

Moving Forward Together.



Moving Forward Together

SRG: 8 – Approach to Public Engagement

SRG Meeting 8

- Present early draft PowerPoint for informing and engaging with locality groups
- Describe how we intend to engage more widely with the public
- Ask for your help by playing a key role directly by:
 - Describing what you think about the Programme and your involvement
 - Stating what you think are the key messages and overarching principles



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Moving Forward Together Programme Overview

Welcome

- **The purpose of today's session is to:**
 - Describe the Transformational Programme ***“Moving Forward Together”***
 - Explain WHY we are making these changes
 - Describe WHAT we expect this to achieve
 - Hear your views about the programme
 - Let you know where you can get more information and stay involved



What is Moving Forward Together?



Programme to transform healthcare and social care services for the future



Looks beyond clinical services and recommend changes across healthcare and social care with services being delivered in people's homes, their communities and in hospitals

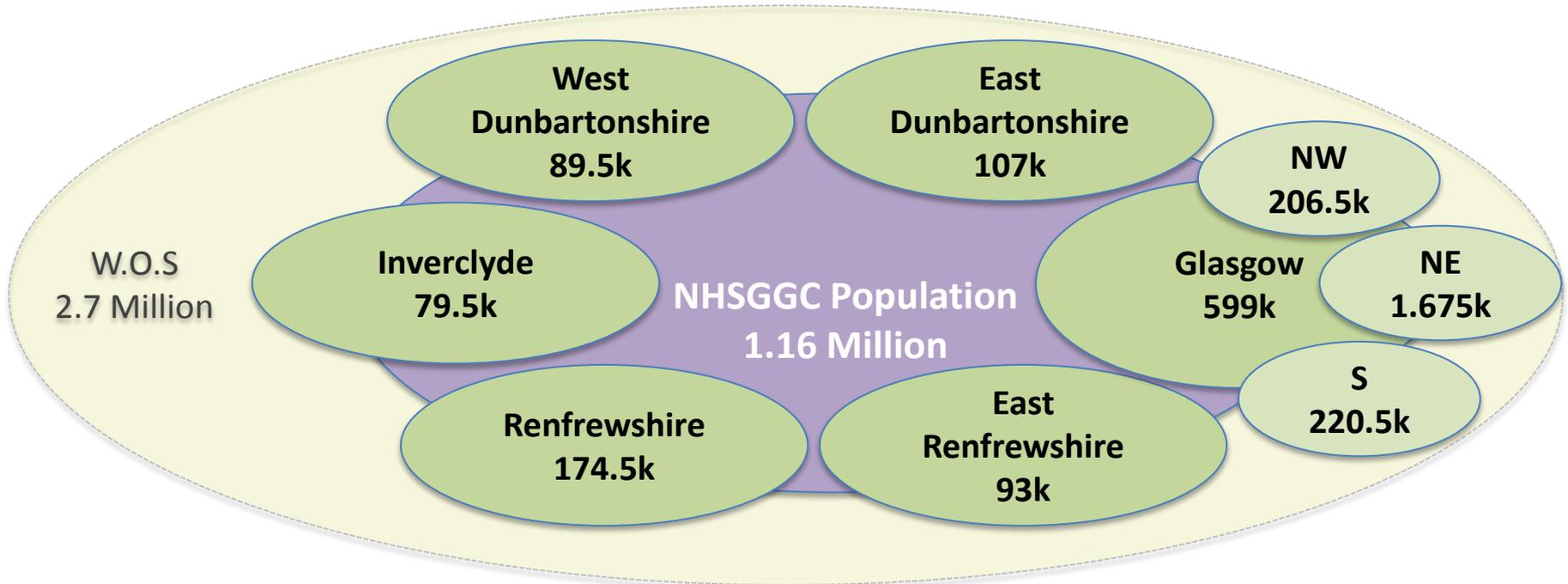


Strategy for new service models across health and social care to meet the demands of the whole population of greater Glasgow and Clyde



The whole population

Greater Glasgow and Clyde is composed of six Local Authority areas and also provides some services for the West of Scotland Region



Who does it involve?



Being delivered by **NHS Greater Glasgow and Clyde and six Health and Social Care Partnerships** with **Links** with West of Scotland regional planning leads



For the first time, **a whole system approach to planning services** covering acute hospital care, community services and primary care



Those who deliver services and those who use them who will need to **think differently**

So Moving Forward Together **involves us all!**



Aims of Moving Forward Together

- Clear plan for change to deliver **Scottish Government** vision for health and social care



- Develop new ways of working that:
 - Provide safe, effective and person centred care
 - Make best use of available resources and opportunities created by innovation and technology
- Improvements in care and outcomes for all patients, service users and carers



How are we doing this?

- A Core Team of multidisciplinary healthcare and social care clinical and managerial staff from across Greater Glasgow and Clyde are working together to deliver the Programme
- They are engaging with those delivering services;
 - Presented to several hundred staff from 31 speciality groups from across the whole system with information, data and evidence
 - Heard their ideas based on their knowledge and expertise to develop new ways of working to highlight in the strategy



Engaging with service users

- Established a Stakeholder Reference Group of patients, service users, carers and their representatives to:
 - Act as a sounding board to test the early thinking and concepts for new ways of working
 - To advise the Programme on what they think are the key messages and materials we need for wider public engagement

I am excited to be taking part in such an innovative Programme where, as a stakeholder, I have an opportunity to help influence and shape the delivery of health and social care for 21st century. As someone who is proud of the NHS I want to make it work better for all patients and staff.

Why we need to make changes

Challenges



Advances in medicine and effective public health interventions helping us all to live longer



The nature of illness is also significantly changing, with people now living with diseases that previously would have been short-term with poor survival rates



But as more of us live longer, many of us with long-term conditions, the demands on health and social care services increase



Health and social care system is struggling to keep pace with extra demands



Scottish Government predictions:



Over the next 10 years the proportion of **over 75s** in Scotland's population - the highest users of NHS services - will **↑** by over **25%**



By 2033 the number of people **over 75** is likely to have **↑** by almost **60%**

There will be a continuing shift in the pattern of disease towards **long-term conditions**, particularly with growing numbers of older people with multiple conditions and complex needs such as dementia



If nothing changes, over the **next 20 years** demography alone could **increase expenditure on health and social care by over 70%**

Source: Achieving sustainable quality in Scotland's healthcare – A 20:20 vision

Challenges



The current **'fix and treat' approach** to healthcare doesn't focus on prevention, self-management and reablement



Admission to hospital for long periods can lead to **loss of independence and over-treatment**



Increasing reliance on hospital care is simply not in the best interests of people



The **increasing demand** will simply not be met unless we change how services are accessed and used



There is a **limited** budget to spend on health and social care, and we need to use our resources to provide services that are **affordable, feasible and sustainable**



What we think we need to do

- Develop **new ways of working** that:
 - Shift the balance of care into the community where people are supported by integrated and joined-up health and social care services
 - Focus on prevention by allowing people to manage their own health better so they can live independently at home for longer
 - Avoid unnecessary admissions to hospital and ensure people are in hospital when they need to be



How we might organise our services



A tiered model service delivery – a system based on increasing level of complexity



Local tiers would be provided across the whole of GGC at/close to people's homes to promote independence and self management



As treatment or care becomes increasingly more complex with severity of illness, it is provided in fewer and more specialist centres that serve an area or even a region



This approach offers a whole system view of how health and social care might be structured across primary, community and hospital based care

For this to work we need to

- Better inform the public about and encourage them to access the right service to get the right support at the right time
- Support better use of community services and access to other specialists such as pharmacists and physiotherapists
- Make use of and develop our workforce better to allow everyone to use all their skills to maximise outcomes and everyone's experience of care



What we need to deliver

- Develop **new ways of working** that are safe, effective and person centred and meet national and local policy so that:
 - The public , patients and unpaid carers can look after and improve their own health
 - People can and are supported to live longer independently at home or in a homely setting in their community
 - People are respected with dignified positive experiences of services
 - Staff are supported to provide the best possible treatment care and are engaged with the work they do
 - We use our resources effectively and efficiently



Other content as required

- HSCP specific slides about locality planning and priorities
- Videos to be created and inserted depending on audience



Next steps



Engage with and have conversations with people to hear their thoughts, comments and concerns about the overarching principles and future direction of travel for health and social care services



Present the **Strategy** to the Board of NHS Greater Glasgow and Clyde in June 2018



Find out more and stay involved



Final questions?

Moving Forward Together.

Home	Moving Forward Together	Resources And Documents	Transformation In Practice	How To Get Involved	Groups And Engagement	Latest Updates
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Moving Forward Together

The way health and social care services in Greater Glasgow and Clyde are provided is changing for the better.

If you live in East Dunbartonshire, East Renfrewshire, Glasgow, Inverclyde, Renfrewshire or West Dunbartonshire or if you work within health and social care services in these areas, then you may be affected by this.

This website will provide information as the plans develop, explain what these changes are, what this means for you as a patient, a service user or a member of staff and how you can help us shape these plans.

Please use these webpages to keep up to date with the Moving Forward Together Programme and to find out more.

For further information, visit:

www.movingforwardtogetherggc.org

What have feedback have we heard about the Programme so far?

[\(videos\)](#)



What have staff said?

- All specialities identified service provision that could be moved from hospital to community delivery models
- We need more and better supported specialist nurses and allied health professionals across the system working as part of multidisciplinary teams
- We need better integration and cross-system working with access to comprehensive records and improved communication across settings
- Make better use of innovation and technology to monitor, support and empower people to live independently



What have stakeholders said?

- There should be a focus on prevention, self-management and empowerment to allow people to be more in control of and manage their own health better
 - There needs to be better communication across services and settings with patients, carers and service users involved throughout
 - Personalised, trusting relationships are required to manage complex care with governance and responsibilities made clear



What have stakeholders said?

- Education is key to;
 - Improving the public's understanding of when and confidence about how they access and use healthcare services
 - Changing the culture, attitudes and expectations of what will be provided and by who e.g. over reliance on GPs, inappropriate use of A&E



What have stakeholders said

- The need to have open and honest conversations with people to;
 - Clearly illustrate how increasing demand cannot be met within existing resource and doing more of the same is not affordable, feasible or sustainable
 - Begin to describe how health and social care services are structured, planned and delivered for a locality and a population



What have stakeholders said

- When engaging we need to clearly, illustrate and describe the service user and service provider perspective to demonstrate:
 - When people need care that this should be delivered wherever possible in the community
 - As treatment or care becomes more complicated that this needs to be provided by specialist teams working better together in fewer locations
 - That advancements, innovation, technology and how we work drives change and will help deliver the Programme's aims



How are we going to engage?

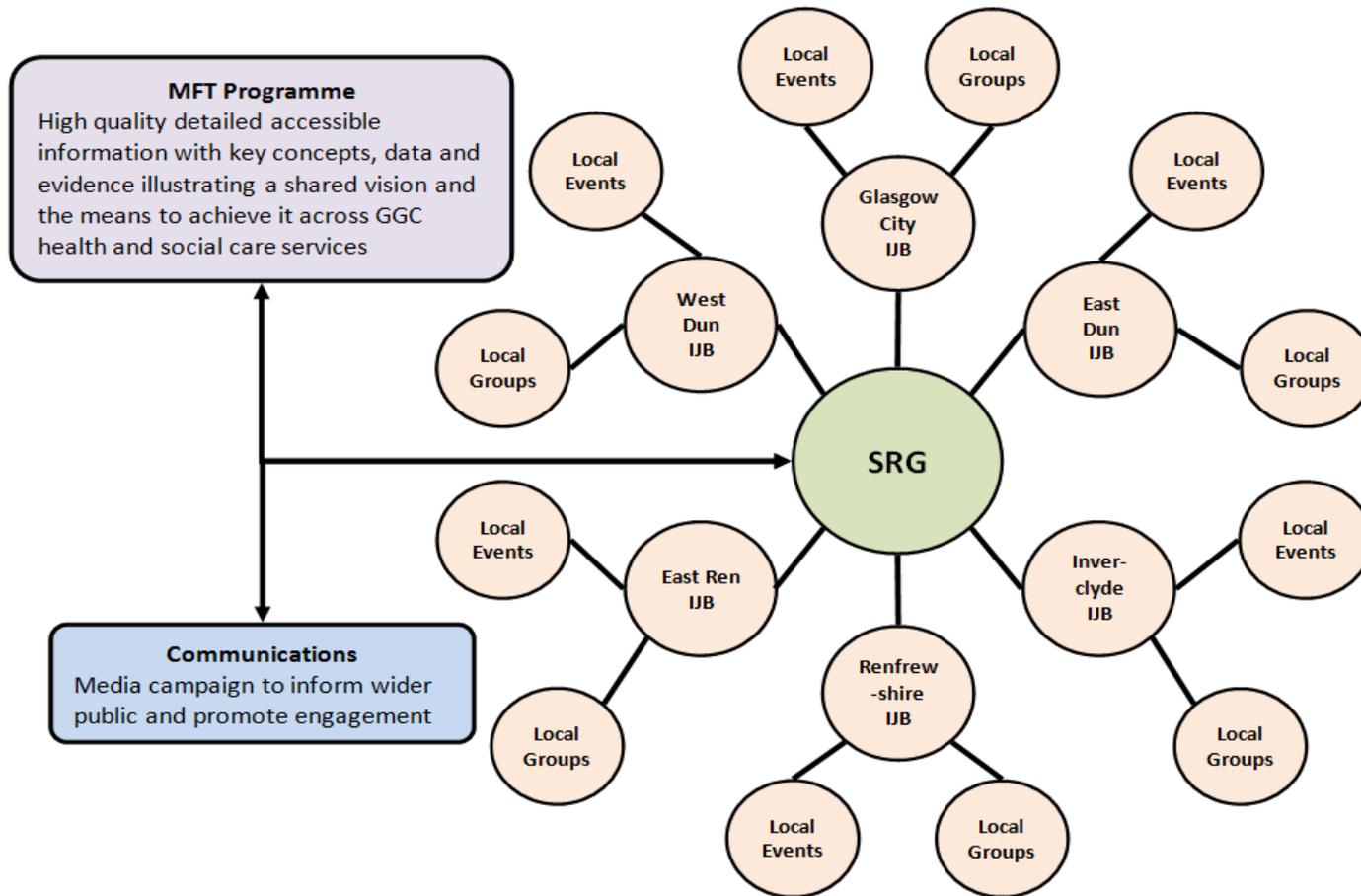


Our approach to engagement

- Developing information materials:
 - Videos that explain why we need to change and describe what this might look like
 - Accompanied by easy to understand infographics that expand into posters and handouts
- Communicating with people
 - Face to face at meetings and events for both staff and public
 - Email, online and targeted resources in specific areas



How are we going to engage with public more widely?



Videos

- Working with the company who developed the [King's Fund NHS England Video](#)
 - Greater Glasgow and Clyde core video that describes the Programme and the 'bigger picture'
- Local video company to create Short 'talking' head videos that describe
 - Why we need to change and what this might look like across in and across settings



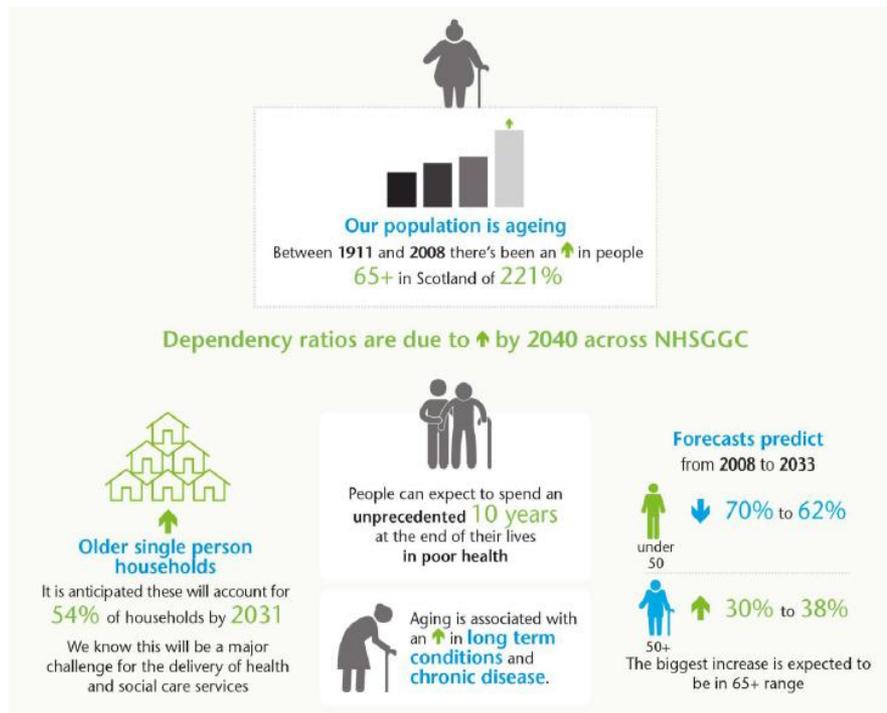
Videos

- Programme overview
 - The reasons for change e.g. population, budget and resources
- What change might look like and where possible from both sides
 - Tiered model of care
 - Community and Primary Care Services
 - Unscheduled and Emergency Care
 - Planned and Scheduled Care
 - eHealth, Technology and Innovation



Infographics

- Develop easy to understand imagery to describe evidence and illustrate pathways



How we will engage with wider public

- NHS Greater Glasgow and Clyde and Integration Joint Boards communication channels to distribute information
- Zip stands and posters in key locality and acute locations to raise awareness or staffed to have conversations with people
- Use of video screens across all settings to play videos and display other information about the Programme
- Invite comments via a generic email feedback@movingforwardtogetherggc.org



How will we engage with localities

- Each HSCP nominated a local officer to advise and assist with locality level engagement
 - Reach into, expertise and understanding of their local area, community dynamics and concerns
 - Existing community engagement structures as the basis for raising awareness and launch point
 - Present to respective IJB Public, Service Users and Carers Representative Groups
 - HSCP to respond to local requests for further briefings
 - Develop appropriate opportunities for further engagement and conversations



How we will engage with staff

- At least twenty staff workshops across Glasgow and Clyde in various settings and locations
- ‘Core Brief’ style emails to all health and social care staff
- Notice in all NHSGGC staff payslips



Other stakeholders

- **MFT Programme Board**
 - NHSGGC Board
 - Integration Joint Board
 - Chief Officers
 - Community Planning structures
 - West of Scotland Regional Boards
 - Briefings for elected members
 - Communication with others e.g. Third Sector, further education, private sector



Hear and record all feedback

- Coordinate all feedback from across stakeholders
 - Analyse for themes
 - Use to shape Strategy development
 - SRG Meeting June TBC
 - Report to the Board June 2018



Can you help us communicate?

- Looking for people willing to **work with us** to develop videos and articles that describe:
 - Their involvement in the Programme
 - Why they think we need to change
 - What they think are the key messages
 - Challenge and provide alternative views (where appropriate)
- First two videos for **April Board** update
- Each individual would have final say on content and use

