


*Fareham and Gosport
Clinical Commissioning Group*


*North East Hampshire and Farnham
Clinical Commissioning Group*


*South Eastern Hampshire
Clinical Commissioning Group*


*North Hampshire
Clinical Commissioning Group*


*West Hampshire
Clinical Commissioning Group*

Everyone Counts: Planning for Patients 2014/15 to 2018/19

A summary of the NHS England guidance and local CCG outline strategies

Dr Barbara Ruston

Outcome focused

The NHS Outcomes Framework describes the **five** main categories of better outcomes required:

- **prevent people from dying prematurely**, with an increase in life expectancy for all sections of society.
- ensure that those people with long-term conditions including those with mental illnesses get the **best possible quality of life**.
- ensure patients are able to **recover quickly** and successfully from episodes of ill-health or following an injury.
- ensure patients have a **great experience** of all their care.
- ensure that patients in our care are **kept safe** and protected from all avoidable harm.

Seven specific ambitions have been defined:

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Securing additional years of life for the people of England with treatable mental and physical health conditions

Improving the health related quality of life of the 15 million+ people with one or more long-term condition, including mental health conditions

Reducing the amount of time people spend avoidably in hospital through better and more integrated care in the community, outside of hospital

Increasing the proportion of older people living independently at home following discharge from hospital

Increasing the number of people having a positive experience of hospital care

Increasing the number of people with mental and physical health conditions having a positive experience of care outside hospital, in general practice and in the community

Making significant progress towards eliminating avoidable deaths in our hospitals caused by problems in care

Additionally, there are **three more key measures:**

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- **improving health**, which must have just as much focus as treating illness.
- **reducing health inequalities**. We need to ensure that the most vulnerable in our society get better care and better services.
- Committing to move towards **parity of esteem**, making sure that we are just as focused on improving mental as physical health

Delivering Transformational Change

NHS England has identified that any high quality, sustainable health and care system in England will have the following six characteristics in five years;

- **New approach to ensuring that citizens are fully included in all aspects of service design**
- **Wider primary care**
- **Modern model of integrated care**
- **Access to the highest quality urgent and emergency care**
- **Step change in the productivity of elective care**
- **Specialised services concentrated in centres of excellence**

Aligning with the Health and Well Being Strategy

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- **Starting well:** work in partnership with health visitors, children's centres and the voluntary sector to improve breastfeeding support for new mothers in first few weeks
- **Living well:** ensure people with long term conditions and their carers and care providers have up-to-date information that helps them manage their condition; relevant, up-to-date and comprehensive information that supports healthy lifestyle choices is available to all
- **Ageing well:** integrated care teams are covering natural localities with a core team of health and social care professionals and a wider network of specialist services
- **Healthier communities:** contribute to and influence the work of the Health and Wellbeing Board to address the wider issues around community health inequalities



Planning Timetable

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Activity	Deadline
First submission of plans	14 February 2014
Contracts signed	28 February 2014
Refresh of plan post contract sign off	5 March 2014
Reconciliation process with NHS TDA and Monitor	From 5 March 2014
Plans approved by Boards	31 March 2014
Submission of final 2 year operational plans and draft 5 year strategic plan	4 April 2014
Submission of final 5 year strategic plans Years 1 & 2 of the 5 year plan will be fixed per the final plan submitted on 4 April 2014	20 June 2014

Fareham and Gosport and South Eastern Hampshire CCGs



Our commissioning ambitions

- Working alongside communities and individuals
- Integration
- Information
- Outcomes
- Risks & Reward



How will we do this?

- Accountable Care for Local People
- Information system
- A changing model of Primary Care
- Closer working with voluntary sector
- More co-production with communities and individuals
- 111 and Managed Care
- Estates and Infrastructure
- A new approach to planned care



What difference will that make?

- New delivery models
 - ✓ integrated care,
 - ✓ elective care (inc. specialist networks)
 - ✓ urgent care
- More time for clinicians to manage those with greatest need
- Improved quality and experience for people with LTC
- Improved quality and experience outside hospital
- Fewer emergency admissions
- Cross agency support for the frail elderly based around local communities
- More accessible services 7/7





*West Hampshire
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West Hampshire CCG

Quality services, better health

Our vision, mission and values

- **Our vision:** we will be **consistently recognised** for commissioning and enabling the delivery of **high quality patient centred healthcare**, which is innovative, efficient, effective and, where possible, prevention based, contributing to the **healthiest population in England**
- **Our mission:** to **improve the health of our population**, by planning and funding high quality, safe and sustainable healthcare services and working with a range of partners to ensure effective and efficient delivery
- **Our values:** in all our dealings we aim to be **aspirational, innovative, collaborative, responsive and honest**

Our five year strategy will

- Improve patients' and carers' experience of local health services and care, with planned services focusing on patients' needs
- Involve local people, patients and GPs in developments and decisions about local health care
- Make sure we work in partnership to develop fully integrated primary care and reduce inequalities in local health
- Develop our skilled and proactive workforce to deliver these goals
- Ensure we live within our means



What difference will this make?

- People know what to do and expect when they are unwell, receiving care that is in the right place, at the right time, delivered by the right person
- Families feel safe and supported in the health and wellbeing of their children
- People can see that we are committed to reducing health inequalities and there is a clinical focus on everything we do
- We have a reputation for listening and being proactive and responsive
- We are known for working collaboratively to deliver more integrated and coordinated care that meets the needs of individuals
- We achieve our objectives within available resources whilst maintaining financial stability in an organisation that is well governed and respected



*North Hampshire
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North Hampshire CCG

NHS North Hampshire CCG alignment with NHS England Vision and Strategy

NHS England Key Messages	Domain	Outcomes	System Ambitions/Specific Measures	NH CCG Strategic Objectives
<p>“Our vision is tomake high quality care for all, now and for future generations.”</p> <p>“Whilst maintaining our focus on Quality, Access, Innovation and VfM....and accommodating the [original] 5 core offers to enable delivery of our vision...”</p> <p>“...we will continue to focus on delivering measurable improvements across the 5 Domains for Better Outcomes.....”</p> <p>“We will translate the aims of the 5 domains into a set of ambitious but specific targets for local health systems and measure our success over each year of a 5-year plan....”</p> <p>“...through the consistent modelling of our care pathways using the 6 transformational patterns of service signaled in the initial results of A Call to Action...”</p>	1 Preventing people from dying prematurely	Securing additional years of life for people with treatable mental and physical conditions	<p>System Ambitions</p> <p>Decreasing Potential years life lost (PYLL) from amenable causes (QP).</p> <p>Securing additional years of life from conditions considered amenable to healthcare (LOA)</p>	Reduce the gap in life expectancy and health between the most and least deprived wards
	2 Enhancing quality of life for people with long-term conditions	Improving health related quality of life for people with long term conditions	<p>System Ambitions</p> <p>Increased access to IAPT services (QP)</p> <p>Increased recovery after IAPT services (Other OM)</p> <p>Increasing dementia diagnosis rate (Other OM).</p> <p>Improving the health-related quality of life for people with long-term conditions (LOA)</p>	<p>Support those who have long term conditions to maintain a good quality of life</p> <p>Adopt a comprehensive approach to mental health and learning disability services</p>
	3 Helping people to recover from episodes of ill health or following injury	<p>Reducing avoidable time in hospital</p> <p>Increasing elderly people living independently at home on discharge</p>	<p>System Ambitions</p> <p>Reducing avoidable emergency admissions (14/15) (QP/LOA).</p> <p>Reduction of total A&E attendances (Other OM)</p>	<p>Ensure that planned care services are used effectively</p> <p>Redesign services to reduce the need and use of urgent care, particularly in the acute setting</p>
	4 Ensuring that people have a positive experience of care	<p>Increasing positive experience of hospital care</p> <p>Increasing positive experience of care outside hospital</p>	<p>System Ambitions</p> <p>Increased use of Choose and Book (QPLM).</p> <p>Friends and Family Test (H&WB)</p> <p>Increasing the proportion of people having a positive experience of hospital care (LOA)</p> <p>Increasing the proportion of people having a positive experience of care outside hospital, in general practice and the community inc. GP OOH services) (LOA)</p>	<p>Improve access and patient experience</p> <p>Provide care and support to children and their families</p>
	5 Treating and caring for people in a safe environment and protecting them from avoidable harm	Significant progress on eliminating avoidable deaths in hospital	<p>System Ambitions</p> <p>Medication errors (H&WB).</p> <p>Number of C. Difficile infections (Other OM)</p> <p>Reducing MRSA cases to zero (Self Cert)</p>	<p>Ensure that services are safe, of good quality and have excellent health outcomes</p> <p>Ensure cost effective medicines management to improve patient care and safety</p>
<p>CCG Corporate Strategic Goals</p> <p>Stronger partnership working and careful alignment of strategies and programmes</p> <p>Making best use of our resources (Finance, workforce, Information and technology and estates)</p> <p>Effective Market management and contracting</p>				

Better Care Fund – further boosting the development of Integrated Care in North Hampshire

A 5 Year Vision:

“North Hampshire is a place where **older people with long term conditions** can live healthy fulfilled lives and stay out of hospital whenever possible. When they are unwell or need support they are able to access the services they need as locally as possible and in a timely way. Care for the **frail elderly with multi-morbidities** is tailored to the individual needs of patients, in particular people in residential or nursing homes.

Integrated Care Teams have access to a broad range of **specialist support** that they can bring in when necessary”



Emergency care services will provide single point of access for emergency and urgent care, linked to the most appropriate service response, with an aspiration to achieve a **fully integrated single point of contact for Health and Social Care** services which minimises admissions and lengths of stay, so enhancing the likelihood of people **remaining independent at home**”

Specific CCG Outcome Ambition

1. Securing additional years of life for people with treatable mental and physical conditions

2. Improving health related quality of life for people with long term conditions

2A. Improve Euro-Qual -5D score by 1% a year until 2019

2B. Achieve a 15% roll out coverage of IAPT services, with an associated recovery rate of 50%

Additional Measure: Improve Dementia diagnosis rate in 2014/15 to 60% 2015/16 to 67% as per national target

3. Reducing avoidable time in hospital

4. Increasing elderly people living independently at home on discharge

4.1 Ambition set out in 5 year plan key features being:

- integrated care teams (scope, scale, key relationship with HHFT and Southern, enablers; IT and information sharing
- Phase 2 of front door – integrated assessment team, Individual clinical programmes
- Using the Better Care Fund joint working with Local Authority to support and drive transformation

5. Increasing positive experience of hospital care

6. Increasing positive experience of care outside hospital

6.1 Maintain current levels of satisfaction with GP Out of Hours and expand FFT to community and mental health services

7. Significant progress on eliminating avoidable deaths in hospital

Integrated Care in North Hampshire

Future characteristics:

- **Integrated care packages** that combine Social Services direct payments with individual personal health budgets and that can purchase community care packages from a care menu
- **Home-care support services & Community Reablement Team**
- **HHFT Front Door Model** vertically integrated with community teams
- **Rapid Response** – via trained nurses & care assistants
- **Integrated Assessment Service** – via hospital geriatrician, community clinician, Social Worker & Psych Liaison and supported by Rapid Response, therapists, NHUC
- **Locality-based Integrated Care Teams** – delivered by Community Matrons, Nurses and Social Workers
- **Integrated Social Care – Personal Care providers**
- Embedding integrated care for those with **learning disabilities, adults with long term conditions and people who may need NHS Continuing Healthcare**
- **Young people** in transition including those who require complex rehabilitation

North East Hampshire and Farnham CCG



Our vision



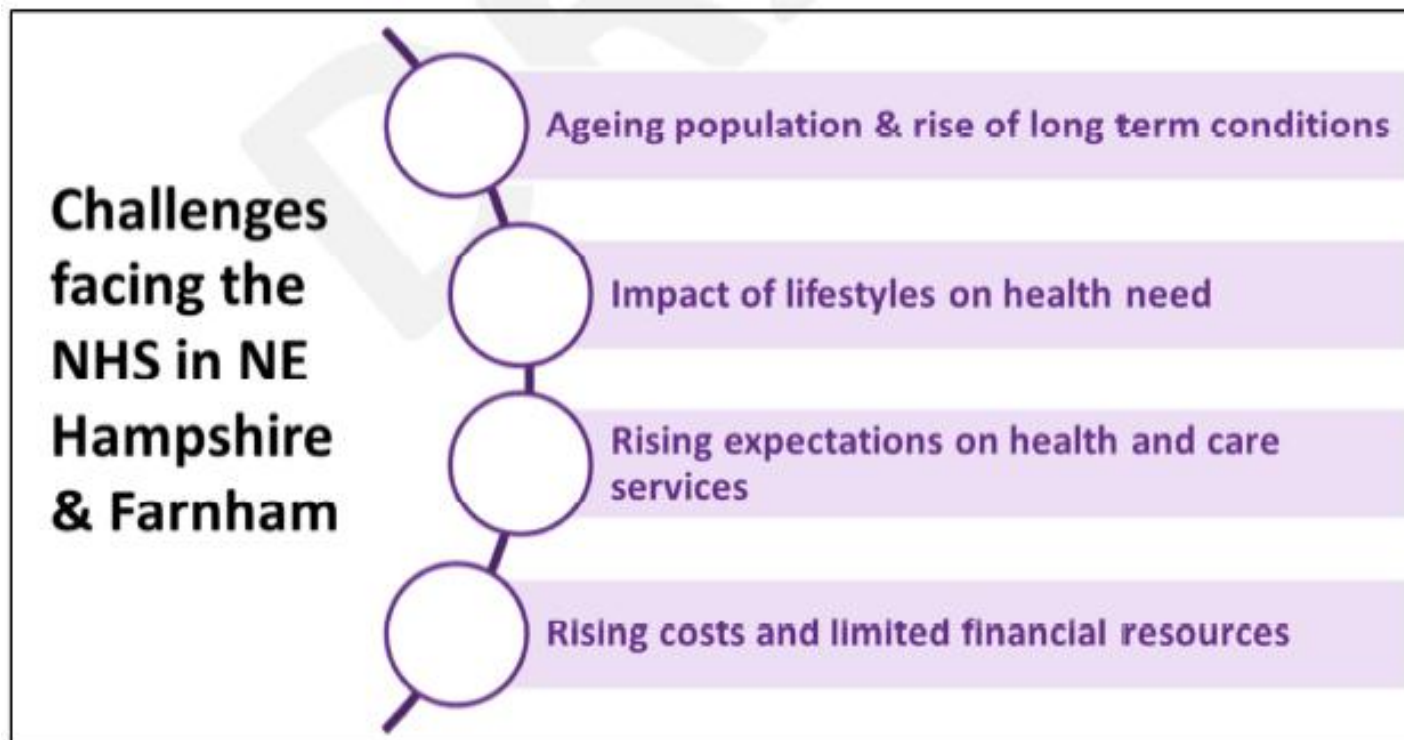
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- NE Hampshire and Farnham CCG is a clinically led organisation with a vision to work in partnership with our local community to deliver excellent innovative healthcare to enable local people to be as healthy as possible.
- The services we provide for people should help people to manage their own health, help people to take up opportunities to prevent their own ill health, and help people to make choices which result in them being healthier for longer.



*Working in partnership to
deliver excellent health care*

Our challenges



Our proposed solution

By 2018 we will be.....	
Better at supporting people to stay well, and to remain as healthy and independent as possible	Operating with a new model of integrated primary and community based health and social care which is better at supporting those with chronic physical and mental health conditions, provides more integrated care and results in fewer admissions to hospital or long term residential care.
Able to arrange for patients to be safely discharged from hospital much more quickly once their acute episode is over, and we provide more robust community based support which results in fewer admissions.	Have been able to shift significant resources from hospital based care to community based care, and we have strong, sustainable hospital services



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Any questions?