

## Facing the Future Together: visioning event - West Lancashire 4 June 2014

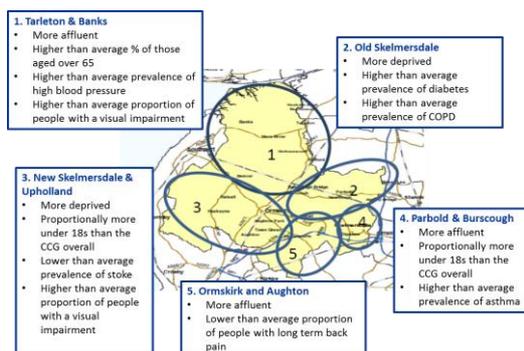
In order to progress the Care Closer to Home Programme and develop effective integrated health and social care services to the population, consideration has to be given to community services and how they can be transformed to support Care Closer to Home. All our partners in health and social care recently came together under the banner of 'Facing the Future Together' a visioning event held as the first step towards this large scale project which will deliver improved integrated care.

### What does this mean?

The project intends to develop wrap around services targeted at people with the highest need, initially focusing on frail elderly. This will involve the development of health and social care teams built around the needs of local populations. It is likely to involve the creation of a dynamic and responsive multi-disciplinary workforce providing anticipatory, seamless and coordinated care, reducing duplication and keeping people as well as possible and at home for as long as possible, in a partnership involving GPs, social care, acute providers, third sector groups, families and carers.

This would be based around the local populations of the following five localities in West Lancashire:

- Tarleton and Banks
- Burscough and Parbold
- Ormskirk and Aughton
- New Skelmersdale and Upholland
- Old Skelmersdale



### Why do we need to change?

We know our population is ageing, pressures on hospital services are on the increase and patients would benefit from receiving care closer to their homes. To prepare for this, we need to look at how community services, secondary and primary care, social care etc. can all work closely together and be integrated in a way that will improve the support our patients and carers receive.

We know that we need to adapt but in order to do so, we need to understand the existing offer in order to understand how our local health services and surrounding infrastructure operates and then identify where improvements can be made. It is important we do this together and gather everyone's perspectives to get a true representation of our current state.

### What was the approach on the day?

NHS West Lancashire CCG hosted a visioning event on 4 June 2014 welcoming over 100 attendees in the form of key individuals and organisations such as North West Ambulance Service (NWAS), GPs, Southport & Ormskirk Hospital NHS Trust, Lancashire County Council, West Lancashire Council of Voluntary Services and NHS Southport & Formby CCG.



This event acted as an initial discussion as this cannot be planned or implemented in isolation, and everyone's viewpoint must be considered.

Presentations were delivered from Lancashire County Council; which focused on the development of integrated neighbourhood teams within Chorley, South Ribble and Preston, Southport & Ormskirk Trust; which provided an overview since the formation of the Integrated Community Organisation (ICO) and NHS West Lancashire CCG; which introduced the proposed vision and ambition for integrated care.

The attendees were split into groups each focusing on a different locality in West Lancashire. The groups were asked to discuss the vision and ambitions and think how they relate to their own roles and localities, to decide whether there is initial agreement to the vision and ambitions, to discuss how by working differently we can achieve the proposed vision and ambitions together and discuss the priorities for their own locality.



### What is our vision?

- Co-ordinated, person-centred, wrap-around services targeted at the frail elderly
- Services that are delivered in or as close to the person as possible; in a way that maximises independence and quality of life, throughout their lives
- Clinically-led multi-speciality teams that take responsibility for the continuum of care
- Tapping into and valuing all of our communities assets and talents to offer the best care and support at the most affordable cost

### What are our ambitions?

- Patient centred, coordinated care (E.g. enabled people, support for carers, joined up care/ care co-ordination, tell their story once).
- Reduction of Urgent Care Demand (E.g. reduced avoidable emergency admissions, reduction of A&E attendances, appropriate time in hospital)
- Quality (E.g. easy access, to work in partnership, best information and evidence, fully supported by technology, right first time, every time, demonstrate outcomes, high quality care, value for money)

### What were your thoughts on the day?

Each attendee was asked to vote on the following questions:

- Q: Do you sign up to the proposed vision for integrated care?  
A: 97% of respondents said yes
- Q: Do you sign up to the proposed ambitions for integrated care?  
A: 96% of respondents said yes

All comments have been considered and will be reviewed by the Care Closer to Home Board. Examples of key themes that emerged on the day are as follows:

- Suitable IT infrastructure needs to be in place to support integrated care and improve co-ordination.
- A single point of access to all services; care co-ordinator to triage (health and social care)
- Communication needs to be regular, consistent and clear to support everyone
- The planning and process of MDT meetings needs to be clear and simple (Information sharing agreements in need to be in place).
- Staff, patients and carers need to understand what services/support are available in their neighbourhood and how to access them as knowledge varies considerably (self-care)
- Workforce capacity, capability and sustainability
- Estates – what do we have available within our neighbourhoods?

### Next steps

The feedback from the event will be shared with all attendees from the visioning event and discussed in more detail with the CCG's GP membership meeting on 19 June 2014. A similar visioning event to this one held in West Lancashire on 4 June 2014 will take place in Southport and Formby on 19th July 2014.

Public and patient engagement will take place, which is crucial to allow for the views of those outside clinical or health professions/organisations to be fully considered. You will be kept updated on next steps for developing integrated neighborhood teams.

To contact NHS West Lancashire CCG to discuss this event or Facing the Future Together next steps, please contact:

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