# Why do we need to transform services?

## There is increasing demand across the whole system

**More of us are living longer**
- Advances in medicine and effective public health interventions
- People living with disease and conditions that were previously fatal
- Demand on health and social care service are increasing
- System in struggling to keep pace with demand

## Current models of care are facing a number of challenges

**Increasing reliance on hospital care**
- Current 'fix and treat' model doesn't focus on prevention self-management and reablement
- Hospital treatment and care is not always the best thing for people
- Demand will not be met through traditional ways of working
- Resources, skills and expertise need to be used to provide services that are affordable and sustainable

# Developing new models of care

To meet challenges we will have to find new ways of working

Looked at population data, available evidence, existing strategies, advancements in medicine and technology

Presented to clinical and frontline staff across the whole system to ask what already works well or what can we do differently

Based on their knowledge, expertise and experience we need to shift the balance of care to the community, focus on prevention, self-management and avoid hospital admission

Sense checked and reviewed ideas with a group of people - patients, service users, carers and their representatives

# What we want to do

We want to deliver an integrated and seamless **tiered system of care** that**:**



- Places the Person at the Centre
- Supports people to live longer healthier lives at home or in a homely setting
- Recognises the needs of carers
- Provides more care in or close to people's homes in their community
- Provides more specialist care in a community setting
- Provides world-class specialist hospital care for our whole population

# What will it look like?

**Tiered models of care** working across the **whole system** to:

1. Maximise Primary, Community and Virtual Care Opportunities
2. Align with West of Scotland Regional Plans
3. Optimise our Hospital Based Services

Local tiers are 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

We need to work with people on concepts to **hear what matters most to them** to develop more detailed plans

# Innovation and Technology

Central to developing **new ways of working is** better use of **digital systems information** and **technology**

- **Integrated systems**, **records** and **care plans** that **improve communication, decision making** and **safety**
- Give the right '**people'** access to information to enable them to make confident **informed decisions**
- **Technology enabled care** to provide real-time information that supports people and services

e-Health

Patient

# eHealth and Technology