

Involving local people in health decisions

Welcome!

What we're going to do today...

Setting the scene

Update on NHS reforms, West Essex Clinical Commissioning Groups & workshop discussion

Patient and public engagement (PPE)

Update you on our PPE framework on how we want to work with you, and ask you to help us refine it

NHS reforms

NEW ARRANGEMENTS FOR COMMISSIONING

Transition to new structures

Primary care trusts

Strategic health authorities

Local Involvement Networks (LINKs)

Abolished April 2013



- **Clinical Commissioning Groups**

- **Commissioning support services**

- **NHS Commissioning Board**

- **HealthWatch England and local HealthWatch**

- **Local authorities - public health**

- **Health & Wellbeing Boards**

- **Whole Essex Community Budget**

**Working in shadow form now
Full responsibility April 2013**

WEST ESSEX

Clinical
Commissioning
Group

DR ALICE HODKINSON, GP

- Working in shadow form from April 2012
- Good progress towards full authorisation
- Structures in place
- Have delegated budgetary responsibility
- Strong performance management
- Reviewing and redesigning services
- Progressing patient, carer and public participation

BACKGROUND

Demand for care & treatment
is growing

Budgets are increasing
but costs are rising more

Opportunities for improving
care & treatment also make
better use of NHS resources

Aim to save £66 million over
next three years to reinvest back into
care and treatment

COMMISSIONING PRIORITIES FOR WEST ESSEX

Older adults

People with long term conditions

Urgent care

Transformation of primary and
community services

Integration

URGENT CARE

CHANGING HOW SERVICES WORK

More community or primary care services 24/7

Changing public behaviour

Dial 111

A&E critical patients only

URGENT CARE

RECENT PROGRESS & DEVELOPMENTS

Single point of access

Integrated out of hours & urgent care

Urgent care at PAH

Services that fit with personal circumstances

Long term conditions

Better care in the community and at home – fewer hospital visits

Continuity of care

An individual not a walking diagnosis

Long term conditions

RECENT PROGRESS & DEVELOPMENTS

Children's development centre

Risk registers

Essex Family Pilot

Telehealth

OLDER ADULTS being as **independent as possible**

Better care in the community and
at home – fewer hospital visits

Linking up care & treatment –
health and social care

Personalised budgets

OLDER ADULTS

RECENT PROGRESS & DEVELOPMENTS

Stroke & early discharge service

Integrated community teams

Dementia care

Caring for carers

Some other developments

Children and young adults

Mental health

Medicines management

COMMENTS?

QUESTIONS?

WORKING WITH YOU

on the commissioning priorities
for West Essex

COMMISSIONING PRIORITIES

FEEDBACK FROM RECENT EVENTS

Older adults

People with long term conditions

Urgent care

Transformation of primary and
community services

Integration

COMMISSIONING PRIORITIES

Workshop discussion

For
OLDER ADULTS

LONG TERM
CONDITIONS

URGENT CARE

What else needs to be considered?

What else could West Essex CCG do to improve services in these areas within available resources?

Patient & Public Engagement (PPE)

How are we going to
engage with you?

Informing our approach

- First opportunity
- Annual cycle of engagement
- Website
 - www.westessexccg.nhs.uk
- Local individual membership
- Locality forums

Informing our structure

- Lay Representative (PPE) on the CCG Board
- PPE Reference Group
- Patient participation groups (PPGs), vol orgs, councils, LINK, community groups
- Expert patients, PPGs, vol orgs, to work on programme boards
- Patient feedback, complaints, PALS patient stories, PEBL

HealthWatch

Existing Networks

Vol. Sector

Councils

West Essex Patient Reference Group

Clinical Commissioning Board
(Lay Membership)

Epping Forest

Harlow

Uttlesford

Practice Patient Reference Groups

Patient Representation

Medicines Management

Urgent Care

Children & Maternity

Mental Health & LD

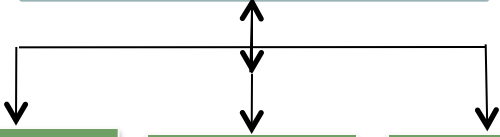
Older People

Long Term Conditions

Planned Care

Public Membership (Via Website)

Public & Patient Engagement



Patient & Public Engagement

Workshop discussions

What is meaningful engagement?

What worked well in the past

What needs to change

How can we provide two-way information flow?

Patient & Public Engagement

Jackie Sully's questions

How can we develop a relationship which is not just based on funding and/or availability of grants?

How can good ideas & suggestions be fast-tracked into a system for consideration?

Patient & Public Engagement

Jackie Sully's questions

How, where and how often do we create information exchanges?

Where should this conduit be – both sides?

How do we ensure, we, HealthWatch etc. don't overlap and duplicate effort