



*North East Hampshire and Farnham  
Clinical Commissioning Group*

Report on North East  
Hampshire & Farnham  
Clinical Commissioning Group  
Stakeholder Event  
12<sup>th</sup> November 2013



*Working in partnership to  
deliver excellent health care*

## 1) Introduction

North East Hampshire & Farnham Clinical Commissioning Group (NEH&FCCG) was pleased to hold their Stakeholder Event “Have Your Say” on the evening of 12<sup>th</sup> November 2013 at the Holiday Inn, Farnborough. 46 people attended the event from a wide range of local stakeholders. The attendees list is attached at Appendix 1 for information. Prior to the event two documents were shared electronically with stakeholders for information: The CCG Strategy Document “Developing a sustainable health and care system in North East Hampshire and Farnham – a vision for the next five years” and the “2014/15 Commissioning Ideas”

The purpose of the Event was to:

1. Outline the work of the CCG and the challenges the health and social care system faces over the next 5 years
2. Share with Stakeholders our thoughts on the future shape of the local health and social care systems for the population of North East Hampshire and Farnham
3. Gather views, ideas and thoughts from local stakeholders to inform our work for next year and our long term vision

This document provides brief details of the event, the discussions and ideas shared at the event and what the CCG will do in response to listening to our stakeholders.

## 2) Broad Outline of the Event

- **Welcome and context for the Event**
- **Video to illustrate future technology and innovation in our lives**
- **Two personal visions;**
  - A local user of services who suggested that we should be commissioning holistic services to support people with a range of mental health issues including developing drop in Health & Wellbeing Centres in each town – a shop front on every high street .
  - A local GP who described a vision of Integrated Care Teams that includes health, social and voluntary care sectors supporting people to remain independent. Seamless and efficient.
- **Outline of the challenges** facing health and social care services now and in the future
- Presentation of the high level Strategy **“Developing a sustainable health and care system in North East Hampshire and Farnham – a vision for the next five years”**



- **Interactive Session** where the use of technology allowed participants to instantaneously answer the following questions:
  - 1) **5 Year Strategy:** **What are your ideas for the next 5 years?**
  - 2) **2014/15 Commissioning Ideas:** **What do we need to work on next year?**

### 3) Stakeholder feedback on 5 year strategy

The top priorities captured at the event are detailed below.

- **Collaboration**
  - *Integrate across Health & Social Care services with specific focus on strengthening links with the Voluntary Sector.*
  - *Establish a common purpose and goal for delivering joined up care – the patient doesn't know which "organisation" is responsible for delivery nor cares.*
  - *Develop innovative community based services.*
- **Self-Management**
  - *Develop Health & Wellbeing Centres in each town – shop front on every high street (Damien's Drop In Centre)*
  - *Improve access to information*
- **Prevention**
  - *Health Education from an early age*
  - *Early signs of poor physical and mental health are identified and supported quickly*
- **Improving Quality of Life**
  - *Commission for improved patient outcomes*
  - *Focus on health rather than illness*
- **Primary Care**
  - *Establish the role of General Practice locally*
  - *Modernise General Practice for now and the future*
- **Financial flow**
  - *Integrated health and social care budgets*



- *Identify one area and trial investment in integrated care services*
- Additional considerations raised also included Working Age People, Special Communities, Personalisation and use of Technology

#### 4) Stakeholder feedback on 2014/15 Priorities

The top 3 priorities for next year identified by the stakeholders are:

- **Integrated Teams**
- **Improve access to 24/7 care**
- **Personal Care Planning**

#### 5) Next Steps – What We Will Do With This Information

We will take all comments from the event into consideration whilst developing our strategy and deciding on our priorities for 2014/15. However in direct response to the feedback at the Stakeholder event we will specifically focus effort on the following priorities:

##### **Integrated Care**

- We will work with local patients and clinicians to design local integrated Care Teams to include GP Practices, Community Services, Mental Health Service, Social Care and the Voluntary Sector. We aim to pilot one team in one area by January 2014.
- We will work with local patients and clinicians to redesign services for frail elderly people who require support to remain at home. Discussions have commenced and redesign workshops are in the planning stage. We aim to introduce improved experiences for frail elderly patients throughout 2014/15.
- We will introduce new integrated services to support patients at the end of life and their families and carers from April 2014.

##### **Improve access to 24/7 care**

- We will maximise the use of the new national Integrated Transformation Fund (ITF) which will result in pooled health and social care budgets that must strengthen integrated and 24/7 working from 2014/15.

##### **Personal Care Planning**

- We will trial the production of Personal Care Plans in the Integrated Care Teams



Pilot. Care Plans will be co-produced between the patients and their professional key worker.

- We are entering into a pilot to test how we offer Personal Health Budgets (PHB) to patients who are eligible for Continuing Health Care (CHC). By 1<sup>st</sup> April 2014 Patients eligible for CHC have a right to ask for a PHB and by 1<sup>st</sup> October 2014 should be routinely offered a PHB. We will phase the introduction of PHBs to our patients from December 2013.
- Working in collaboration with local Care Homes we are rolling out improvements for residents to ensure they receive the correct nutrition and hydration to prevent ill health.

## 6) Future Engagement

We are committed to talking and listening to our patients and local stakeholders and will undertake the following activities in the forthcoming months:

- Patients, users and carers will be invited to help us shape every service we develop
- Plan for the next Stakeholder Event in January 2014
- Plan for a public and patient event in February 2014
- Send out a Patient Questionnaire via GP Practices early December 2013
- Continue to take council from our Patient and Participation Group
- Continue to build on successful engagement with GP Member Practices

We would like to extend our thanks all those people who attended our Stakeholder Event on 12<sup>th</sup> November 2013 and look forward to working with you all over the coming months to help shape the work of the CCG.

Please don't hesitate to contact the CCG at [NEHFCCG@hampshire.nhs.uk](mailto:NEHFCCG@hampshire.nhs.uk) if you have any comments or questions.

