

Healthier Together

Improving health and care in Bristol,
North Somerset and South Gloucestershire



NHS



HEALTHY WESTON

Joining up services for better care in the Weston area

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October listening event

10 October 2018



Agenda

Time	Focus	Lead
18.30	Welcome & purpose of today	Julia Ross , Chief Executive, Bristol, North Somerset & South Gloucestershire Clinical Commissioning Group
18.40	Update on the work progressing	Dr Martin Jones , Medical Director, BNSSG CCG & Dr Peter Collins , Medical Director, Weston Area Health Trust
19.10	Q&A	Dr Martin Jones , Dr Peter Collins , Katie Norton , Healthy Weston Programme Director, Colin Bradbury , Area Director North Somerset
19.30	Table discussions	All
20.00	Feedback	All
20.20	Next steps	Julia Ross
20.25	Thank you and close	Julia Ross

Health and care services in the Weston area



16 GP practices



Weston General Hospital



Community and mental health service



Ambulance Trust



Social care provided by North Somerset Council

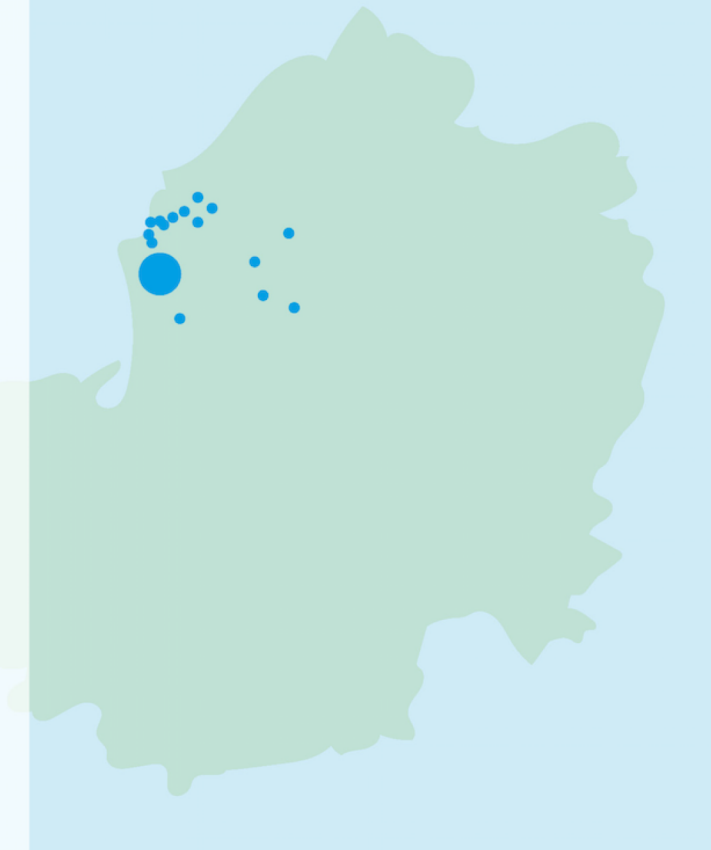


Independent residential and nursing homes



Voluntary sector

Some specialist hospital services also provided by North Bristol Trust, Taunton and Somerset Trust and University Hospitals Bristol.



What is the Healthy Weston vision?



High quality, safe and sustainable NHS services that meet local people's needs

Preventing ill-health & supporting people to stay well

Care closer to home

Mental & physical health equally important

Joined up GP, community & hospital services

Certainty for staff & patients

Strong, vibrant, focused role for Weston General Hospital

Our hospital as centre of excellence - frailty & planned care

Reformed A&E, emergency surgery, critical care & maternity

Working as one system with nearby hospitals

Affordable & wise use of resources, maximising existing facilities

Why we need to change

1. **Changing health needs:** Growing population, getting older, more long term conditions, significant inequalities in health

2. **Variations in primary and community care:** Differences in the way care is provided, some patients finding access more difficult than others

3. **Meeting national clinical quality standards:** Some services at Weston General Hospital don't have sufficient volumes of certain cases; a shortage of **specialist staff**

4. **Getting value for money:** We must live within our financial means; must use our available resources most effectively to meet local needs

When discussing our 'Commissioning Context' local people told us:

- Understand the local population
- Support staff and colleagues
- Interlink our services
- Consider transport
- Invest in our infrastructure
- Share our implementation approach

1,627 pieces of feedback received representing 2,518 people, including staff



We identified three themes for change

1. 'Just do it'

- Provide greater support to people in care homes
- Improve consistency of frailty assessments in the community

2. Make improvements imminently, but further work needed

- Establish a 'crisis and recovery centre' for people with mental health needs in the centre of Weston
- Better joined up children's services

3. Changes that impact directly on delivery of a strong, focused and sustainable hospital

- A new hospital-based frailty service
- An integrated, multi-agency 'front door' to the hospital
- Develop new models for delivering hospital based services in the future; choose and implement the best one

More and better care in our communities

Greater support for people to stay well for longer, maintain their independence and avoid getting ill

Clusters of GP practices working more closely together to gain benefits of scale and having strong leadership

Cross-organisation working with integrated teams, including with social care and mental health services

Providing more services in communities that patients currently have to travel to hospital for

Developing a range of integrated GP, community, voluntary and hospital-based services located on the Weston General Hospital site

A vibrant future role for Weston General Hospital

Stronger, more focused local hospital meeting national clinical quality standards

Integrated 'front door' with a range of specialists to assess you quickly and ensure you are seen by the best health professional for your needs

Centre of excellence for frailty services and planned care with a continued 24 hour midwife-led maternity service

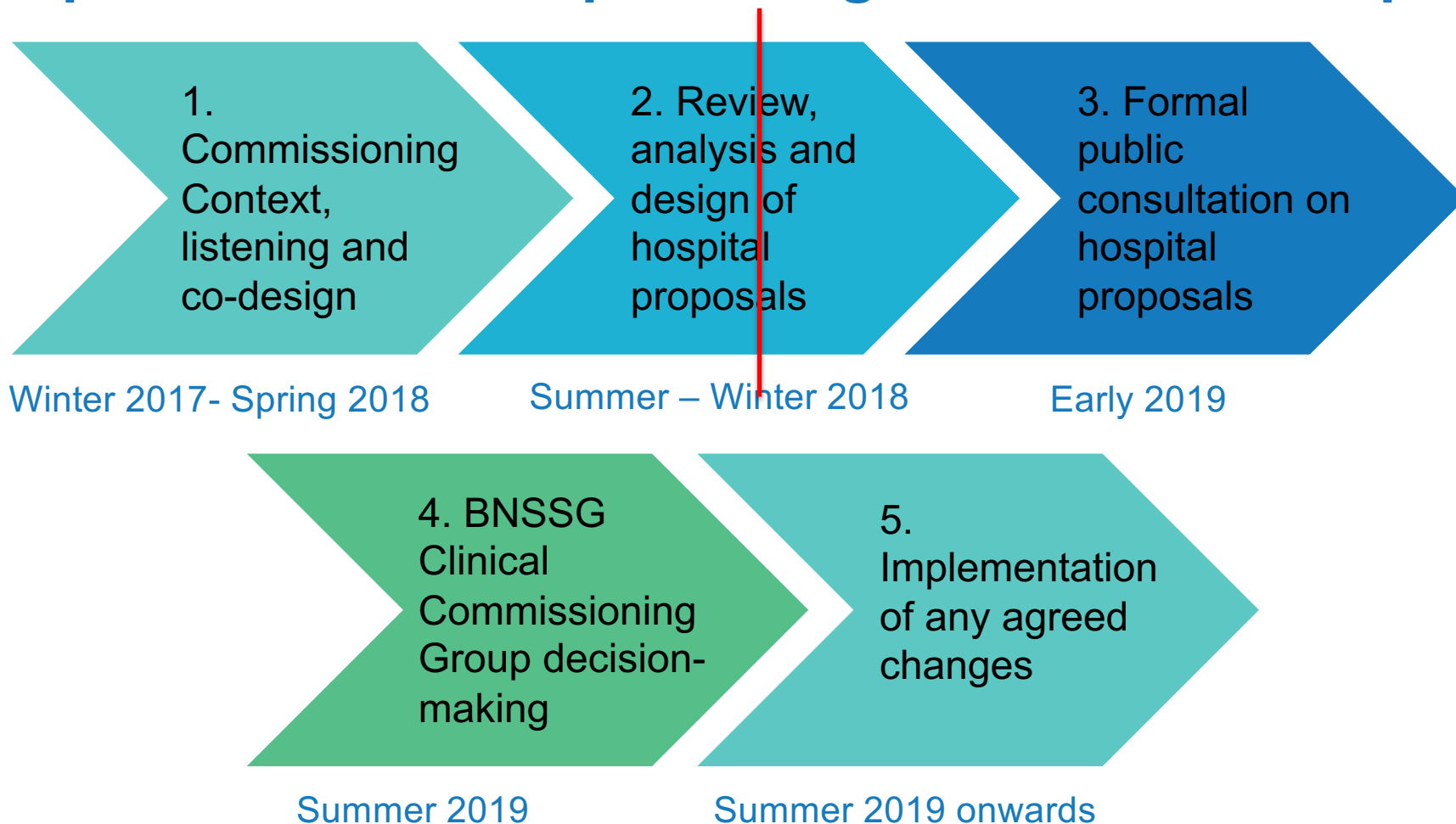
Reformed A&E, emergency surgery, acute medicine and critical care

Improved recruitment and retention of staff, and more joint working, including rotational posts

Use of latest treatments and technologies

Close working with GP, community, mental health service, ambulance service, neighbouring hospitals and voluntary sector partners

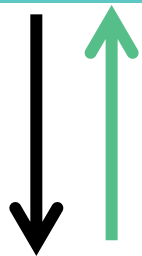
Our process to develop a strong and focused hospital



No decisions have been made yet, and won't be until later next year

Who is involved?

Healthy Weston Clinical Leadership Group



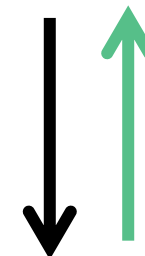
Patients,
carers and
the public



GPs and
primary
care teams



Weston Hospital
staff, CCG staff,
UHB, NBT, T&S
hospital trusts,
community and
mental health
services,
ambulance
service



Other
stakeholders
including local
authorities,
voluntary and
charity sector
partners,
councillors,
MPs

A range of potential models of care have been identified for different core clinical service areas

A&E

Planned care

Acute medicine

Children's services

Emergency surgery

Maternity

Critical care

Frailty and long-term conditions

All the models underpinned by an exciting new way of delivering care from a 'one-stop frailty shop' at Weston, with community outreach

Support vulnerable people emotionally and socially as well as clinically

Help our most frail patients stay healthy, well, independent and out of hospital



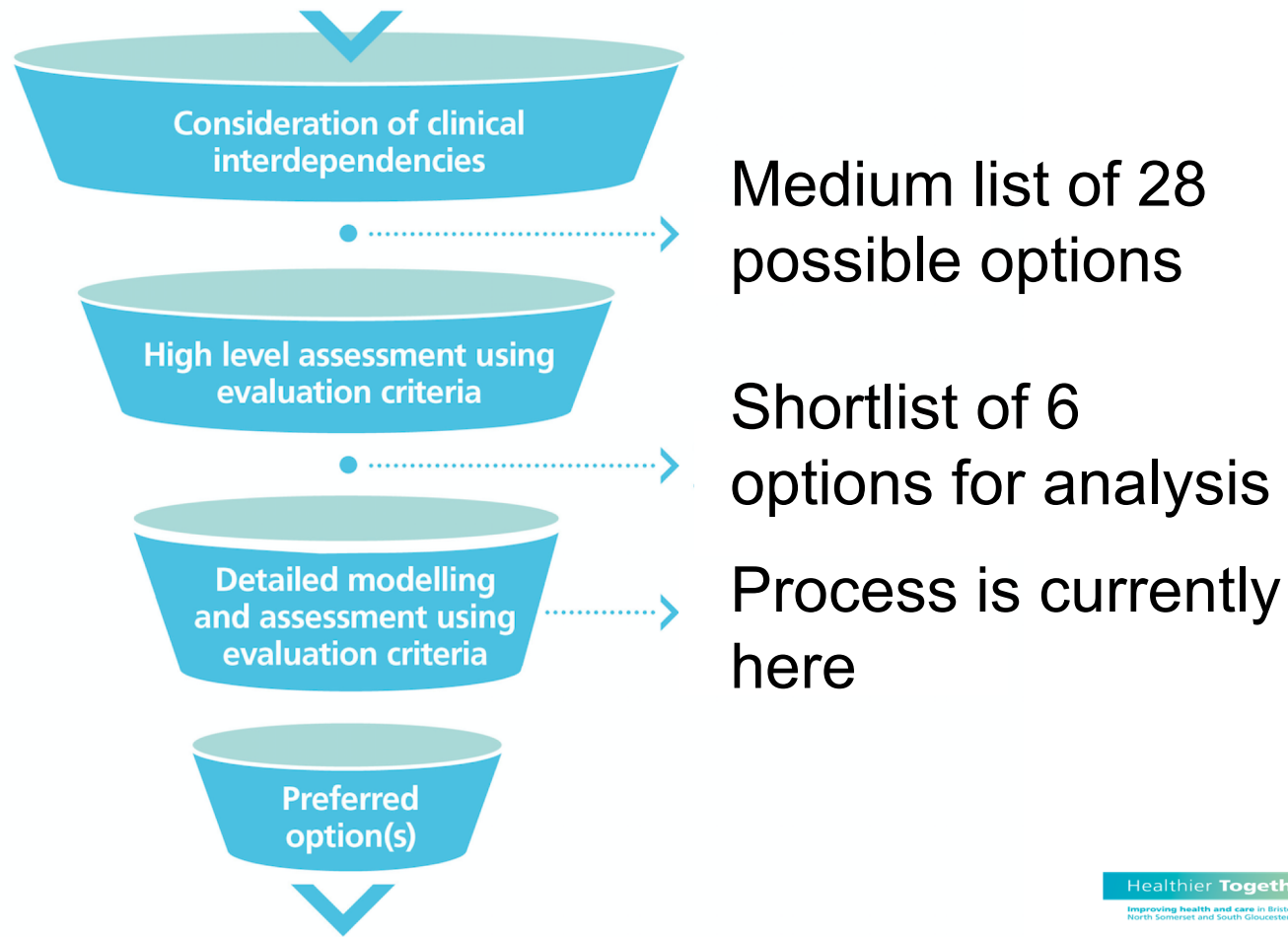
Wellness navigators – supporting access to range of NHS, local authority and voluntary sector services

Direct access to diagnostics and care plans – avoiding long waits in A&E

Mixed specialist teams providing proactive, supportive care as well as reactive care

Clinicians are working through a robust filtering process, to recommend a preferred option(s)

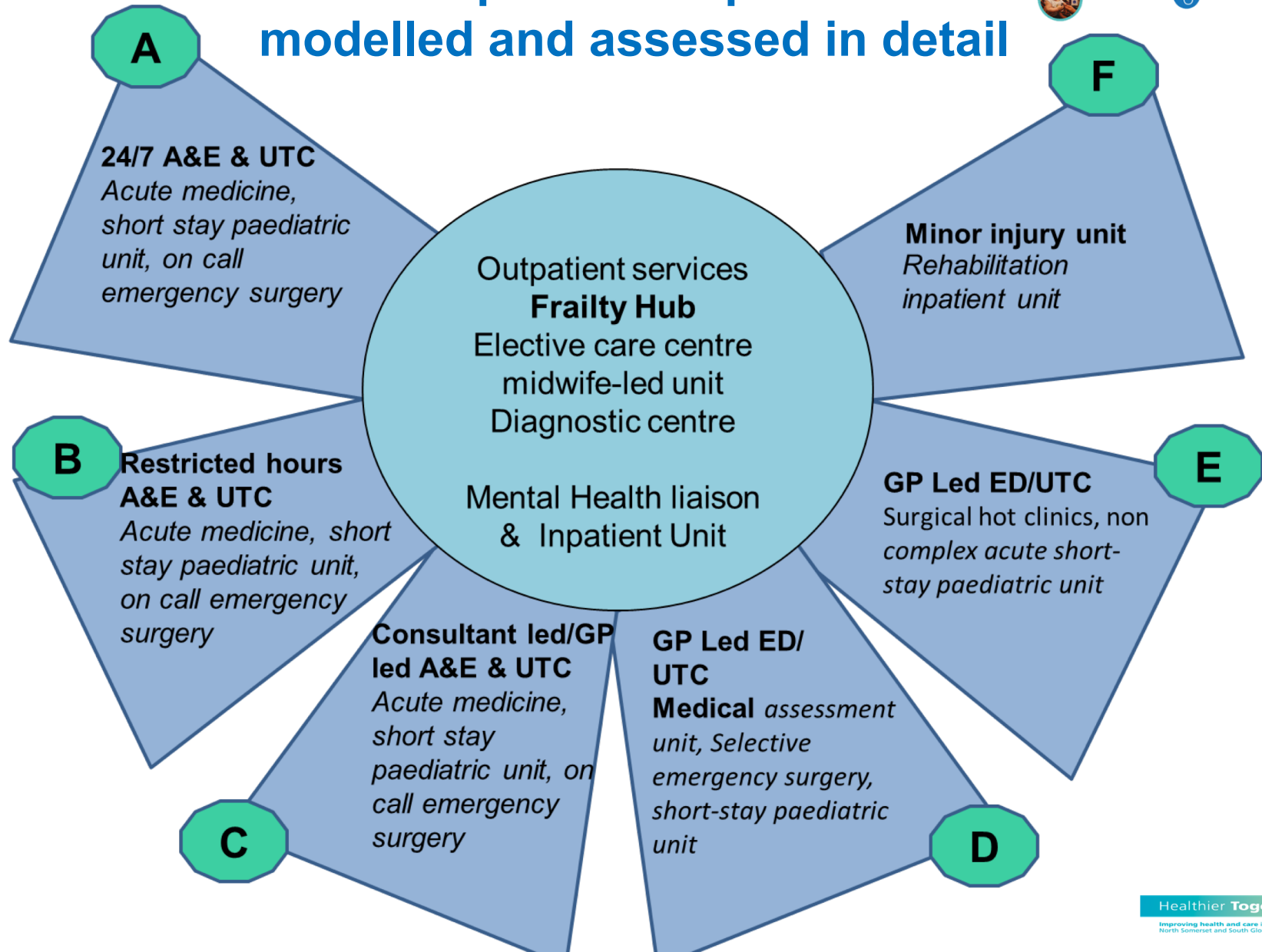
Over 500 possible options



Building on public feedback we have co-designed the evaluation criteria used to assess potential options, and support final decision-making

 <p>Quality of Care</p>	 <p>Value for money</p>
 <p>Access to care</p>	 <p>Deliverability</p>
 <p>Workforce</p>	

We now have six distinct and different potential options to be modelled and assessed in detail



Six distinct and different potential options

	Model A	Model B	Model C	Model D	Model E	Model F
Emergency care	24/7 A&E GP led Urgent Care Centre	Restricted hours A&E & GP led Urgent Care Centre	Less acute A&E & GP led Urgent Care Centre	GP led Urgent Care Centre	GP led Urgent Care Centre	Minor injuries unit
Emergency surgery	On call emergency surgery		Selective intake of non-severe conditions		Surgical day clinics	None
Inpatients	Selective intake of acute medical cases				Limited direct admissions-day cases only	Step down/up beds for temporary supportive care
Paediatrics	Consultant led short stay paediatric unit co-located with A&E		Consultant led short stay paediatric unit			
All models include	Outpatients, planned care and surgery, 24/7 midwife-led unit, diagnostic imaging, pathology, frailty service					
<i>Model excludes</i>			<i>Major or complex emergency surgery</i>			
					<i>Any condition requiring a hospital stay for more than 24-72 hours</i>	
						<i>Any non-minor condition</i>

Our next steps

- Apply models specifically to the needs of people in Weston and the surrounding areas
- Look at the models alongside current services delivered across BNSSG and Somerset, the workforce needs and costs of each, and so on
- Continue to test our thinking with patients, public, stakeholders and staff to determine and describe the best, most viable, workable options that meet local people's needs. It is important to emphasise none of these models have been selected for Weston
- Determine a preferred option(s), for formal public consultation early next year
- Make a decision on the future shape of services later next year, after formal consultation, and be clear on the timetable for implementing any changes.

Questions and answers

1

Strong focused hospital

- What are your reflections on what you've heard today?
- What opportunities could we build on?
- What concerns do you have? And how can we address them?

2

Engagement and consultation

- How can we ensure we deliver a meaningful public consultation on our final proposals for change early next year?

Feedback

How you can stay involved

- Look out on social media, in the local press and through community and patient networks for details of further public meetings and ‘drop-in’ sessions
- Read about our work as it progresses at www.bnssghealthiertogether.org.uk/healthyweston
- Complete our on-line survey from mid-October
- Follow us on social media: Twitter @BNSSG_CCG, @WestonNHS #HealthyWeston and www.facebook.com/BNSSGCCG/
- Contact us with your ideas: by email to bnssg.healthy.weston.enquiries@nhs.net, by post to BNSSG CCG, South Plaza, Marlborough Street, Bristol, BS1 3NX or telephone us on 0117 900 2198
- Join your GP surgery’s Practice Patient Group
- Take part in our public consultation early next year.

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Thank you

Further information available at:
www.bnssghealthiertogether.org.uk/healthyweston