All Together Better

...a Dudley borough approach to involving communities
Developing New Models of Care in Dudley borough

- One of the areas selected to test a new model of care following publication of the Five Year Forward View.
- Clear message that the NHS needs to adapt and evolve to meet the challenges that it now faces.
- Dudley Clinical Commissioning Group is working with partners in Health (The Dudley Group NHS Foundation Trust, Dudley & Walsall Mental Health Partnership Trust, Black Country Partnerships NHS Trust) Social Care (Dudley Council) and the voluntary sector (Dudley Council for Voluntary Services) to develop a new care model.
Our model is based on the following principles:
1. Shared ownership
2. Shared responsibility
3. Shared benefits

Maximising the potential of:
- The individual (in their community)
- Our staff in supporting the individual
- Our staff working effectively with each other
“We need to work together to find new ways of thinking and doing...”
Challenges...

Nationally people are living longer with more complex health issues. This is no different in Dudley borough:

- 1 in 5 people in Dudley have a limiting long term illness
- A quarter of early deaths (40-59 age band) are due to smoking, obesity, cardiovascular disease and lack of physical activity
- In two decades time there will be 25,100 more people aged 65+ and 9,900 more aged 85+
- 20% of single person households are in 60+ age group

Across health and care organisations, to really meet these challenges we must look beyond the short term and work together to make the change needed.
Opportunities...

Our new model of care is called a Multispecialty Community Provider and to tackle these problems locally we have focused on three main areas:

Integrated Care
we want people to be at the centre of their care. 

Planned Care
We will support people to remain at home wherever possible.

Urgent care
We are building on the successful introduction of Dudley’s new Urgent Care Centre at Russells Hall Hospital and better supporting frail older people to limit emergency hospital admissions.

We will also focus on people with long term conditions to ensure continuity of person centred care, improved access and to facilitate GP led coordination of care.
Our Healthwatch Dudley journey...

- Recognised as a credible partner locally
- Has seats on influential decision making boards
- Valued and trusted relationship with Dudley CCG
- Has an important role to strengthen accountability
Our Healthwatch Dudley journey...

- Although heavily involved operationally - not initially recognised as adding value with representation on the All Together Better Partnership Board
- After conversations... Healthwatch Dudley now has a seat to constructively remind and challenge partners to involve local people in decision making
The biggest conversation about health and care...

New Union @OurNewUnion · 1h
Great supporting @DudleyCCG collect consultation at @HWDudley's #ATBactivate session today! Great conversation. pic.twitter.com/FGkufCJZJR
Welcome to All Together Better

The All Together Better partnership brings together all the health and social care organisations across our area to review and shape future health and social care services in Dudley. Our aim is to ensure that you receive the best possible care with services that continue to meet future challenges and embrace the opportunities for improvement.

https://youtu.be/vQyqHoV8yaU
Unlocking creativity and potential

- Engagement group
- Extending the conversation through social media
- 40+ listening events
- #ATBactivate workshops involving over 200 people

“Our communities have the power to activate, initiate and sustain lasting change”
Great start to #ATBactivate listening events generating really creative health & care ideas!

healthwatchdudley.co.uk/in-the-know/
Our pack

All Together Better

Activate
An activity pack for groups and organisations who are active in communities.

Inspiration
Projects people have started which are enjoyable and sociable. Projects which quietly have an impact on individual and community health and wellbeing.

Exploration
Discussion prompts for your group to identify common challenges in relation to health and wellbeing.

Connection
Activating the knowledge of local groups and organisations to connect resources in creative ways.

All Together Better
Unlocking creativity and potential

Inspiration
Discuss existing social projects that quietly impact on individual and community wellbeing

Exploration
Identify common health and wellbeing challenges

Connection
Activate knowledge of local groups and organisations to connect resources in creative ways
#ATBactivate

Feet on the street
The power of sharing!

We have licensed our pack through creative commons to encourage sharing, learning and creative activity. All we ask is that you credit All Together Better in Dudley and license and freely share your new creations under identical terms: http://creativecommons.org/licenses/by-nc-sa/4.0

Download from: www.healthwatchdudley.co.uk
So what next?

• Healthwatch Dudley will collate feedback from activities, events and local conversations into a research report

• Report will be presented to All Together Better Partnership Board

• Decision makers will truly understand the value of involving people and their innovative ideas in shaping health and care services
Please get in touch..

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NHS Five Year Forward View

• Published in October 2014

• A shared vision across seven national bodies

• New care models programme key to delivery

• Focuses on both NHS and care services
The challenges we face

1. Health and wellbeing gap
   Radical upgrade in prevention

2. Care and quality gap
   New care models

3. Funding gap
   Efficiency and investment
Five new care models

1. Multispecialty community providers
   *moving specialist care out of hospitals into the community*

2. Enhanced health in care homes
   *offering older people better, joined up health, care and rehabilitation services*

3. Integrated primary and acute care systems
   *joining up GP, hospital, community and mental health services*

4. Acute care collaboration
   *local hospitals working together to enhance clinical and financial viability*

5. Urgent and emergency care
   *new approaches to improve the coordination of services and reduce pressure on A&E departments*
50 vanguards developing their visions locally

### Integrated primary and acute care systems (PACS) vanguards

1. Wirral Partners
2. Mid Nottinghamshire Better Together
3. South Somerset Symphony Programme
4. Northumberland Accountable Care Organisation
5. Salford Together
6. Better Care Together (Morecambe Bay Health Community)
7. North East Hampshire and Farnham
8. Harrogate and Rural District Clinical Commissioning Group
9. My Life a Full Life (Isle of Wight)

### Multispecialty community providers (MCPs) vanguards

10. Calderdale Health and Social Care Economy
11. Erewash Multispecialty Community Provider
12. Fylde Coast Local Health Economy
13. Vitality (Birmingham and Sandwell)
14. West Wakefield Health and Wellbeing Ltd
15. Better Health and Care for Sunderland
16. Dudley Multispecialty Community Provider
17. Whitstable Medical Practice
18. Stockport Together
19. Tower Hamlets Integrated Provider Partnership
20. Better Local Care (Southern Hampshire)
21. West Cheshire Way
22. Lakeside Surgeries (Northamptonshire)
23. Principia Partners in Health (Southern Nottinghamshire)

### Enhanced health in care home vanguards

24. Connecting Care – Wakefield District
25. Gateshead Care Home Project
26. East and North Hertfordshire Clinical Commissioning Group
27. Nottingham City Clinical Commissioning Group
28. Sutton Homes of Care
29. Airedale and partners

### Acute care collaboration (ACC) vanguards

30. Greater Nottingham Strategic Resilience Group
31. Cambridgeshire and Peterborough Clinical Commissioning Group
32. North East Urgent Care Network
33. Barking & Dagenham, Havering & Redbridge System Resilience Group
34. West Yorkshire Urgent and Emergency Care Network
35. Leicester, Leicestershire & Rutland System Resilience Group
36. Solihull Together for Better Lives
37. South Devon and Torbay System Resilience Group

### Urgent and emergency care (UEC) vanguards

38. Salford and Wigan Foundation Chain
39. Northumbria Foundation Group
40. Royal Free London
41. Dartford and Gravesham
42. Moorfields
43. National Orthopaedic Alliance
44. The Neuro Network (The Walton Centre, Liverpool)
45. MERIT (Mental Health Alliance for Excellence, Resilience, Innovation and Training) (West Midlands)
46. Cheshire and Merseyside Women’s and Children Services
47. Accountable Clinical Network for Cancer (ACNC)
48. East Midlands Radiology Consortium (EMRAD)
49. One NHS in Dorset
50. Working Together Partnership (South Yorkshire, Mid Yorkshire and North Derbyshire)
Support package published in July for the first 29 vanguards.

Developed following extensive engagement, including two-day visits to all sites.

Led by vanguards alongside national experts, the support package will help them implement change effectively and at pace.

It is also intended to maximise sharing of learning and practice across vanguards and with the wider NHS and care system.

Four design principles – we solve problems through joint national and local leadership; we create simple replicable frameworks; we encourage and support radical innovation; we work and learn at pace.
Addressing the key enablers of transformation

1. Designing new care models and enabling spread
2. Evaluation and metrics
3. Integrated commissioning and provision
4. Empowering patients and communities
5. Harnessing technology
6. Workforce redesign
7. Local leadership and delivery
8. Communication and engagement
More details can be found on the NHS England website:

www.england.nhs.uk/vanguards

Or join the conversation on Twitter using the hashtag:

#futureNHS
Healthwatch Cumbria Meeting

The Success Regime Engagement Challenges
Success Regime (SR) announced in June 2015 for West, north and east Cumbria.

- 2 main hospitals
- 9 community hospitals
- Many health and care services

Locations:
- Cumberland Infirmary
- West Cumberland Hospital
Massive challenges

- Trust in special measures
- Acquisition?
- Financial deficit
- Shortage of consultants
- Rurality and deprivation
- Angry people
Earlier Healthwatch Cumbria response from 2014

West Cumbria Community Forum

“Conversations for a healthier future”

Ongoing engagement
Sir Neil McKay appointed
Launch on 18 September 2015

Complex SR Programme Management

Seats on
- SR Programme Board
- Executive
- Eng. and Coms. Group
- Workstreams

Increased engagement essential
Take the conversation far and wide

Pressed for transparency and openness

Tension - tell all or say little

Challenge to agree questions

This is not consultation

Risk of judicial review
Understand what people value

Express their concerns and ideas

What about staff?
Engagement programme

- Listening
- Recording
- Analysing
- Informing SR Workstreams
Tuesday 1 March 2016

Media briefing - release of information

Summary of challenge and options

Intense media coverage

More intense engagement essential

Considering the Healthwatch Cumbria position?
More detailed questions

Collaboration with University of Cumbria - support analysis

Still not consultation
Risks, lessons learned, top tips

Conflict of roles

Independent consumer champions

Perceptions of being “in the camp”

Being commissioned - the branding on the van

Integrity of HW compromised
People will campaign
Change is inevitable
Raising expectations?
HW staff must be robust
Organisations must engage staff

Get the questions right

Engagement, not consultation

Reach far and wide

Involve community champions

Expect criticism

Organisations must engage staff
Remain independent
Be aware of political tension
Be open
Be resolute
Be visible
Have a clear position

Healthwatch is the right organisation