

9 months on

...the impact of local people
getting involved

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Lead Commissioner

July 2010

What are community services?

Those health services delivered near to or in your home that are not part of core GP, dentistry, opticians or pharmacist services and are not delivered within secondary or tertiary care at one of the large acute hospitals

Why develop a strategy with
local people?

To transform community
services in east Kent

- Department of Health told all Primary Care Trust's (PCT) to complete a strategy by October 2009
- NHS Eastern and Coastal Kent wanted to involve local people from the beginning so approached Kent LINK

We asked one big question...

What needs to be changed or developed over the next 5 years so that you and your family's experience of health in or near to your home is better than it is today?



Who helped write the strategy?

We conducted the citizen engagement exercise in August 2009, reaching over 270 individuals across genders, ages and ethnicity

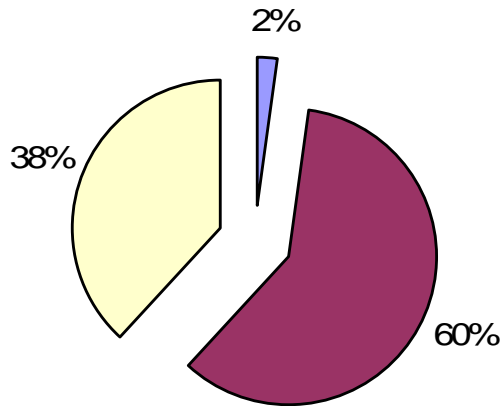


Methodology

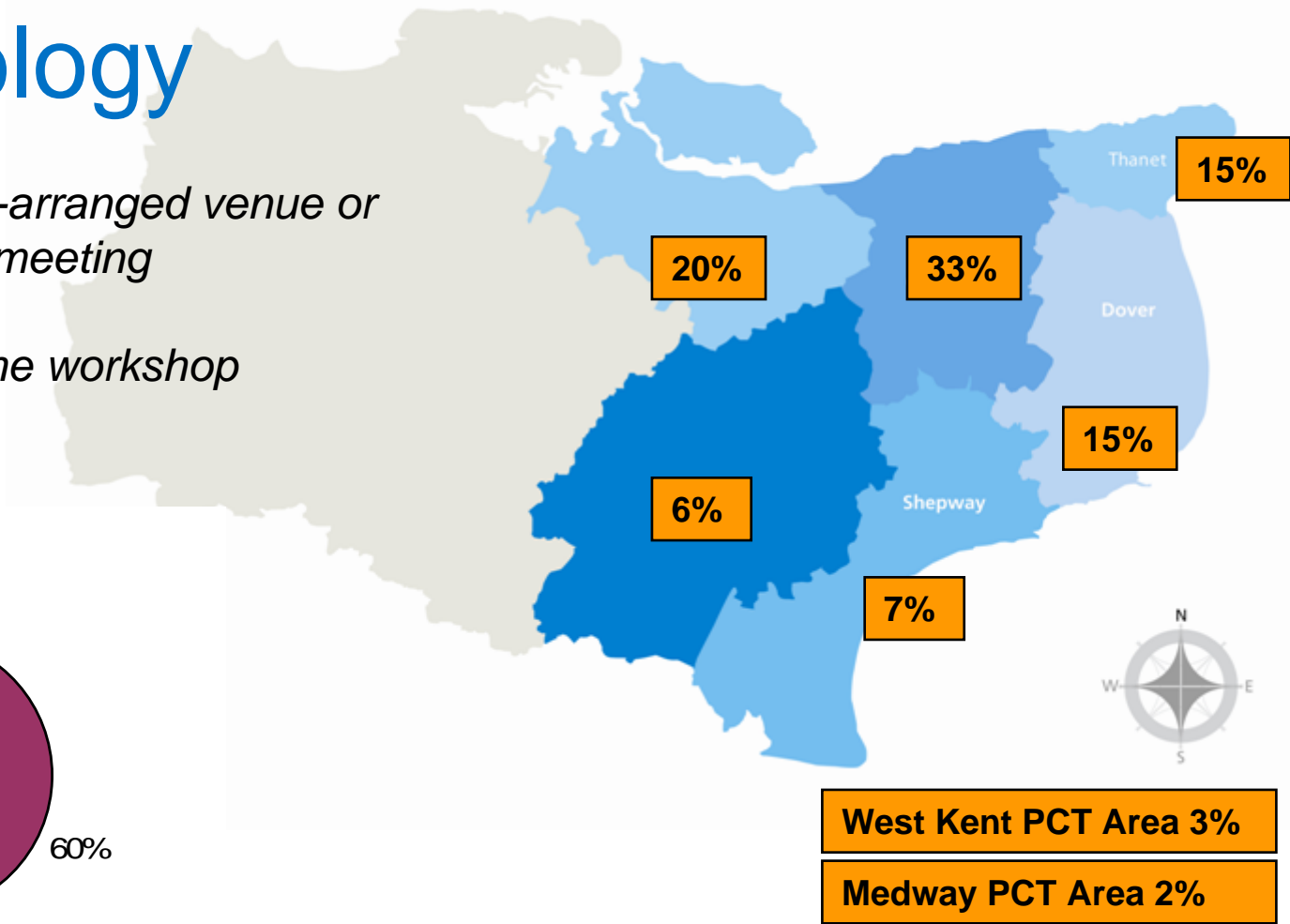
A workshop at a pre-arranged venue or as part of a group's meeting

A paper version of the workshop

An online survey



■ Online Survey ■ Paper Workshop □ Workshops



So what?

- PCT used the feedback gathered during the engagement activity in August to shape the questions that staff and local clinicians were asked and help draft the strategy
- The PCT made sure that the 7 recommendations from the public were in the strategy.
- The PCT made sure the overarching 6 principles of the strategy matched up to these recommendations

So what?

- The full engagement report from Kent LINK is included at the end of the strategy so everyone can read it; strategy was approved in Oct 2009
- A draft 12 month action plan has been written demonstrating the first phase of work to be undertaken to achieve the 6 principles

What have we achieved in 9 months?

Some examples of work

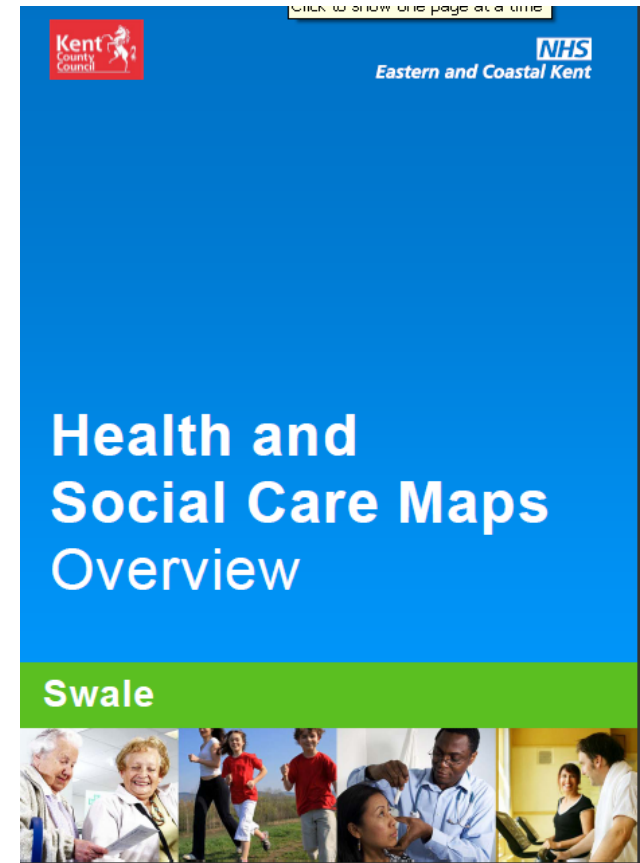
Commission more services in local community settings

Lead commissioners are in the middle of writing detailed service specifications for all services in the community; many to be agreed before Oct 2010

Principle 2

Commission services according to need

A set of locality based health and social care maps were developed and have just been launched this month; they are on the website under 'Publications'.



Principle 3

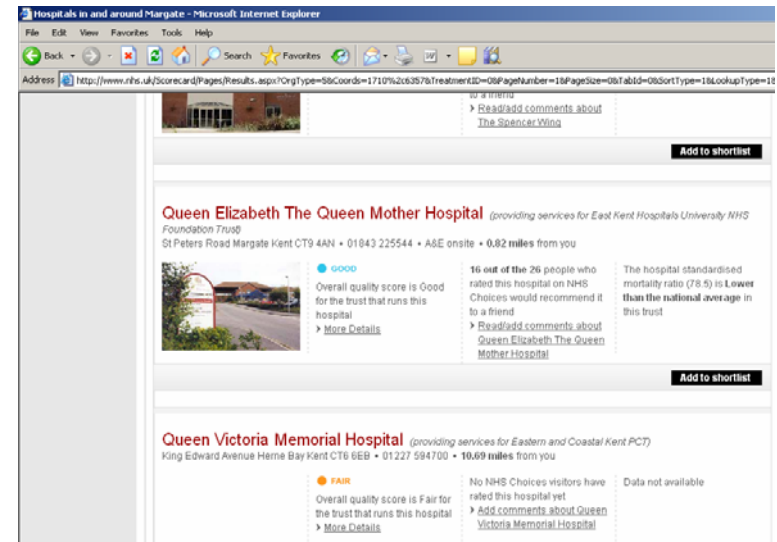
Improve the integration and communication across community services and with all other areas of health and social care

Community Nursing is being better integrated with GP's and Community Matrons; this massive service redesign will be complete by March 2011

Principle 4

Increase health practitioners' and the public's knowledge of services available in the community

There are plans to link up with national website www.nhs.uk to have an online directory of services for clinicians and the public – aim to launch Oct 2010



Principle 5

Embed education and prevention within all community services and systematically commission evidence-based health promotion services

Currently developing a long-term plan for improving health

Principle 6

Ensure services are clinically-led, high quality, safe, efficient and value for money and focus on measurable outcomes

We are improving how we judge whether services are good quality e.g. asking providers to do more patient feedback

What next?

Each piece of work that links to the strategy will involve people to ensure it is patient led

I will continue to promote these aims and this work to local clinicians

There is still more work to do over the next 2 ½ years...

Any questions?