

Developing Health and Health Care

A Strategy for Shropshire, Telford and Wrekin

Briefing 7: 09 September 2008

1. Introduction

Welcome to our 7th briefing to inform stakeholders and staff about the work to develop an overarching **Health and Health Care Strategy for Shropshire, Telford and Wrekin**.

The NHS in Shropshire, Telford and Wrekin is working with local communities and partner organisations to develop an overarching Health Care Strategy for the local area. The strategy will provide a framework for the provision of health services to local people by health and social care organisations and the staff who work for them.

*“When assessing the options we will need to ensure that they **make sense to communities**. This includes making sure that services are accessible, affordable and provided close to home wherever possible. We will also need to ensure that they **make sense clinically**. This includes making sure that they are clinically safe, that they meet the health needs of the people we serve and that we can actually recruit and develop the staff needed to provide those services.”*

It will describe how we plan to improve health and health services over the next five years until 2012/13. It will set out how patients will be treated, what improvements are needed, the implications for staff, and the financial plan. It will also outline a longer-term vision for the local NHS, outlining the main improvements that will be needed in the over the next decade.

Our local work forms part of a nationwide development process led by Health Minister and practicing surgeon Lord Darzi to shape the vision for the NHS over the next decade.

2. Engaging with the development of this strategy – Your say



There are **three** events taking place in September and October to engage local communities and staff in the development of the Strategy, and allow people to contribute to the final report which is to be launched mid October.

NHS Staff Leadership and Engagement Event

12 noon to 4.30pm, Thursday 11 September 2008
Park Inn, Telford

NHS Public and Stakeholder Engagement Event, Telford

10am to 3pm, Thursday 9 October 2008
International Centre, Telford

NHS Public and Stakeholder Engagement Event, Shrewsbury

10am to 3pm, Friday 10, October 2008
The Lord Hill Hotel, Shrewsbury

For more details on these events please visit our website, contact the Project Team by email communications@sath.nhs.uk or write to:

Judith Barford, Developing Health and Health Care Project Team, Shropshire County PCT, Mytton Oak Road, Shrewsbury, Shropshire SY3 8XL.

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3. Involving you in “Developing Health and Health Care”

On 15th and 16th July over 100 members of the public, community representatives and NHS staff participated in the events which were held at the Holiday Inn, Telford, and Shrewsbury Town FC, in Shrewsbury. These events were organised by the region’s four health Trusts. A report from these events was published on 9th September and is now available from our website.



The events aimed to provide an opportunity for local people to:

- Find out more about the process to develop a strategy for health and health care in Shropshire, Telford and Wrekin
- Hear about the progress to date, providing input and comments to ensure that the work continues to focus on the most important challenges facing health and health services
- Help to identify the ways in which these challenges might be addressed
- Advise on ways to continue to involve patients and communities in shaping future health services.

The morning session featured group workshops where participants discussed the major issues facing health and health services in the eight pathways (maternity & newborn care, children’s health, getting healthy staying healthy, planned care, end of life care, long term conditions, acute care, mental health).

The afternoon session was reserved to patient and public participants, who were asked to work in small groups to consider the following questions and feed back their top issues to all participants:

- What do we want the NHS to look like?
- What will help us to achieve this? What factors do we need to consider?
- What are the main obstacles and how do we overcome them?
- How do we continue to involve patients and communities?



The issues highlighted by participants in the feedback from their group work were:

Key messages from Telford

- Everyday ‘stuff’ locally and centres of excellence (recognising complexity)
- Transparent/holistic integration of health and social care
- Continuity of care and flexibility, locally
- “good hospitals ==> good services”
- easy access to information at all interfaces and places
- GP and primary care team at the centre
- As local as is practicable: except where evidence indicates otherwise

Key messages from Shrewsbury

- ‘Fit for purpose’: continuity and efficiency of care – equity for all ages
- Equity of accessible care for the whole population: spread ‘acute’ excellence to all care
- Patient/person/customer-focussed, holistic: data that works
- A partnership with patients and their organisations - high quality for all and in all settings
- A GP of choice and direct quick referral (stronger community base and local agency) ... stress free
- Respect and dignity: my views matter; continuity and co-ordination of my data
- Local determination

The event report provides more information about the issues discussed at these events. It is accompanied by notes from morning workshops where participants discussed the eight pathways. For a copy of the report or more details on these events **please visit our website or contact the Project Team** by email communications@sath.nhs.uk.

4. National End Of Life Care Strategy Launched



As well as being an important aspect of our work locally, End Of Life Care (ELC), has been a key topic on a national level this month as the Department Of Health launched its document, **End Of Life Care Strategy, Promoting high quality care for all adults at the end of life.**

The national programme aims to improve the quality of care at the end of life for all patients and enable more patients to live and die in the place of their choice.

Our local work has begun to suggest a vision for delivering high quality care and support to people with a life-limiting condition and their families, especially in the weeks and days immediately preceding and after death. A number of possible actions have been identified:

Action 1: Expand the role of the GP with a special interest in end of life care

Action 2: Extend the use of the supportive care pathway in Shropshire, Telford and Wrekin

Action 3: Ensure that our commissioning strategy meets the needs of the population

We are continuing with our work to develop local plans that support the implementation of the national End of Life Care Strategy and welcome your views and comments.

For more information on the National programme, to download the strategy, leaflets, resource packs etc, please visit the website: www.endoflifecareforadults.nhs.uk

To find out more about our local work please visit our website at www.ournhsinshropshireandtelford.nhs.uk and visit the **End of Life** page in the **Pathways** section.

5. Workforce matters

You will be aware that the role of our workforce is an essential aspect of each of the eight Pathway Development Group (PDG) workstreams. Healthcare workforce planning is key to the success of all our strategic work across the NHS.

As part of the first guiding principle of our strategy locally, ***Making sense clinically***, there is a key theme to develop and support our workforce. This will help us:

- To ensure the Shropshire and Telford & Wrekin local health economy is an attractive and effective place for the training of clinical staff.
- To deliver organisational sustainability and accredited clinical services through carefully planned change, while recognising that the role of individual clinicians may need to change.
- To ensure that NHS workforce planning becomes a robust exercise conducted in close partnership across the organisations.

With this in mind, we have set up a **Workforce Project Group** to work with each of the eight Pathway Development Groups (PDGs) to identify what workforce skills and requirements would be needed to implement and deliver the care pathway. Each PDG has been asked to contribute to a **Skills Template**

and consider the workforce opportunities, roles, skills and training required across each levels of the NHS (e.g. Primary and Community Care, Continued Supportive Care, Acute Care etc.).

The PDGs have fed back their initial thoughts, and the Workforce Project Group has reviewed these submissions to identify the common themes and key issues that cut across more than one pathway. These themes and issues will form the basis of the **Tabletop Workshops** at our staff event to be held at The Park Inn Telford on 11th September, where we are asking staff across Shropshire and Telford & Wrekin to contribute to this work. We will share this work more widely after the staff event.

6. Remember to have your say on the NHS Constitution

There is still time to share your views on the NHS Constitution. The proposed Constitution for the NHS in England was published in June. It aims to:

- safeguard the core principles and values of the NHS for the next generation, while setting a clear direction for the future
- reaffirm rights to NHS services, free of charge and with equal access for all
- enshrine patient rights to choice and to NICE-approved drugs recommended by clinicians
- empower both staff and patients, containing clear pledges on the ways in which the NHS will strive to go beyond the stated rights to improve the working environment.

The draft constitution has been developed over the past few months with the active engagement of staff, patients and the public. The NHS is consulting widely on the constitution and how to put it into practice until 17 October 2008. There is a link to the draft Constitution and the Consultation document, along with leaflets and booklets explaining more, on our website www.ournhsinshropshireandtelford.nhs.uk.

To feedback your comments on the draft Constitution you can email nhsconstitution@dh.gsi.gov.uk or write to **NHS Constitution, Room 611a, Richmond House, 79 Whitehall, London, SWA1 2NS**

7. Send us your stories – Pioneers wanted!

Have you come across any examples of our **Developing Health and Health Care** strategy already in operation? Do you know someone who is already leading the field in the pathway development work we are currently exploring?

We are looking for great stories which will help us to explain the types of future healthcare pathways, themes, methods, or approaches we are exploring in this strategic review. The stories will be used as Case Studies to illustrate how our plans might benefit our patients and staff in the future.

These may be examples where new services are being implemented locally, but we are also interested in relevant stories from outside our region. Please let us know if you hear anything, even if the project is at an early phase.

If you have any great ideas, or can put us in touch with the right people, **then please contact the Project Team** by email communications@sath.nhs.uk

8. Find out more and make your views known

You can find out more from our website at www.ournhsinshropshireandtelford.nhs.uk. It includes information about the process, opportunities to become involved, reports from local engagement events and links to national legislation and policy which must guide how we shape local health services. Please feel free to link to this site from your public websites and intranets.

You can contact the Project Team at communications@sath.nhs.uk or via the website at www.ournhsinshropshireandtelford.nhs.uk

Public Engagement Events: October 2008 Confirmation of Attendance

I will be attending the event on 9 October in Telford (venue tbc)

I will be attending the event on 10 October in Shrewsbury (venue tbc)
(Please ✓ tick one box only)

I will not be attending, but please keep me informed about progress

Your Details	
Your Name:	
Your Email Address: (please provide your email address if you have one)	
Your Postal Address: (you do not need to provide a postal address if you have provided an email address, as we shall send further details by email)	
Any Special Requirements (e.g. dietary, access, hearing loop, other):	
How can we ensure that this event is useful and successful for you?	

Travel and carer expenses will be paid if you are unable to claim these from another source. Claim forms will be available from registration on the day.

**Please email to communications@sath.nhs.uk or post to:
Judith Barford, Developing Health and Health Care, c/o Shropshire County PCT, William Farr House, Mytton Oak Road, Shrewsbury SY3 8XL**