

Moving Forward Together.



Moving Forward Together SRG: 9 – Programme Update

Today's session

- Update on the Programme and the next steps for the Strategy
- Wider Public engagement to raise awareness and what we have initially heard
- Staff engagement – a brief overview
- Next steps for the Stakeholder Reference Group



Moving Forward Together



Moving Forward Together

- A phased programme of work was agreed by NHS Greater Glasgow and Clyde Board and the six Integration Joint Boards over the period from October 2017 to June 2018
- Programme's aim was to develop a **Vision** for the future of health and social care services for the people of Greater Glasgow and Clyde, based on best available evidence and looking over the next 5 to 10 years and beyond



Our key principles for Programme



Aligned to National Strategic Direction



Concordant and complementary to WoS programme



A whole system programme across health and social care



Using the knowledge and experience of our wide network of expert service delivery and management teams



Engaging with and listening to our staff and working in partnership



Involving our services users, patients and carers as early as possible



Embracing technology and the opportunities of ehealth

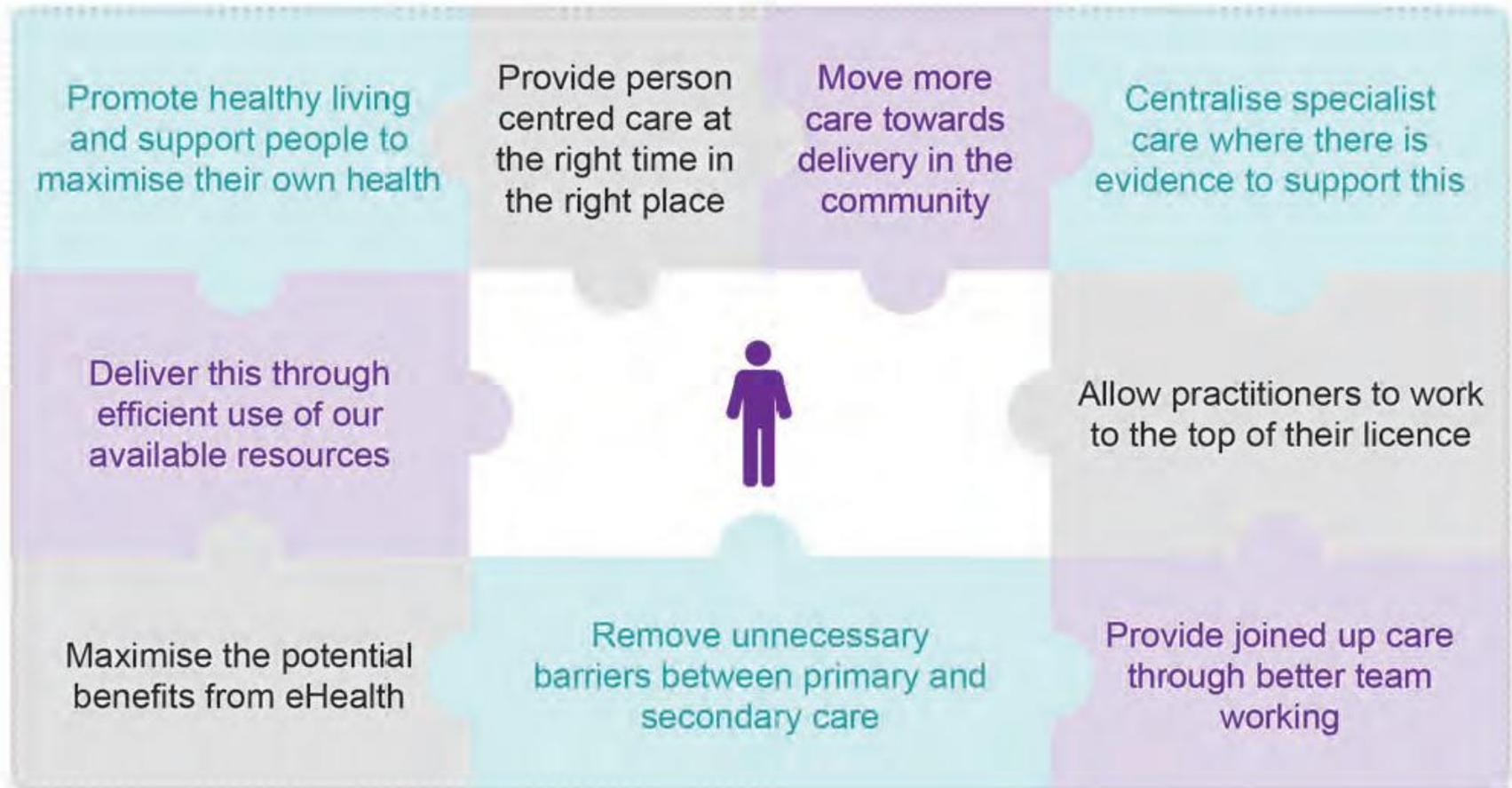


Looking beyond today's constraints for tomorrow's solutions



Our Vision

In summary we will seek to deliver a system which will:



A whole system approach



- A whole system approach in which services are delivered by a network of integrated teams across primary, community and specialist and hospital based care.
- Care is delivered as close to home as possible but where care is highly specialised or complex this will be accessed via fewer dedicated centres
- The focus throughout our system is to anticipate needs and deliver the right care by the right person as locally as appropriate in order to support people to return to independent living at home whenever possible



Next steps for Programme

- Present the Vision to NHSGGC Board 26 June and sequentially through Integration Joint Boards until September
- Delivering Programme in its entirety will take time.
 - Some changes can be made more rapidly than others, however, overall they will require careful, detailed consideration.
- Proposing that NHS GGC and the six HSCPs agree to sponsor the next part of the MFT Programme
 - Bring forward detailed whole system proposals designed to support and deliver services for the future



Wider public engagement

- The start of a journey to inform and engage with people about Programme
- To date:
 - Over 450 comments (11th June)
 - 10 HSCP led meetings with 208 people attending
 - Videos with over 35,000 views
 - Distributed 2500 leaflets



Our approach

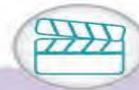
- Novel approach based on feedback that traditional methods alone fail to reach extensively
- Developed a range of digital media as alternative with a Core Animation, [5 Stakeholder and 12 staff talking head videos](#)
- Used Communications channels, promoted extensively on [Social Media](#) and shared by partners and Stakeholders
- Session in each of the 8 major hospitals to raise awareness and distribute leaflets



A video animation that informed people about the Programme, the rationale for it and the high level principles for change)



A range of 'talking head' videos from clinical, nursing and allied health professional staff that describe how services have transformed, why their area needs to change and what this change might look like



Stakeholder Reference Group member videos talking about their involvement in process and what they think are the key messages for the wider public



Leaflets to raise awareness of the Programme and tell people where to access more information and how to provide feedback.



What we heard from people

- Understand the rationale and drivers for change
- Welcomed early involvement and want to be kept involved
- Recognise the need to change culture and expectations about access and use of services
- Understand that resources are limited and there is a need to work differently
 - Local versus centralised if outside Glasgow
 - Is it about cost saving
- Wide agreement with concepts and use of technology
 - Need to support people to understand any new pathways
 - Technology should not 'leave behind' or be a barrier to those not able to use it



Staff engagement

- Clinical sessions and whole system event
- 20 engagement events across GGC with 418 staff from health and social care:
 - Feedback mirrored that of public for the rationale, culture and expectations (including their own) and use of technology
 - Also recognised they are a valuable resource to effect change and need to be involved

“We need to change the public perception of healthcare and where it is provided. We are the ones who see patients.”



Next steps for SRG

- Hope you will continue to work alongside us as an **‘Expert Reference Group’** using your insight and experience to:
 - Hear and give opinions on more detailed plans and options as they arise
 - Proposals for regional service elements
 - Proposals for our enhanced community network
 - Proposals for the future of the hospital infrastructure
 - Advise on engagement and involvement of relevant people – service users, patients, carers and voluntary sector – to review and consider suitability of plans



Questions & Discussion

- How do we
 - Meaningfully and effectively engage with and involve people to pragmatically determine the future of health and social care services
 - Safe, Effective and Person Centred
 - Meet the needs of the whole population
 - Feasible and sustainable



For all your input and help

*Thank
you!*

