

# All Together Better

...a Dudley borough approach to  
involving communities

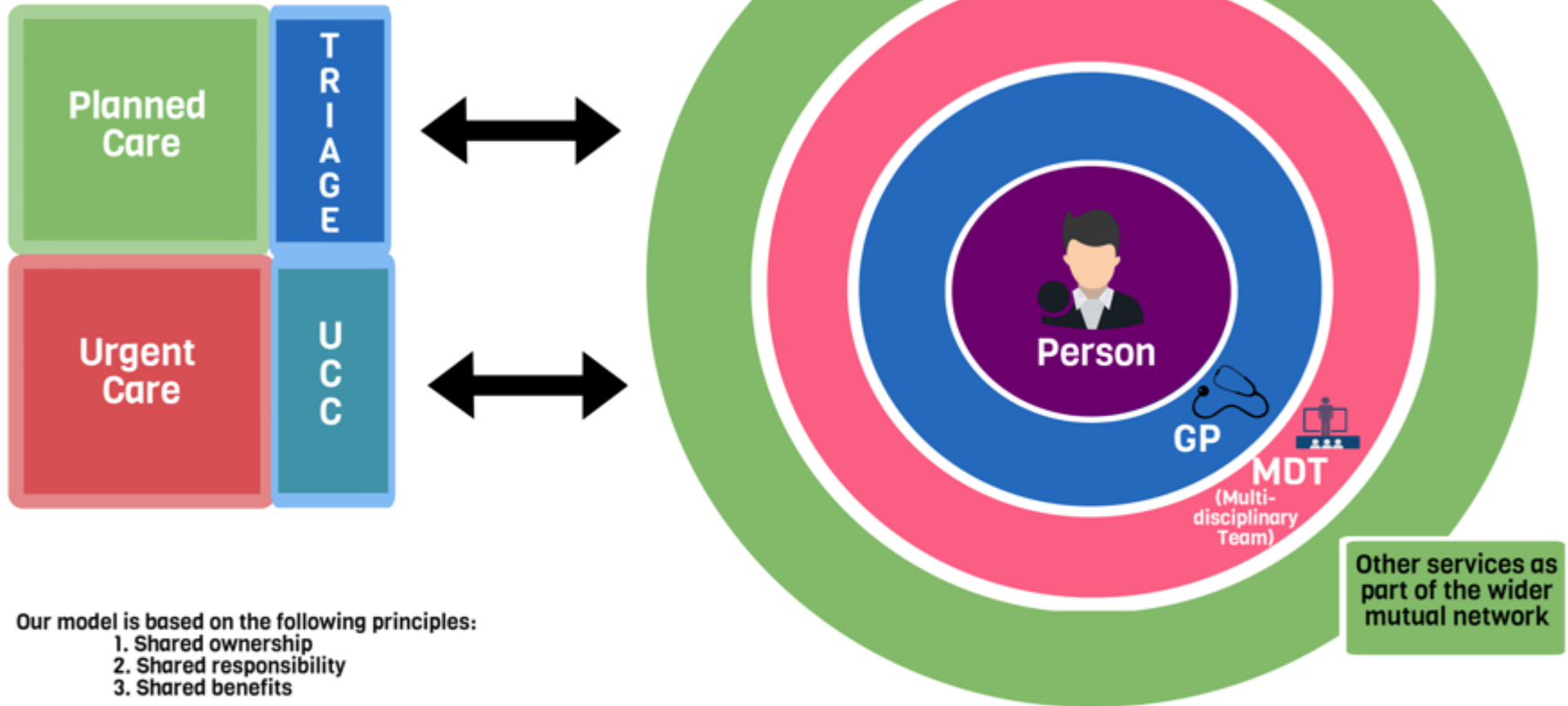
# Developing New Models of Care in Dudley borough

- One of the areas selected to test a new model of care following publication of the Five Year Forward View
- Clear message that the NHS needs to adapt and evolve to meet the challenges that it now faces.
- Dudley Clinical Commissioning Group is working with partners in Health (The Dudley Group NHS Foundation Trust, Dudley & Walsall Mental Health Partnership Trust, Black Country Partnerships NHS Trust) Social Care (Dudley Council) and the voluntary sector (Dudley Council for Voluntary Services) to develop a new care model.

# Our Model

## MCP (Multispecialty Community Provider) : Commissioning Shared Outcomes

Value added treatments : Commissioning  
best practice pathways



Our model is based on the following principles:

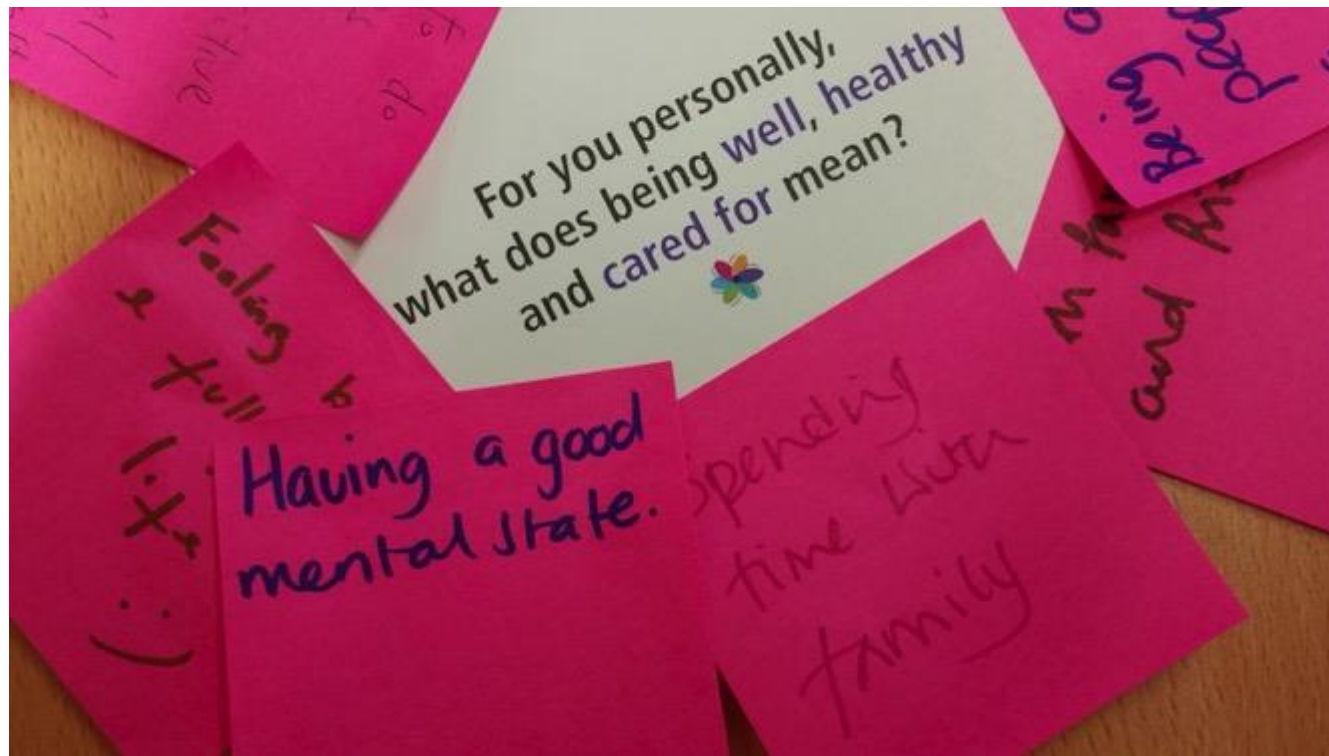
1. Shared ownership
2. Shared responsibility
3. Shared benefits

Maximising the potential of:

- The individual (in their community)
- Our staff in supporting the individual
- Our staff working effectively with each other

GP - Led care

“We need to work together to find new ways of thinking and doing...”



# Challenges...

Nationally people are living longer with more complex health issues. This is no different in Dudley borough:

- 1 in 5 people in Dudley have a limiting long term illness
- A quarter of early deaths (40-59 age band) are due to smoking, obesity, cardiovascular disease and lack of physical activity
- In two decades time there will be 25,100 more people aged 65+ and 9,900 more aged 85+
- 20% of single person households are in 60+ age group

Across health and care organisations, to really meet these challenges we must look beyond the short term and work together to make the change needed.

# Opportunities...

Our new model of care is called a Multispecialty Community Provider and to tackle these problems locally we have focused on three main areas:

## **Integrated Care**

we want people to be at the centre of their care.

## **Planned Care**

We will support people to remain at home wherever possible.

## **Urgent care**

We are building on the successful introduction of Dudley's new Urgent Care Centre at Russells Hall Hospital and better supporting frail older people to limit emergency hospital admissions.

We will also focus on people with long term conditions to ensure continuity of person centred care, improved access and to facilitate GP led coordination of care.

# Our Healthwatch Dudley journey...

- Recognised as a credible partner locally
- Has seats on influential decision making boards
- Valued and trusted relationship with Dudley CCG
- Has an important role to strengthen accountability



# Our Healthwatch Dudley journey...

- Although heavily involved operationally - not initially recognised as adding value with representation on the All Together Better Partnership Board
- After conversations... Healthwatch Dudley now has a seat to constructively remind and challenge partners to involve local people in decision making







The biggest conversation about health and care...

**New Union** @OurNewUnion · 1h

Great supporting @DudleyCCG collect consultation at @HWDudley's #ATBactivate session today! Great conversation. [pic.twitter.com/FGkufCJZJR](https://pic.twitter.com/FGkufCJZJR)



1



2



## Welcome to All Together Better

The All Together Better partnership brings together all the health and social care organisations across our area to review and shape future health and social care services in Dudley. Our aim is to ensure that you receive the best possible care with services that continue to meet future challenges and embrace the opportunities for improvement.

<https://youtu.be/vQyqHoV8yaU>



All Together Better



**All Together Better**

**PHONE: 01384 321719**

**ALLTOGETHERBETTER@DUDLEYCCG.NHS.UK**

**WWW.DUDLEYCCG.NHS.UK/ALLTOGETHERBETTER**

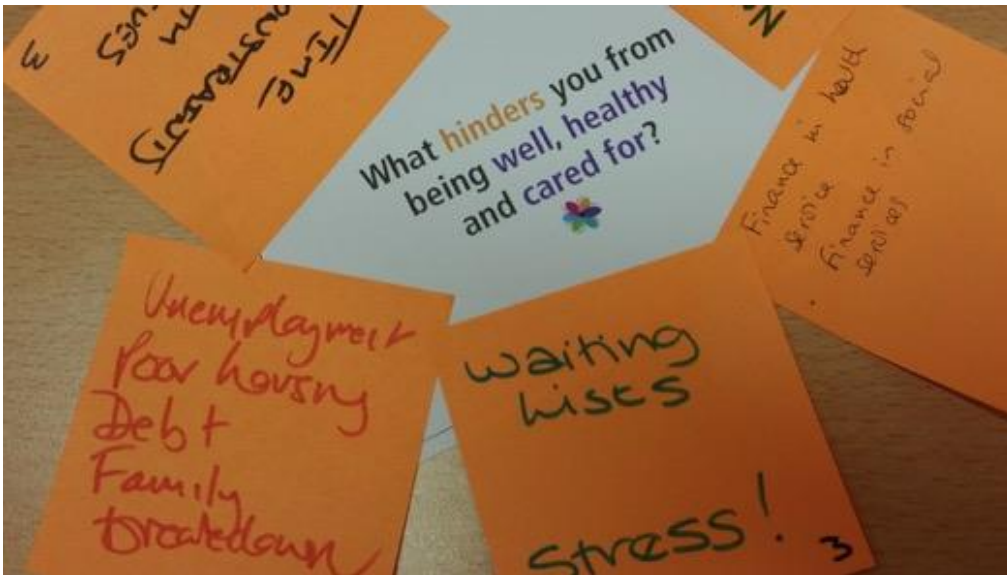
**TWITTER: @ATBDUD**



Dudley  
CVS  
DUDLEY COUNCIL FOR VOLUNTARY SERVICES

# Unlocking creativity and potential

- Engagement group
- Extending the conversation through social media
- 40+ listening events
- #ATBactivate workshops involving over 200 people



“Our communities have the power to activate, initiate and sustain lasting change”





**Healthwatch Dudley**

@HWDudley

Great start to #ATBactivate listening events  
generating really creative health & care ideas!  
[healthwatchdudley.co.uk/in-the-know/](http://healthwatchdudley.co.uk/in-the-know/)



RETWEET

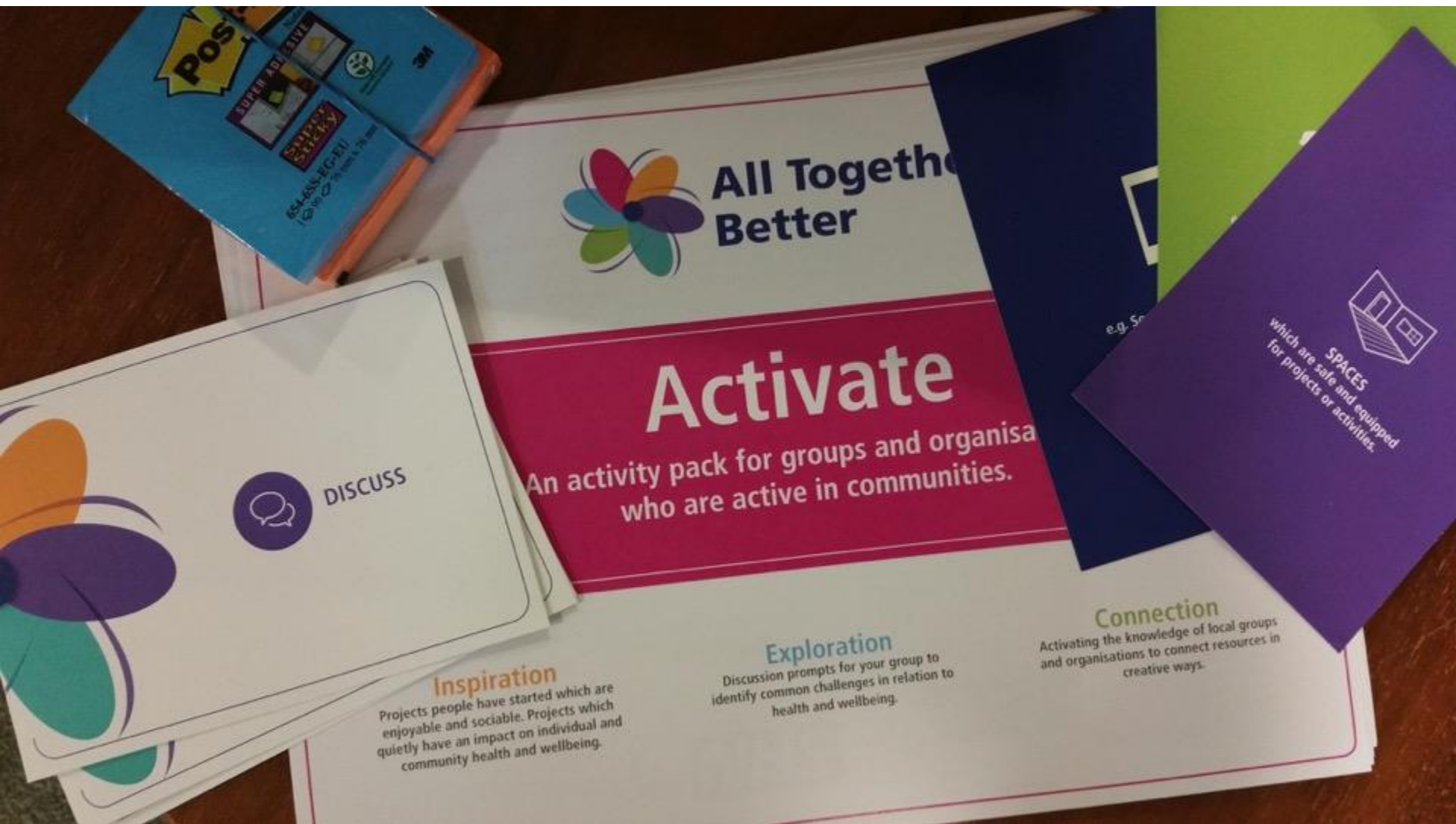
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LIKES

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# Our pack



# Unlocking creativity and potential

## Inspiration

Discuss existing social projects that quietly impact on individual and community wellbeing

## Exploration

Identify common health and wellbeing challenges

## Connection

Activate knowledge of local groups and organisations to connect resources in creative ways

# #ATBactivate

## Feet on the street

# The power of sharing!

We have licensed our pack through creative commons to encourage sharing, learning and creative activity. All we ask is that you credit All Together Better in Dudley and license and freely share your new creations under identical terms:  
<http://creativecommons.org/licenses/by-nc-sa/4.0>

Download from: [www.healthwatchdudley.co.uk](http://www.healthwatchdudley.co.uk)





# So what next?

- Healthwatch Dudley will collate feedback from activities, events and local conversations into a research report
- Report will be presented to All Together Better Partnership Board
- Decision makers will truly understand the value of involving people and their innovative ideas in shaping health and care services

# Please get in touch..

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# NHS Five Year Forward View

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**Pritti Mehta**

**New Care Models – Strategy Lead, Empowering  
Patients & Communities**

- Published in October 2014
- A shared vision across seven national bodies
- New care models programme key to delivery
- Focuses on both NHS and care services



Public Health  
England



Health Education England



Trust Development Authority



# The challenges we face

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- 1** **Health and wellbeing gap**      **Radical upgrade in prevention**
- 2** **Care and quality gap**      **New care models**
- 3** **Funding gap**      **Efficiency and investment**

# Five new care models

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**Multispecialty  
community providers**  
*moving specialist care out  
of hospitals into the  
community*

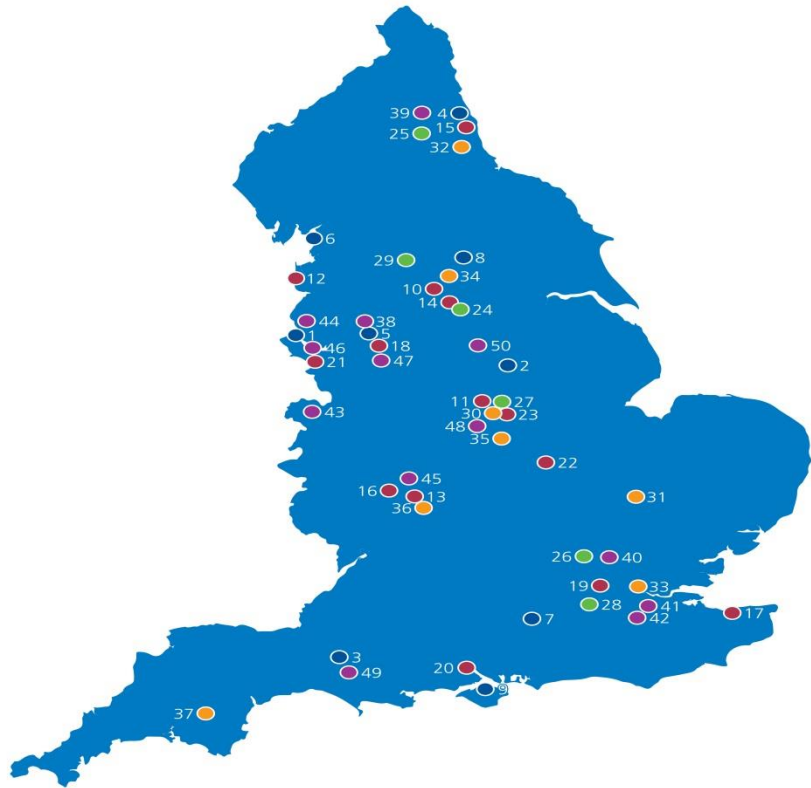
**Enhanced health in  
care homes**  
*offering older people  
better, joined up health,  
care and rehabilitation  
services*

**Integrated primary and  
acute care systems**  
*joining up GP, hospital,  
community and mental  
health services*

**Acute care  
collaboration**  
*local hospitals working  
together to enhance  
clinical and financial  
viability*

**Urgent and emergency  
care**  
*new approaches to improve  
the coordination of services  
and reduce pressure on A&E  
departments*

# 50 vanguards developing their visions locally



Acute care collaboration (ACC) vanguards	
38	Salford and Wigan Foundation Chain
39	Northumbria Foundation Group
40	Royal Free London
41	Dartford and Gravesham
42	Moorfields
43	National Orthopaedic Alliance
44	The Neuro Network (The Walton Centre, Liverpool)
45	MERIT (Mental Health Alliance for Excellence, Resilience, Innovation and Training) (West Midlands)
46	Cheshire and Merseyside Women's and Children Services
47	Accountable Clinical Network for Cancer (ACNC)
48	East Midlands Radiology Consortium (EMRAD)
49	One NHS in Dorset
50	Working Together Partnership (South Yorkshire, Mid Yorkshire and North Derbyshire)

Integrated primary and acute care systems (PACS) vanguards	
1	Wirral Partners
2	Mid Nottinghamshire Better Together
3	South Somerset Symphony Programme
4	Northumberland Accountable Care Organisation
5	Salford Together
6	Better Care Together (Morecambe Bay Health Community)
7	North East Hampshire and Farnham
8	Harrogate and Rural District Clinical Commissioning Group
9	My Life a Full Life (Isle of Wight)
Multispecialty community providers (MCPs) vanguards	
10	Calderdale Health and Social Care Economy
11	Erewash Multispecialty Community Provider
12	Fylde Coast Local Health Economy
13	Vitality (Birmingham and Sandwell)
14	West Wakefield Health and Wellbeing Ltd
15	Better Health and Care for Sunderland
16	Dudley Multispecialty Community Provider
17	Whitstable Medical Practice
18	Stockport Together
19	Tower Hamlets Integrated Provider Partnership
20	Better Local Care (Southern Hampshire)
21	West Cheshire Way
22	Lakeside Surgeries (Northamptonshire)
23	Principia Partners in Health (Southern Nottinghamshire)
Enhanced health in care home vanguards	
24	Connecting Care – Wakefield District
25	Gateshead Care Home Project
26	East and North Hertfordshire Clinical Commissioning Group
27	Nottingham City Clinical Commissioning Group
28	Sutton Homes of Care
29	Airedale and partners
Urgent and emergency care (UEC) vanguards	
30	Greater Nottingham Strategic Resilience Group
31	Cambridgeshire and Peterborough Clinical Commissioning Group
32	North East Urgent Care Network
33	Barking & Dagenham, Havering & Redbridge System Resilience Group
34	West Yorkshire Urgent and Emergency Care Network
35	Leicester, Leicestershire & Rutland System Resilience Group
36	Solihull Together for Better Lives
37	South Devon and Torbay System Resilience Group

# Support package launched

- **Support package published** in July for the first 29 vanguards
- Developed following extensive engagement, including two-day visits to all sites
- Led by vanguards alongside national experts, the support package will help them **implement change effectively and at pace**
- It is also intended to **maximise sharing of learning and practice** across vanguards and with the wider NHS and care system
- Four design principles – we solve problems through joint national and local leadership; we create simple replicable frameworks; we encourage and support radical innovation; we work and learn at pace





# Addressing the key enablers of transformation



# Further information...

More details can be found on the NHS England website:

[www.england.nhs.uk/vanguards](http://www.england.nhs.uk/vanguards)

Or join the conversation on Twitter using the hashtag:

**#futureNHS**



Public Health  
England

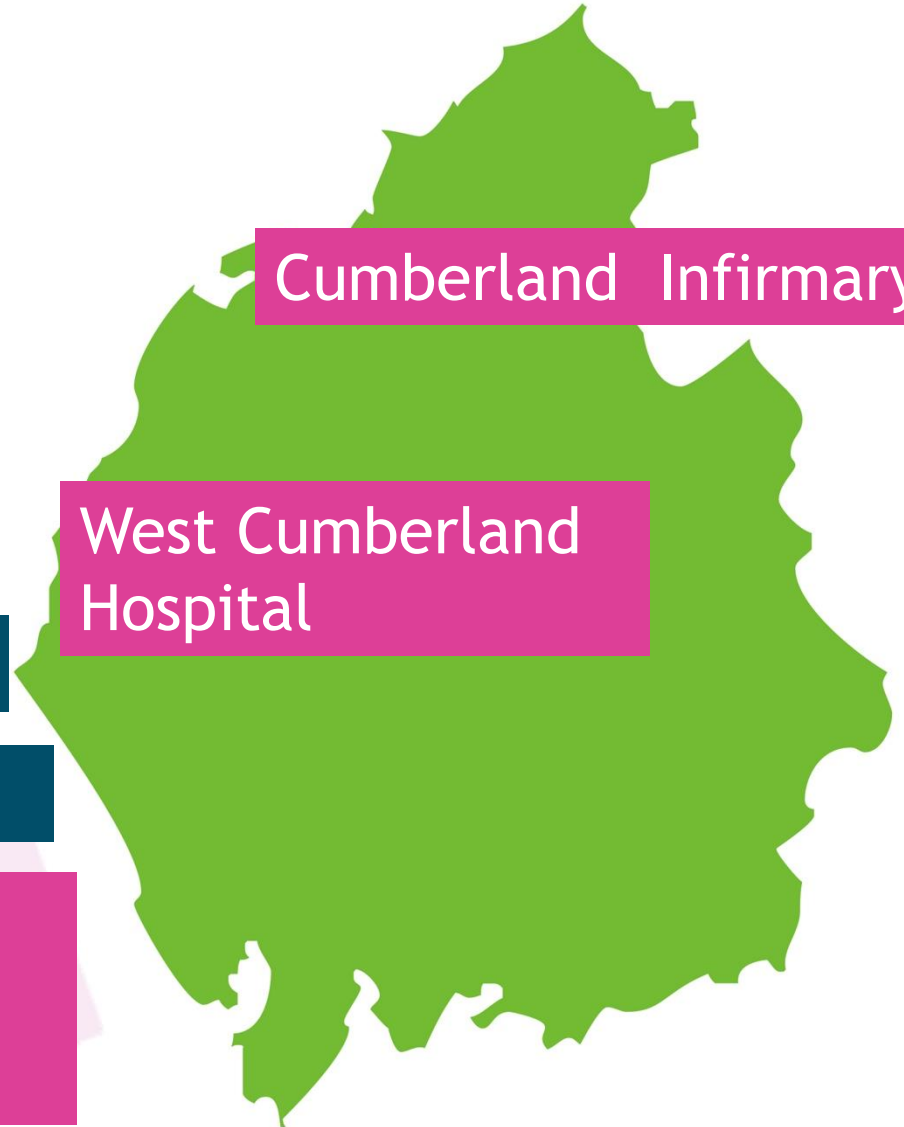




Healthwatch Cumbria

Meeting

The Success Regime Engagement Challenges



Cumberland Infirmary

West Cumberland Hospital

June 2015

Success Regime (SR) announced

West, north and east Cumbria

2 main hospitals  
9 community hospitals  
Many health and care services



Massive challenges

Trust in special measures

Acquisition?

Financial deficit

Shortage of consultants

Rurality and deprivation

Angry people





Earlier Healthwatch Cumbria  
response from 2014

West Cumbria Community Forum

“Conversations for a healthier future”

Ongoing engagement



Sir Neil McKay appointed  
Launch on 18 September 2015

Complex SR Programme Management

Seats on

- SR Programme Board
- Executive
- Eng. and Coms. Group
- Workstreams

Increased engagement essential







The Chatty Van

Take the conversation far and wide

Pressed for transparency and openness

Tension - tell all or say little

Challenge to agree questions

This is not consultation

Risk of judicial review







Understand what people value

Express their concerns and ideas

What about staff?



**Engagement programme**

Listening

Recording

Analysing

Informing SR Workstreams



Tuesday 1 March 2016

Media briefing - release of information

Summary of challenge and options

Intense media coverage

More intense engagement essential

Considering the Healthwatch Cumbria position?





More detailed questions

Collaboration with University of  
Cumbria - support analysis

Still not consultation



Risks, lessons learned,  
top tips

Conflict of roles

Independent consumer champions

Perceptions of being “in the camp”

Being commissioned - the branding on the van

Integrity of HW compromised





Raising expectations?

Change is inevitable

People will campaign

HW staff must be robust





**Remember**

Engagement, not consultation

Get the questions right

Reach far and wide

Involve community champions

Expect criticism

Organisations must engage staff

Remain independent

Be aware of political tension

Be open

Be resolute

Be visible

Have a clear position

Healthwatch is the right organisation

