

Health and care in Staffordshire and Stoke-on-Trent

Your voice counts. This is a public conversation to hear your views on how we can better deliver health and care locally. We want to understand how you currently use services to find out what is working well and what can be improved.

Who we are

Together We're Better is the local partnership bringing together local NHS, councils, independent and voluntary organisations. Since 2016, we have been working to improve health and care for the 1.1 million people who live in Staffordshire and Stoke-on-Trent.



Join in the conversation:

3 June 2019
until midnight
25 August 2019

What this is about

To achieve this vision, we know we need to support:

- You to live well for longer and as independently as possible
- Treating you as a person, not as a set of health conditions or social care needs
- Making sure doctors and nurses are there when you need them, at the right time and in the right place
- Making services available closer to your home
- Giving mental health equal priority to physical health and wellbeing
- Making sure your experience of health and care is the best it can be
- Making it easier for organisations to work together, to increase efficiency.

NHS Long Term Plan

NHS England launched a national Long Term Plan (www.longtermplan.nhs.uk) in January 2019. It focussed on making the NHS fit for the future, and getting the most value out of every pound of taxpayers' investment.

Our conversation with you is a key part of developing our local plan, which we hope to publish in Autumn 2019. Many of the themes we will discuss, will help shape our priorities. However, it is only one part of our Long Term Plan, as we recognise there are other ambitions that we want to explore further with you.

Your feedback will help us to develop our local plan, as well as informing our work to develop any future proposals for change.



Help to shape local health and care services

We want to listen to your views on:

- What works well?
- What do you think should be improved?
- What is important to you?

Why change is needed

We know that we face many challenges and opportunities that will affect our ability to deliver quality services in the future. These include an increasing older population with multiple long-term conditions and care needs, and the impact of a decreasing workforce and vacancies in some key services. We are not alone with these challenges – many areas across the country face the same issues.

Our partners, doctors and nurses agree that people will experience poorer health outcomes unless we take action. We need to plan services for the future to improve quality, using the available budget and resource as efficiently as possible.

This diagram shows us the areas we need to bear in mind to help us deliver better care.



The challenges

The local challenges affect all our health and social care services – from GP practices and care homes to hospital-based care. Our services are generally safe and well led, but we face changing and increasing demands on our services. We need to look at a different way to run our services so our care remains high quality and safe.

Just some of the challenges we face, include:



Urgent and emergency care:

People are confused about which service to use, with services open at different times. To help, we need to respond to the national plans to develop local Urgent Treatment Centres



Hospital admissions:

Sometimes people are admitted to hospital when they could be seen at a service in the community instead. It can sometimes take a long time for people to return home from hospital once they are well enough



Waiting times: There are longer waiting times for some key services including A&E, mental health, planned appointments and procedures and cancer treatment



Cancer: There are longer delays in the detection of some cancers at an early stage. Waiting times for treatment are longer than the national average



Hospital care: Demand is growing, and there are more cancelled operations than in other parts of England



Community services: These can be very different across the county, which could lead to different outcomes for local people



Primary care: Our GP practices are struggling with rising demands because the number of older people is increasing. Patient expectations are also increasing



Social care: Increasing demand and costs for older and disabled people



Care homes: The market is very fragile, and the standards and availability can vary across the county



Mental health: In the past, mental health services have not had the same profile and funding as physical health services



Children's services: Increasing demand for intensive support



Prevention: Reduce demand on services by supporting people to lead healthier lifestyles and to self-care for minor conditions.

The opportunities



Helping people to be healthier, to stay well for longer and know how to self-care for minor illnesses



Signposting and education about the support available



Identifying patients at risk early on so that they can get support without having to go to hospital



Bringing professionals and services together to support people in their community and avoid going to hospital



Help people access non-clinical support, for example befriending support, by working with local communities



More services in the community, nearer to people's homes



Offering continuity of carer by having teams of staff wrapped around a person's needs



Working more efficiently to offer more appointments and shorter waiting times. Designing services that make best use of resources



Using technology to reduce waiting and travelling time, and reduce clinical time for minor appointments



Equal and fair access to specialist treatment and high quality hospital beds



Workforce: Recruiting new staff and supporting our existing staff.

The areas we need to talk about

We need to take action now to make sure that health and care services we receive today, are able to meet future needs. We are working as a partnership to look at service transformation as a whole and not as separate parts. This is because we know that working together means a better, more joined up and efficient service.

We want to know your views about all health and care services and in particular:



Urgent and emergency care



Integrated community services



Community hospitals in South Staffordshire



Maternity services



Planned care (booked appointments, operations or treatments)



Mental health services

Next steps

This conversation is the start of our formal involvement process, to help us deliver change across health and social care. This will help us to have a county-wide conversation and develop future options. As this work is very complex, our timeline is ambitious and could change.

We will work with professionals from the health, community and council organisations to ensure any future proposals are realistic. This includes making sure they are affordable, in line with national ambitions and clinically sustainable.

Your feedback will help us develop options and design services fit for the future.

Who will make any future decisions?

The six clinical commissioning groups (CCGs) who are responsible for buying and monitoring local health services will be responsible for deciding on any future health service changes. Similarly, the local authorities will make any final decisions about any services that they commission, for example care homes or social care services.

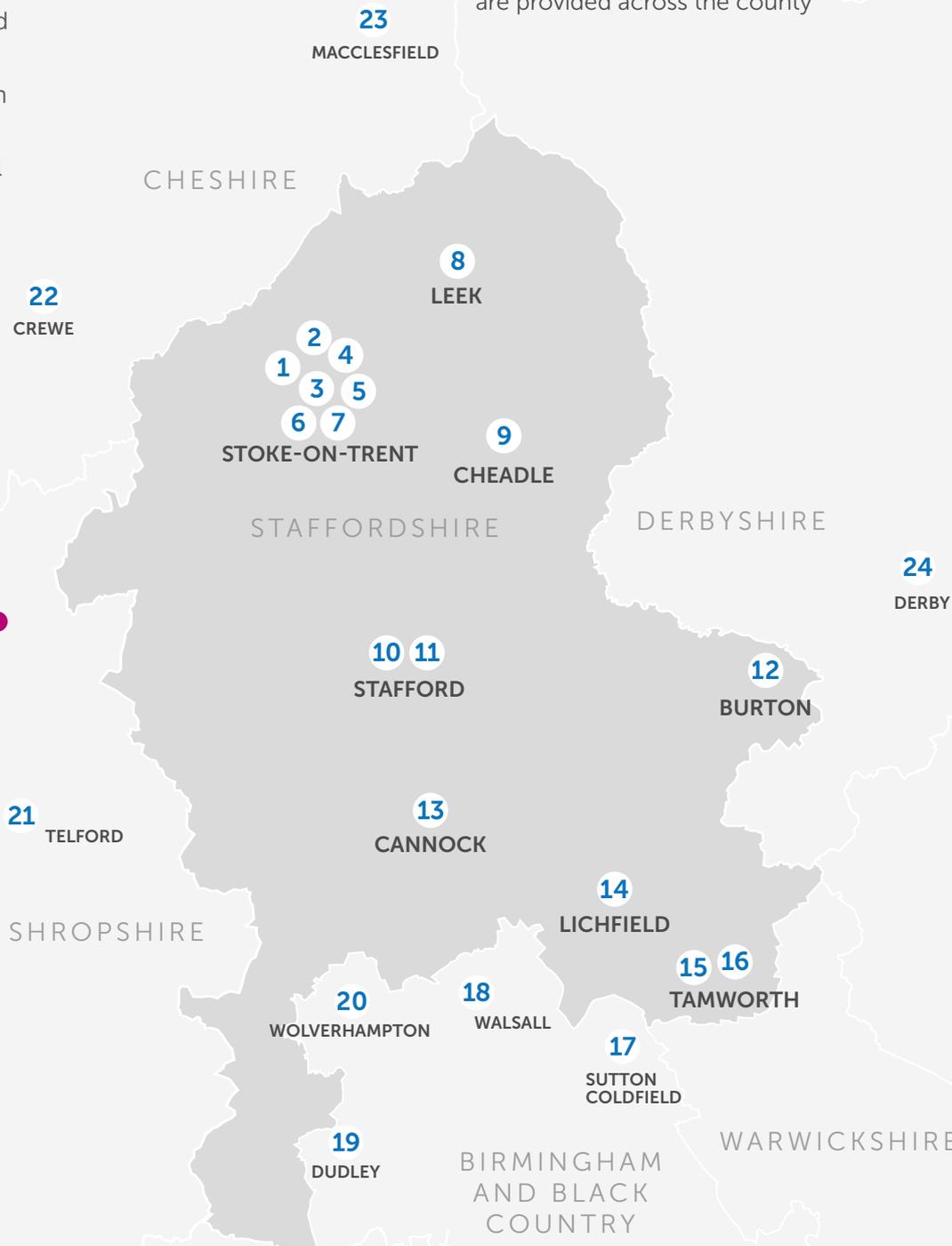
When thinking about making large changes to services, CCGs have a legal duty to involve local people in the decision making.

Local services

1. Bradwell Community Hospital ●
2. Haywood Community Hospital ● ●
3. Royal Stoke University Hospital ● ● ●
4. Hanley Primary Care Access Hub, Stoke-on-Trent ●
5. Longton Cottage Hospital ●
6. Harplands Hospital (adults), Stoke-on-Trent ●
7. Darwin Centre (child and adolescent) ●
8. Leek Moorlands Community Hospital ● ●
9. Cheadle Community Hospital ●
10. St George's Hospital (adults and specialist), Stafford ●
11. County Hospital, Stafford ● ● ●
12. Queen's Hospital, Burton ● ● ●
13. Cannock Chase Hospital ● ● ● ● ●
14. Samuel Johnson Community Hospital, Lichfield ● ● ● ●
15. George Bryan Centre (adult and older adults), Tamworth ●
16. Sir Robert Peel Community Hospital, Tamworth ● ● ●
17. Good Hope Hospital, Sutton Coldfield ●
18. Walsall Manor Hospital ●
19. Russells Hall Hospital, Dudley ●
20. New Cross Hospital, Wolverhampton ●
21. Princess Royal Hospital, Telford ●
22. Leighton Hospital, Crewe ●
23. Macclesfield District General Hospital ●
24. Royal Derby Hospital ●

Key

- Maternity services
 - Urgent and emergency care
 - Planned care - surgery
 - Planned care - community appointments
 - Community care
 - Mental health hospital services
 - Community hospitals (not included in this listening exercise)
 - Out of area hospitals
- Community mental health services are provided across the county



Get involved

We know that these changes will not be easy and will take time to get right. We are beginning our public conversation now, so that you have the opportunity to help shape the future of local health and care services. No decisions have been made, and no options have been developed. Make your voice count.

There are a range of ways to get involved:



Public events



Survey – on our website and in paper format.



Community groups

– we will be visiting a range of community groups to listen to local views, in particular from groups who might find it difficult to join in these conversations.

Become a local representative



Join us at our meetings, where you share your views on our work and our communication plans



Join our virtual panel of representatives, taking part in online discussions and completing online surveys



Sign up to our newsletter, to receive regular updates on the work of the Together We're Better partnership.

To find out more, visit our website: www.twbstaffsandstoke.org.uk

If you need printed copies of the documents, need documents in different formats or languages or need help to complete the survey, please get in touch.



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