



May 2015 - Issue 2

Health and social care in North Derbyshire is changing

An update on the 21C #JoinedUpCare work programme



THANK YOU

to everyone who came to see us

Throughout March we held a number of events to give the public, those working in the NHS and other stakeholders the opportunity to give their thoughts and ideas on how healthcare services could be delivered in a more joined-up way to offer a service that is fit for the 21st century.

Our thanks and that of all the current system leaders goes out to both the public who gave up

their time to come and help us and also the multitude of staff who also gave up an evening (and in some cases several) to facilitate, scribe and generally make the sessions the success they were. If you were involved then thank you.

Alongside the March events, extensive communications and engagement has taken place across northern Derbyshire. We organised a number of

additional meetings with key stakeholders and promoted opportunities to engage with the programme through online communications, print, local media and advertising to help ensure we spoke with as many people as possible. Opportunities to engage with the programme will continue. For the latest news and updates see our website at www.joinedupcare.org.uk

21c #JoinedUpCare partners

Partners: NHS North Derbyshire Clinical Commissioning Group, NHS Hardwick Clinical Commissioning Group, Chesterfield Royal Hospital NHS Foundation Trust, Derbyshire Healthcare NHS Foundation Trust, Derbyshire Health United, Derbyshire Community Health Services NHS Foundation Trust, East Midlands Ambulance Service, Derbyshire Health United and Derbyshire County Council.



Gathering of the CLANS!



In March over 100 representatives from the eight organisations collaborating on the 21c #JoinedUpCare programme, along with members of local voluntary services, got together to re-affirm their commitment to working together, to remember what they were setting out to achieve – and more importantly, to remind themselves why.

The event was captured on video as part of a selection of newsreels on the 21c YouTube channel. You can watch this on our '21stCentury JoinedUpCare' YouTube channel now.

We've listened and we've changed a few things



Since the events in March we have changed our logo as well as the images and words we use to describe and illustrate what we mean by 21c #JoinedUpCare. We have made these changes because you told us that the logo, images and words we were using on our website and in newspaper adverts were not in line with what you were being told about the programme at the events.

By revising the language to refer more often to the NHS, patients and service users and including logos for the NHS, Derbyshire County Council and NDVA in the new 21c #JoinedUpCare logo, it is now easier to understand at a glance what the purpose of 21c #JoinedUpCare is and the nature of the organisations involved in the partnership.



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Still not quite sure what 21c #JoinedUpCare is all about?



In a nutshell, the 21c #JoinedUpCare programme brings together the eight health and social care organisations in north Derbyshire that buy or provide services for local people. It exists to create a great patient experience, find smarter and new ways of working and use public money in the best possible way.

ACCESS

COORDINATION

EFFICIENCY

What we have learnt from the 21c #JoinedUpCare events so far

The majority of participants were very supportive and understood the principles of a more joined up approach. Three ideas that were particularly liked were: a care coordinator for people with long term conditions; one number to call with advisors being able to help across health and social care; as well as patients having one care plan that works across all agencies. Participants also saw the important role Information Technology would play in enabling many of the ideas put forward and highlighted the importance of prevention and education in maintaining

people's health and wellbeing. The discussions that took place were well informed, offered challenge to current ideas and put forward thinking around whether the themes were tackling the right issues in the local areas. Many people had concerns about how the ideas would be put into practice but nevertheless they were clearly interested and wanted to know how they could continue to be involved in helping to shape any future changes.

Participants commented that they very much appreciated being given the time to talk about new ideas for providing

health and social care services in the area and the honesty of the meetings in that those involved in 21c #JoinedUpCare acknowledge that the programme is about cost saving as well as finding new and smarter ways of working to create a great patient experience.

The table below gives a flavour of the discussions which took place at the March events in each 'Geographical Community'. Three distinct themes came across: access to care, coordination of care and efficiency.

What is a 'Geographical Community' (GC)?

We understand that the healthcare needs of people vary across north Derbyshire and so we have divided north Derbyshire into eight 'Geographical Communities' (GC) so that each area can decide what things will work best for their specific area.



Access

- Improve access to GP services and advertise alternatives well
- Support one stop shops including mental health, children, self-help, voluntary sector, wellbeing and health promotion
- Care to be provided in or as near to home as possible
- Improve parking and public transport to make access easier

Coordination

- People should only need to tell their story once – shared access to information and patient records would enable continuity of care
- Site professionals together to better enable the sharing of best practice
- Improve the discharge process through communication and overall co-ordination - apply this to nursing and residential homes too

Efficiency

- Use assets efficiently – they should be able to change and grow over time. Housing plans should not be forgotten
- Support specialist sites offering services across wider area
- Pool resources – if services are lost, explain alternatives and benefits
- Support use of technology



The next steps to making 21c #JoinedUpCare a reality

Now that we have spoken to the public, NHS staff and other stakeholders to get initial thoughts on the kinds of things all 21c #JoinedUpCare partners should be considering in order to create a local health service fit for purpose in the 21st century, our team will be spending the next couple of months reviewing the long list of ideas put forward and be working with the eight different Geographic Communities (GC) to create a short list of options which will then form the basis of a

consultation in autumn, if the ideas put forward are likely to have an impact on existing services.

We will also be reviewing who we have spoken to in order to see if there are any people we have missed who have not had the opportunity to feed into the process so far. If we identify any groups missing we will organise further events or focus groups to ensure that everyone has an opportunity to contribute to this process.

21c #JoinedUpCare in action

The 21c #JoinedUpCare programme is living and breathing in the many interactions staff across health and social care are having every day. To read more about some of the new initiatives that demonstrate a joined-up approach to delivering services, log on to our website at

www.joinedupcare.org.uk



Contact us

If you want to let us know your thoughts on 21c #JoinedUpCare you can get in touch with us in a number of ways.



By post: JoinedUpCare, Freepost Licence Number RTBE-UYBK-YRBR, c/o Communications Department, Chesterfield Royal Hospital, Calow, Chesterfield, S44 5BR



By email: crhft.JoinedUpCare@nhs.net



By Twitter: @21CNorthDerbys #JoinedUpCare



Web: www.joinedupcare.org.uk

The principles of 21c #JoinedUpCare

We'll treat you with dignity and respect

Our services will be person-centred

We'll be flexible and adaptable to meet your needs

We'll challenge what we do now and find better ways of working

We'll work with you to plan and deliver services

We'll promote healthy lifestyles and support you to make a change