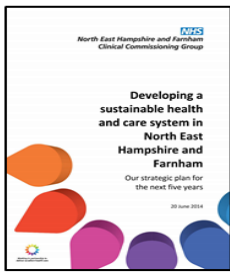


Out of Hospital Care Update from North East Hampshire and Farnham CCG

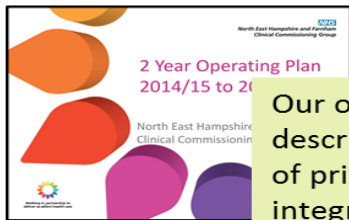


There is considerable ‘integrated and urgent care’ related activity underway and aspects of our plans described in a number of places

Internal CCG strategy and operating plan



Our 5 year plan describes a programme to introduce a new model of integrated health & social care



Our operating plan describes a series of priorities for integrated & urgent care which are being progressed

Better Care Fund Plans for Hampshire & Surrey



Hampshire
County Council

The Hampshire BCF describes six programmes of strategic work being undertaken by HCC and five CCGs including our CCG



SURREY
COUNTY COUNCIL

The Surrey BCF describes the plans of each Surrey CCG and 4 overarching themes under which local work programmes all fit

We also describe focussed joint work



We have described & secured support for focussed joint work in NE Hants with HCC, FPH, SHFT & SaBP to deliver 5 changes

And we have commitment from SCC to jointly fund a project manager to deliver joint health and social care transformation in Farnham



Services in place

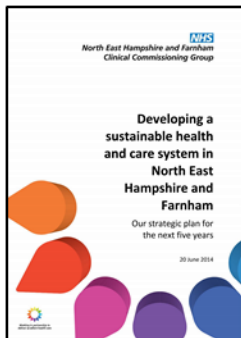
We already have a lot of excellent services and partnership working in our locality including:

- Community nursing teams
- Community hospitals with admission avoidance and discharge support services
- Enhanced GP services
- Hospital social work teams



The CCG five year plan, two year plan and in-year objectives describe actions related to the development of an integrated system

Internal CCG strategy and operating plan



Our 5 year plan describes a programme to introduce a new model of integrated health & social care



Our operating plan describes a series of priorities for integrated & urgent care which are being progressed

The **five year plan** describes our ambitions and six programmes of work. Programme 3 sets out our plans to introduce a new model of integrated health and social care:

- | | |
|---|---|
| 3 Introducing a new models of integrated health and social care | a) Building primary care led fully integrated teams
b) Improving care co-ordination
c) Improving palliative care
d) Optimising medicines use |
|---|---|

The **operating plan** sets out our plans for urgent and integrated care, from which priority actions for 2014/15 were identified and describes as CCG objectives:

- Implement Year 1 of the Hampshire and Surrey Better Care Fund plans
- Pilot, implement and embed new models of integrated care across the CCG area
- Identify and support the delivery of opportunities to redesign and develop primary care
- Deliver the next phase of the End of Life Care plan, promoting choice and dignity for individuals
- Extend the utilisation of technology to improve care and productivity e.g. Remote Care Monitoring

We understand the challenges facing our population

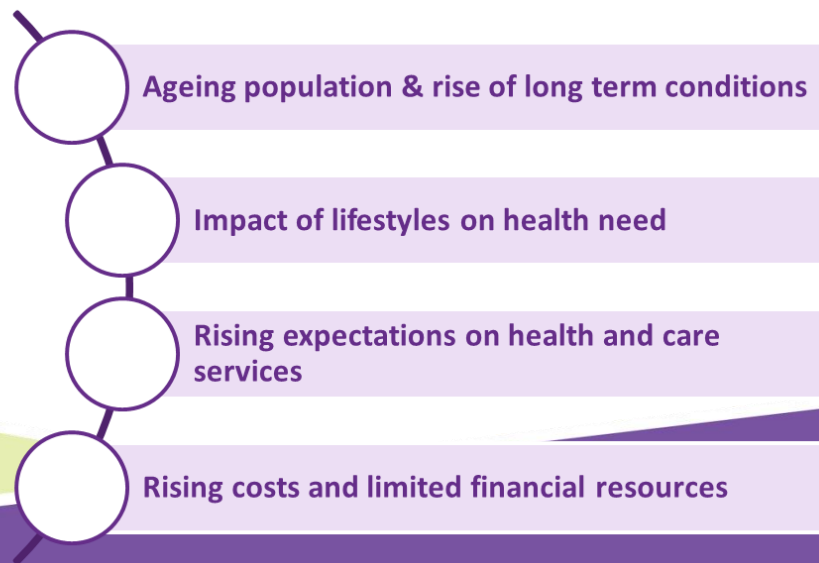
- We have a good understanding of the health needs of our population and of where there are areas of greater need
- We know that care & support in the system is fragmented for those with complex needs
- We give a higher priority to treatment than to prevention and early intervention, and we want to change this
- Hospital services are under significant pressure, with too many people admitted to hospital, and many who stay in hospital longer than they need to.

In our five year plan we described the longer term challenges as:



Working in partnership to
deliver excellent health care

Challenges facing the NHS in NE Hampshire & Farnham



Future Urgent & Emergency Care: Patient Perspective

Recovery from ill health
wherever possible

Rapid triage within
1 hour, 24/7

Patients report that
community urgent care
services provide excellent
standards of care

Same day access to
specialist assessment in a
community setting
available 24/7

1) A highly responsive service that provides care as close to home as possible, minimising disruption and inconvenience for patients and their families

The same, consistently
high standards of care
available 7 days per week

24/7 access to NHS 111 – a
personalised contact service that
has knowledge of my previous
conditions, through which I can
speak to healthcare professionals
and through which I can be
booked into the most appropriate
service if necessary

2) Those with more serious or life threatening emergency care needs will be treated in centres with the very best expertise and facilities in order to maximise the chance of survival and a good recovery

Outcomes, safety and
experience of hospital care
among the best in the UK

Delays in the system
eliminated

No delays in discharge
from hospital once the
acute phase is over

Our Out of Hospital/Urgent Care Work Programme

Integration Programme

Deliver integrated hubs (teams) in 5 localities

Yateley

Farnborough

Aldershot

Fleet

Farnham

CCG wide e.g. SPA / Urgent access diagnostics/To work with voluntary sector as a capacity builder

Deliver the 6 BCF programmes

Care at home &CHC

Telecare&telehealth

Re-ablement

Discharge to Assess

Partnership Funding

Integrate Delivery

Joint commissioning & new contracting model

Create a one pot of funding

Align contracting incentives

New joint commissioning post and co-locate commissioning

Deliver the other key enablers

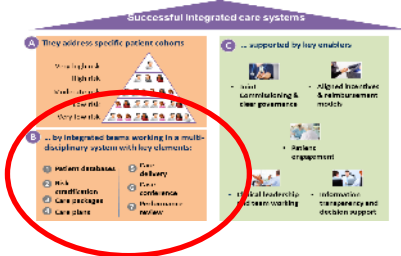
Information and IT interoperability

Cultural change, behaviours and leadership

Cultural change, behaviours and leadership

Joining up physical and mental health services around individuals





Integrated Teams

The local picture

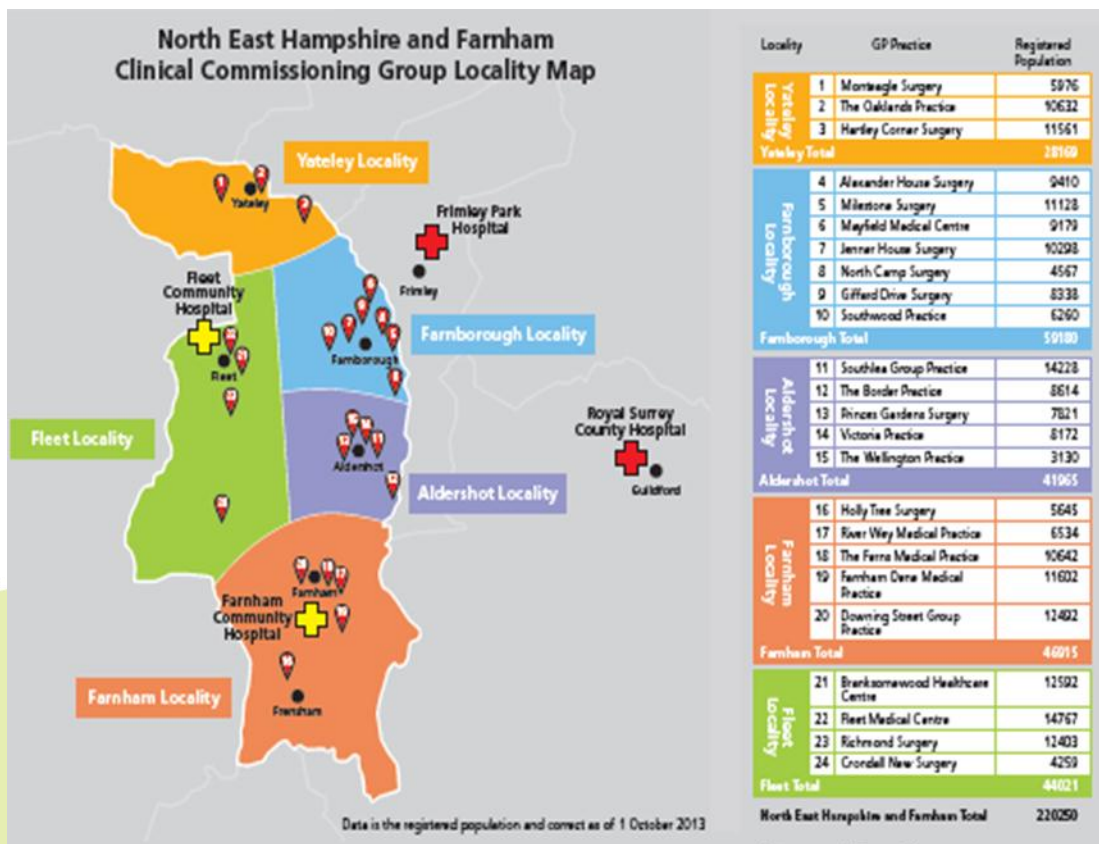
Locally we have determined that we will **organise Integrated Care Teams around each of our five GP localities**. The integrated teams in each locality will be known as our **integration hubs**

Some services will be delivered at a locality level in the integration hubs but some services will need to span all localities, for example a telephone and on-line single point of access for people using services and professionals to signpost, coordinate and triage.

The voluntary sector will play a leading role in designing and delivering integrated services.

Integration hubs will be made up of the following services:

- Primary care
- Community nursing
- Mental health services
- Social Care
- Voluntary Sector
- 'Outreach' specialist services or clinics from the hospital



Integrated care in North East Hampshire and Farnham will have:

- **Integrated Care Teams around each of our five GP localities.** The integrated teams in each locality will be known as our **integration hubs**.
- **Integration hubs will be made up of the following services:**
 - Primary care
 - Community nursing
 - Mental health services
 - Social Care
 - Voluntary Sector
 - ‘Outreach’ specialist services or clinics from hospital
- **The integration hubs will offer services 7 days a week with longer days 8am – 8pm dependent on local need**



Integrated care in North East Hampshire and Farnham will be:

- Co-produced with local people with the voluntary sector playing a key role in shaping these conversations
- Co-designed with our provider and commissioning partners
- Delivered at a locality level but some services will need to span all localities, for example a telephone and on-line single point of access and more specialist services

