

Champions' Newsletter



Welcome to the first issue of the Better Together Champions' newsletter. In it we aim to provide you with the latest information on the programme, progress to date and how you can get involved in our work.

Being a Better Together Champion will give you, as a member of the public, a voice in shaping the development of new health and social care services for future generations.

The project team, who are involved in designing these services, are keen to hear your thoughts and views. They will be planning a series of workshops to look at the detail around the Better Together integrated services and, as a Champion, we would like you to be involved. In addition, we will be sending out a series of questionnaires to capture your views on certain aspects of what care looks like now and what, if any, improvements you would like to see in the future.

I would like to take this opportunity to thank you for becoming a Better Together Champion; your input means that we can continue to meet future challenges and embrace the opportunities for improvement right across health and social care.

Amanda Sullivan
Chief Officer
Mansfield and Ashfield CCG
and Newark and Sherwood CCG

Have Your Say

Find out more about the Better Together Champions Programme by visiting our website www.bettertogethernessmidnotts.org.uk

We are looking for Champions to be involved in some of the work to shape future services. We call these care design groups and task and finish groups. Being part of a group may mean attending meetings or answering a questionnaire to contribute your views and ideas.

If you would like to be part of one of these groups, please let us know.

**Please email us at - nshccg.bettertogether@nhs.net
or telephone 01623 673 591
so we can provide some further information.**

www.bettertogethernessmidnotts.org.uk

Want to find out more?

For background information about Better Together, our journey so far and for copies of all stakeholder communications please visit our website:

www.bettertogethernessmidnotts.org.uk



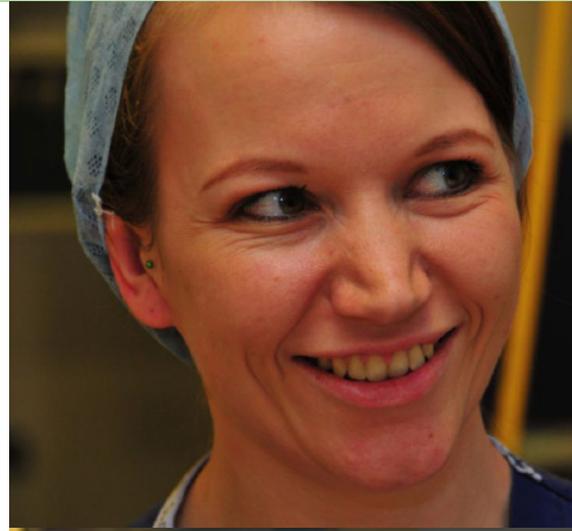
All about the programme

The Better Together programme brings together the NHS in Newark and Sherwood, Mansfield and Ashfield and Nottinghamshire County Council and other partners to look at how we can join up health and social care services more effectively in the future.

We cannot afford to do nothing – the demand for health and social care is increasing, we have a growing number of patients who need more complex care and the costs are rising. We estimate that this could lead to a funding gap of £140 million in our area of Nottinghamshire alone in ten years time.

Feedback provided to us has also told us that patients feel there is poor communication across organisations. People don't always know what services are available and how to access them. There is also more work to be done which focuses on prevention of ill-health and treatment of patients in the community.

Put together, this is our case for change.



Why the need for change?

The health and social care system in Mid-Nottinghamshire and indeed throughout England faces great quality and finance challenges. This is because of growth in the numbers of older people who need our services, which means services must stretch further, so that we still deliver the best possible care within the limited (but still substantial) funds available.

At the moment, NHS staff are working on detailed plans of what services will look like in the future. The way in which care is provided needs to change to one which is closer to home and enables people to live independently for as long as possible.

By joining up the different parts of the health and social care system we can create integrated care.

This type of care means that everyone involved in a person's care will work together to achieve the best outcomes for each person according to their needs and wishes.

We have been working since early in 2013 to develop ideas about how we can do this.

In phase one of the Better Together programme we looked at how doctors, nurses, social workers and others give care, and whether they work together or separately.

We also looked at other expenses such as buildings and back office support.

In phase two we worked in 'clinical design' groups to see in more detail how improved, joined-up care can be given in future. We also asked what patients and the public thought in a series of public events and a questionnaire.



How does this fit into other NHS plans?

We have developed initial proposals for change which were published earlier this year. Now that we have finished these we have a clearer idea of how they will help us to improve health and social care services to reflect the views we have already received from the public.

We have more certainty about how the new plans will work and will now work to refine them with further input from the public. We will do this through continuous engagement.

This will help us to discover if there are further improvements we can make as we move towards putting our plans into action. If these improvements involve significant changes to services, we might need to carry out a formal public consultation. We will know more in the Autumn.

We have tested our ideas with stakeholders, clinicians, staff and the public. There is support for the new way of working we are proposing which is bringing care closer to home and joining up services in a much more co-ordinated way.

There will be further opportunities for these groups, including Champions, to influence us as we continue our plans and put them into practice.

What we are proposing will mean that far more care is given outside hospitals, in people's homes, care homes and the community. Care professionals will work across organisational and professional boundaries.



For all the latest information on the Better Together programme:

Follow us on Twitter - <https://twitter.com/bettermidnotts>

Visit our website - www.bettertogethermidnotts.org.uk

Email us - NSHCCG.bettertogether@nhs.net

Telephone us - 01623 673591

Update on urgent and proactive care plans

The Better Together urgent and proactive work stream is now working on more detailed plans. The work is focussing on ideas for:

- **Self care and care planning**
- **Enhanced community care, including planning a Specialist Intermediate Care Service and a Crisis Response Team so that people can be cared for at home wherever possible**
- **A single front door at A&E**
- **A care navigator service**

Over the next few weeks we will be asking for people's views through workshops and questionnaires so that Champions and other patients and members of the public have the opportunity to have their say about how they think these proposals should be developed. See the end of this article for information about the first workshop.

Self Care

We are proposing that a 'one stop shop' self care hub is developed which patients and professionals can contact for information and support. This will help patients to be in control of decisions about their care and remain as independent as possible. We are keen to understand what people need to support that

self management. We will then describe it in a self care strategy and build provision across mid Nottinghamshire.

Enhanced Community Care

We are proposing to roll out within Mansfield and Ashfield a scheme that is already working well in Newark and Sherwood. This joins up and integrates all community healthcare services with the benefit of social care and voluntary care working within the integrated teams.

The teams deliver care ranging from low level support in a person's own home to addressing very complex needs by a specialist intermediate care team either in a person's own home or in a bed based facility such as a care home if needed.

The specialist intermediate care team works closely with the discharge team in hospital to enable people to return home more quickly and with the crisis response team to prevent admission if at all possible.

Single Front Door

Our proposal is to bring together urgent care 'PC24' and A&E entrances into one so that patients with an urgent or emergency healthcare need are assessed at a single point of entry which will direct

them to acute admission if necessary or to return home with adequate care and support after being seen by a professional team.

The single front door team will be developed and will include a GP. Details on the model and how it will operate are still being developed and there will be opportunities to comment as the ideas develop.

Care Navigator Service

We are proposing a 'care navigator service' that uses a fully populated Directory of Service so that no matter what the needs are the care navigator service can direct to the best team or place with the right care. This care navigator service will be available to clinical and social care professionals and will help them direct people to the right care as quickly as possible. For example, it will include information about available beds in care homes, appointments at GPs or crisis team availability.

In order to make sure we can respond to need as soon as possible, the clinicians and professionals in this service will work very closely with the crisis team and specialist intermediate care teams.

We hope that our Better Together Champions will be involved in the on-going development of the design of services by getting involved in workshops and meetings wherever possible.

The first workshop, on the subject of self-care, is scheduled for July 28th (see invitation within this newsletter) where there will be an excellent opportunity to help positively shape the future of self care in Mid Notts. We also anticipate a similar single front

door workshop later in the year. We hope as many Champions as possible will sign up for this.

We will also shortly be circulating a questionnaire about aspects of care, for you to complete and to share with family and friends.

How can I obtain further information?

You can visit the Better Together website

www.bettertogethermidnotts.org.uk

Email: NSHCCG.bettertogether@nhs.net

Tel: 01623 673 591

Twitter: www.twitter.com/bettermidnotts



For all the latest information on the Better Together programme, follow us on Twitter <https://twitter.com/bettermidnotts> or visit our website - www.bettertogethermidnotts.org.uk

Better Together enters next phase

The Better Together Programme has brought together partners across Newark and Sherwood and Mansfield and Ashfield to look at how health and social care services can be delivered more effectively in the future.

The programme is now entering its next phase (Phase 3) – implementation of the service proposals. This phase will see the two Mid-Nottinghamshire CCGs (Newark and Sherwood CCG and Mansfield and Ashfield CCG) re-commission (or buy) services which will enable the vision of integrated health and social care to be achieved.

This means that the two CCGs will be moving to a new commissioning model. Commissioning is the way the NHS buys services on behalf of its population. It will result in a move away from a system that focuses on payment for activity at an organisational or episode level to one which provides a payment for patient outcomes at a population level. This is known as Capitated Outcomes Based Commissioning.

All providers in health, social care and third sector have been provided with an update.

We are keen to ensure patients, members of the public, care staff and other key stakeholders are aware of our plans and the timelines. In future issues of this newsletter, we will be providing more information on how we will be engaging these groups so that they can feed into our proposals.



Patients' needs will be at the heart of their care. Better Together will provide services that work closely with each other to ensure better quality health and social care is delivered in the right place at the right time.

Get involved in Better Together

We are keen to hear from anyone else who would like to become a Better Together Champion.

This may be attending events, answering surveys, visiting existing services and sharing the news of the changes with your friends and family, colleagues and peers. How much or how little you get involved is entirely up to you.

For more information on the Better Together programme and to see how you can get involved, please visit: www.bettertogethermidnotts.org.uk or email NSH.bettertogether.nhs.net or telephone 01623 673591.



Self-Care Strategy for Mid-Nottinghamshire Invitation to an Engagement Workshop

Date: Monday July 28th 2014

Venue: Edwinstowe House, Edwinstowe, Nottinghamshire, NG21 9PR

Time: 9.00 am - Registration & refreshments 09.30 am start - 4 pm close

This one day workshop aims to engage key stakeholders to say what supported self care should look like across Newark and Sherwood and Mansfield and Ashfield in the future. This will be an opportunity for people to say what needs to be in place to achieve our ambition and shape a brand new self care strategy for mid Nottinghamshire.

To secure your place, please email NSHCCG.bettertogether@nhs.net
If you have mobility problems, special dietary requirements or other factors which need to be taken into consideration, please let us know when booking.
Places will be allocated on a first come, first served basis.

Web: www.bettertogethermidnotts.org.uk

Twitter: www.twitter.com/bettermidnotts

Events you can get involved in

Local NHS organisations hold regular events that are open to members of the public and as members you can access a number of events, talks and seminars.

For example, by becoming a member of Sherwood Forest Hospitals (which is FREE to join), you could attend a session focusing on Emergency Life Support. In Newark and Sherwood and Mansfield and Ashfield, there are various events coming up which you can attend to find out more about your local health services including:

Come and visit the **Healthy Living Event** at Sherwood Community Church, Blidworth on **14th July 2014**. Held from 10 am – 4pm there will be an information stand on Better Together.

Nottinghamshire Healthcare's Annual General Meeting and Annual Member's Meeting is being held on **25th July 2014** at the East Midlands Conference Centre. Information stands showcasing services and stories of excellence will be available to browse.

A Self Care Workshop is to be held on **28th July 2014** at Edwinstowe House. Feedback received during the event will be used to develop the Self Care strategy of the Better Together programme. Please see the invitation in this newsletter for details on how to book a place.

Come and find out about the work carried out over the past year by the Clinical Commissioning Groups (CCG) in your area and hear about plans for health care services for the future at their Annual Public Meetings. **The Mansfield and Ashfield CCG APM** will be held on **4th September 2014** and the Newark and Sherwood CCG APM will be held on **10th September 2014**. We'll let you know where and at what time these events will be nearer the time but for now please put the dates in your diary.

Sherwood Forest Hospitals NHS Foundation Trust Annual General Meeting will take place on **11th September 2014**. Again, we'll give you further details nearer the time

Introducing...

In each Better Together Champions Newsletter we'll be introducing you to one of our Champions who, like you, are doing a fantastic job in helping us to shape health and social care in Mid-Nottinghamshire. In this edition we meet Steve Shaw.

What is your day job, Steve?

I work for Ashfield Voluntary Action as a Health and Wellbeing Manager. My role is to support initiatives, consultations and promotion of health and wellbeing across Ashfield. As well as involvement with a number of health forums I am Vice Chair of the Citizens' Board for Better Together.

And when did you become a Better Together Champion?

I became a Better Together Champion about 5 months ago.

Why did you want to become a Champion?

That's easy really. Firstly, I recognised the importance of a need to change the way healthcare is provided and the Better Together programme bringing together services and providing patient centred care seems the right way forward. Within my working day I meet a lot of patients and public either individually, at meetings or at events so it was the natural thing to do to support the programme by helping to keep people informed of developments from time to time.

I am really enthusiastic about the plans and hope I can help in some small way to inform and promote to the wider public.

And finally, what do you like to do in your spare time?

Outside of my work, I enjoy most sports, usually as spectator nowadays, and I am involved in a local amateur dramatic group in Skegby which is great fun. As well performing occasionally I have written pantomimes and a radio play all of which have been published which I am quite proud of.

Thank you Steve. With Champions like you on board we can ensure that the voice of patients and the local community is being heard.



Steve Shaw - Better Together Champion

If you are interested in featuring in a future issue of our Champions Newsletters, please contact as us at nshccg.bettertogether@nhs.net or telephone 01623 673 591