondence. People also gave us their views on health and social care at more than 100 meetings. Some of our methods of engagement are listed below:

- Conversation cafés
- Locality events
- Website, video and online poll
- Twitter
- Public and clinician survey
- Events and meetings
- Engagement displays
- GP visits
- *Your Care, Your Future* newsletters
- Stakeholder newsletters

### What have people said?

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The key issues that we have heard from people are as follows:

- People have told us they want to see **improvements** in health and social care. These views are shared by members of the public and the clinicians providing the care. The **quality of care** and patient outcomes are not consistently good enough.

- Too many people are living with *preventable* conditions, and life expectancy varies widely within West Hertfordshire.
- Care is not always *joined up* for people. For instance, when someone is ready to be discharged from hospital, it's important that appropriate care is available rapidly at home or in the community, such as residential or nursing accommodation.
- Some people are travelling unnecessarily for care in a hospital that could be provided *closer to home or in their own home*. There's no bed like your own. Many people have told us they would like to see improvements to local care provision.
- Too many people either don't know how to or are unable to *access the right service at the right time*. This puts more strain on particular staff, such as those working in the ambulance service or accident and emergency departments, as some people tend to use these services for non-emergency care.
- Current NHS and social care services are not *sustainable* for the future. Demand for care services continues to increase. Unless we make material changes to the way health and social care services are provided in West Hertfordshire, we will face a funding gap of £320 million by 2024/2025.
- Some of the buildings are under-utilised. Some of them are *not fit for modern healthcare*. People need to be treated in appropriate settings and we need to avoid unnecessary waste.

These issues are set out in more detail in the final *Case for Change* document, which is available [here](#). The *Case for Change* has been informed by the information we have heard from people as well as facts and relevant available evidence.

Our latest engagement report about the issues we have heard can be found [here](#).

### Designing models of care

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Workshops have been held over the last couple of months providing opportunities for local clinicians, patients, volunteers and other stakeholders to help design future models of care. The meetings (13 May 2015 in Hertsmere, 20 May 2015 in Watford and Three Rivers, 3 June 2015 in St Albans and Harpenden, and 8 July in Dacorum).

Who attended?

- *Local patient representatives* and locality residents
- *Voluntary organisations*
- *Council representatives* including Hertfordshire County Council and district councils
- *GPs and other primary care professionals* including pharmacists, dentists and optometrists
- *Health and social care representatives* including NHS and council staff, as well as colleagues from hospices and care homes

During discussions on specific areas of care, participants considered how services could be improved for particular audience groups at different stages in their life. The key findings from these are as follows:

- **Care for people with long-term conditions:** empower patients to manage their own conditions and provide them with joined-up care supported by appropriate IT systems. Improve screening and early diagnosis, and provide greater access to general practice teams, to help prevent unnecessary admissions to hospital.

- **Care for people with good health:** expand and improve education for the general public to ensure that people in good health have access to the relevant information to maintain healthy lives.
- **Primary care for new and expectant mothers:** improve provision of information to new and expectant mothers and ensure easier access to sexual health services for young people.
- **Older people with limited capacity to perform daily living activities:** improve the coordination of care (possibly via a local 'hub' given transport difficulties), address health issues that might prevent an older person from remaining active. Improve discharge planning from hospital and treat more people locally to reduce the need for people to travel to hospital. Use community navigators to help signpost older people to appropriate help and support to help them look after their health. Improve training and empower staff to work together to meet older people's holistic needs, including those living in care homes.
- **Children and young people:** promote self-care and public health to children as early as possible, provide better information about how to access services, and ensure messaging is joined up across schools, health and social care. Raise awareness of mental health issues and the services available amongst children and young people, parents and teachers. Provide more joined-up care and information about what services are available.
- **People with a mental illness:** improve the quality of care including prevention, continuity of care, and the referrals pathway. Expand the role of non-medical organisations and sectors to achieve greater joined-up care.
- **A health and social care 'hub':** a hub could provide the basis for ensuring more services, such as diagnostics and help for people recovering from operations, is available locally. A hub could also help people get the right information and advice ensuring more preventable disease is avoided. Hubs could involve the voluntary sector in the delivery of care and support.

A detailed report summarising the events is available [here](#).

## Next steps

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### ***Get involved this summer – help design health and social care locally***

We want as many people as possible to be actively involved in shaping health and social care for all of us in West Hertfordshire. We are holding workshops and other events over the coming months to learn from your experience and hear your views as we shape potential models of care for the future.

Over the summer we will continue to meet with people across West Hertfordshire. Some examples are set out below.

- Running a workshop with BeeZee bodies in July to test the views of young people
- Having a booth at the Hertfordshire Partnership University NHS Foundation Trust's AGM in July
- Meeting public health staff in July
- Attending and having a stall at a St Albans Old Peoples Trust Event in July
- Listening to the views of members of Dacorum Mencap in August
- Holding workshops in each locality over the summer
- Running a virtual locality event on social media

- Presenting to the Hertbeats Cardiac Support Group in September
- Engaging with the public at Herts Pride in August
- Attending some summer events organised by Hertfordshire County Council

Please go to [www.yourcareyourfuture.org.uk](http://www.yourcareyourfuture.org.uk) for a list of the ways you can contribute to the review and for more information on how to get involved. Dates for the locality workshops being held in the coming months will be published on the website shortly.

### **Autumn 2015**

We will be publishing potential options to improve health and social care in West Hertfordshire in autumn/winter 2015 and we will want as many people as possible to provide feedback and give us their views.

### **More information**

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- If you are hosting any events and would like a representative from *Your Care, Your Future* to attend please let us know
- If you would like to receive information for a newsletter, please let us know
- Email us at [info@yourcareyourfuture.org.uk](mailto:info@yourcareyourfuture.org.uk)
- Follow us on twitter at [@YCYF\\_westHerts](https://twitter.com/YCYF_westHerts)
- Call Healthwatch Hertfordshire on 01707 275978