

# Improving Lives.

*...the story so far*

November 2015

# Welcome

## 7.00 Introduction

Dr Charles Pidsley, Chair of the CCG

## 7.05 Virgin Care Presentation

- What's been happening? - Dr Vivienne McVey
- Care coordination - Dr Mike Cordner
- What is the Citizens' Panel? - Nadine Miles
- What happens next? - Dr Vivienne McVey

## 7.40 Public Question Time

## 8.30 Conclusion and Close

**Improving  
Lives.**



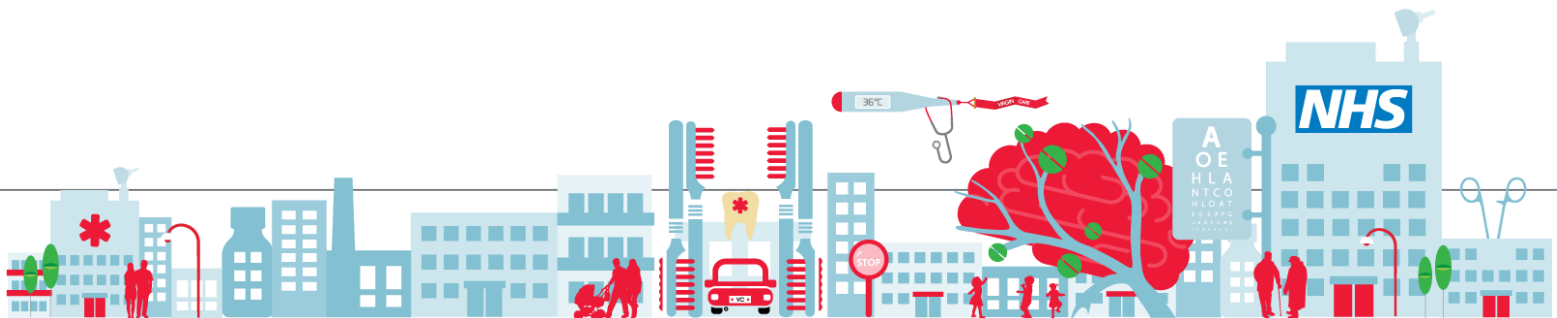
# Introduction

- Welcome
- What Improving Lives means for East Staffordshire
- Update from Virgin Care as our Prime Contractor



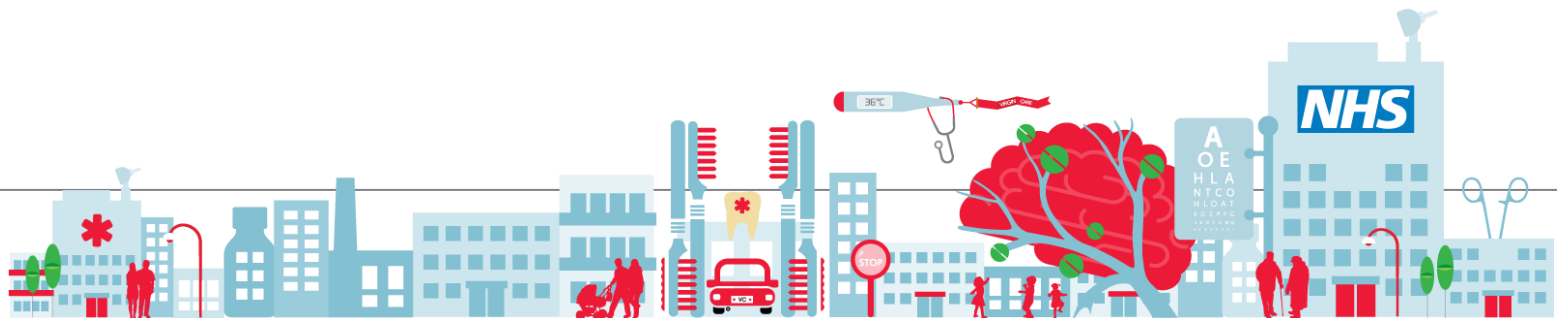
# Virgin Care Aims

- Improve the experience for patients and carers
- Support people at home
- Integrate services
- Embrace different approaches and new providers
- Engage the public in the shape of services
- Support staff to deliver excellent care
- Help reduce the workload for GPs



# What's been happening?

- We continue to develop plans
- Meetings with doctors, hospital consultants and voluntary sector
- We have opted to provide Community Services
- Those staff will transfer from the community services provider (SSoTP) to Virgin Care next April on current terms and conditions
- We are developing our Care Coordination



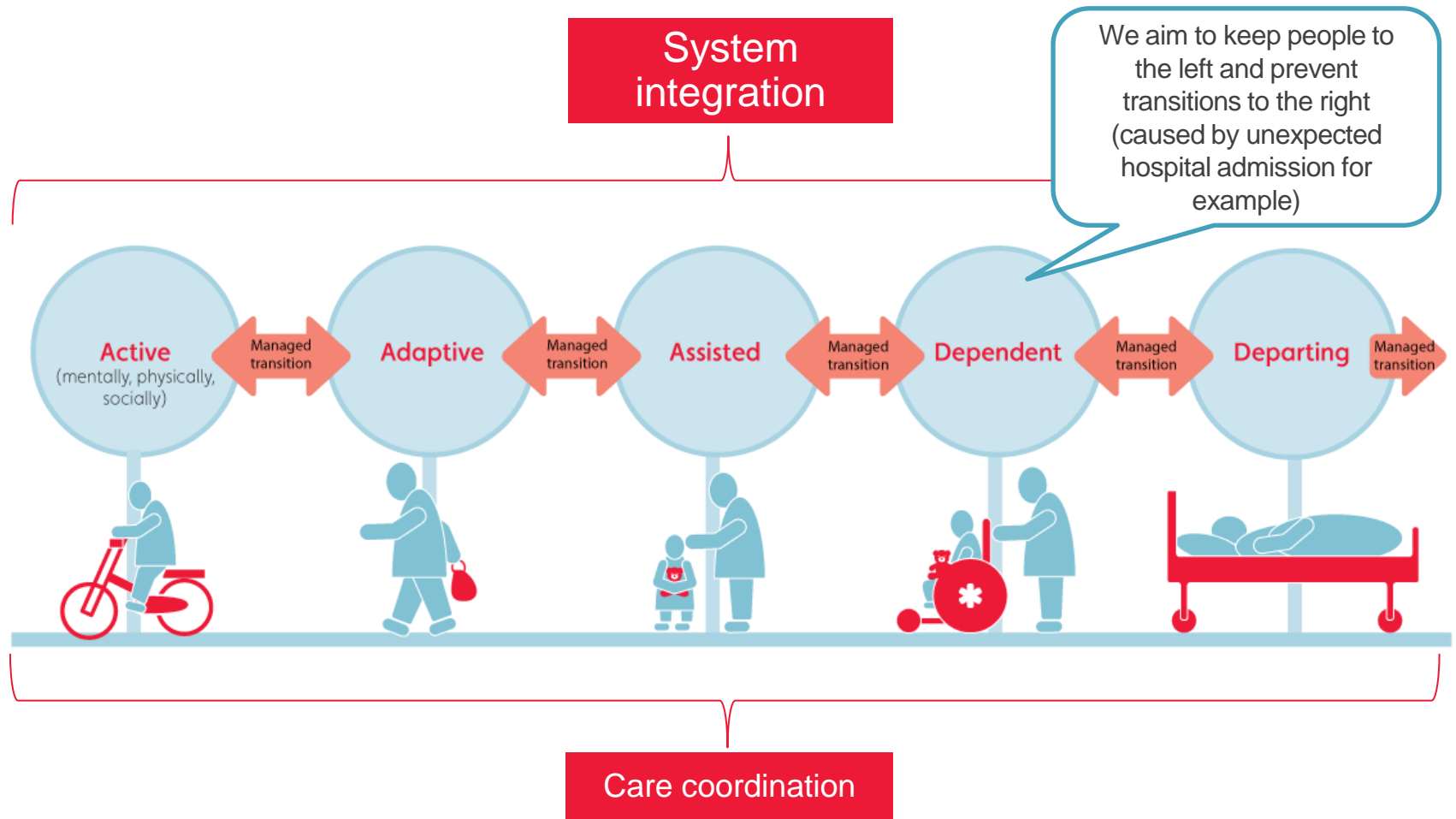
# Care Coordination

## What is it?

- Brings all the professionals together in one place
- Helps prevent unnecessary hospital admissions
- Supports people to live well at home for longer

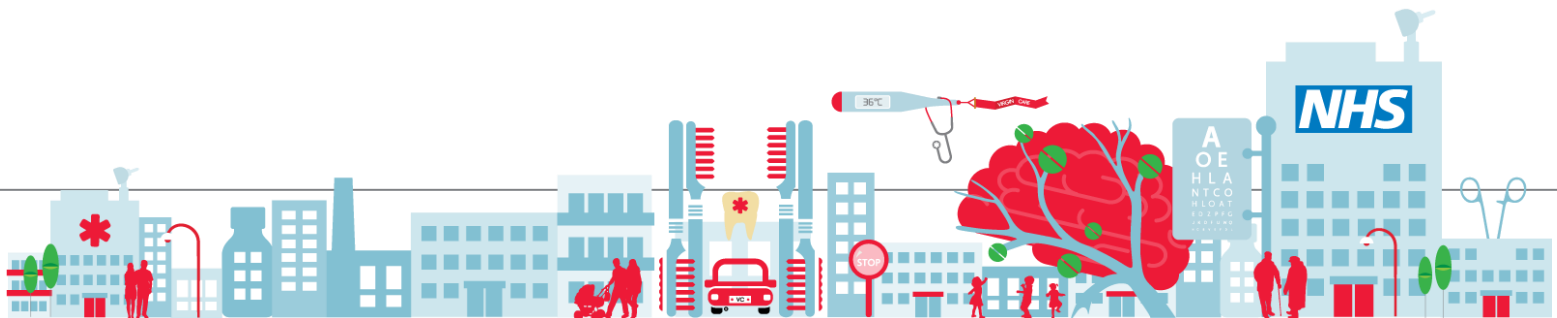


# Creating services around people's needs



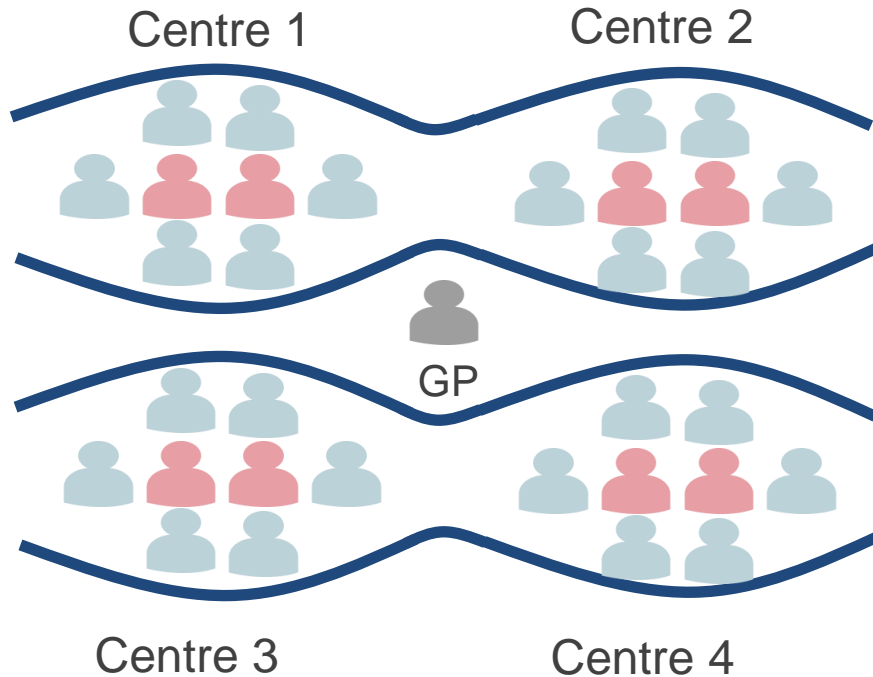
# What will this feel like for patients?

- One number to call
- Improved and joined up care
- One plan of action based around individual needs
- Feel more confident to manage own condition
- Carers feel better informed and involved
- Less likely to attend Accident & Emergency
- May include the use of home-based technology





# What will this look like for teams?



- Teams will be formed from existing staff
  - Team members will work together, with one care record
  - Mental Health & Social Care professionals will be part of these teams
  - The voluntary sector will be included (Age UK Care Navigators)
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# Launching our Improving Lives Citizens' Panel

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# Citizens' Panel definition

*“A group of residents who help shape services by offering their views and insight into what matters to them, and what their priorities are”*

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# Citizens' Panel plans

- Aims to be representative of local residents
- Will be informative and innovative
- Members can represent themselves or others
- We will listen to views focusing on outcomes for citizens.
- The focus will be on long term conditions and frail elderly health and care services



# Citizens' Panel involvement

Panel members will have three options of participation, and they can swap between these levels whenever they like

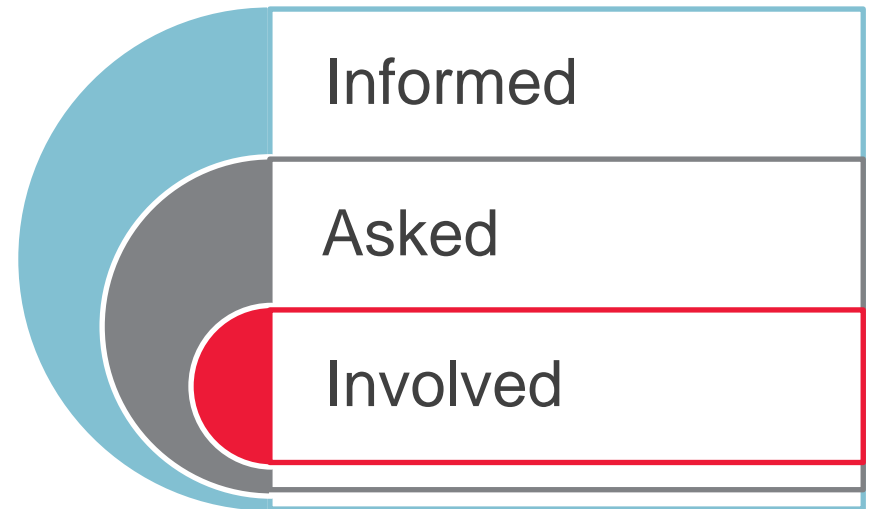


Being informed

Being asked

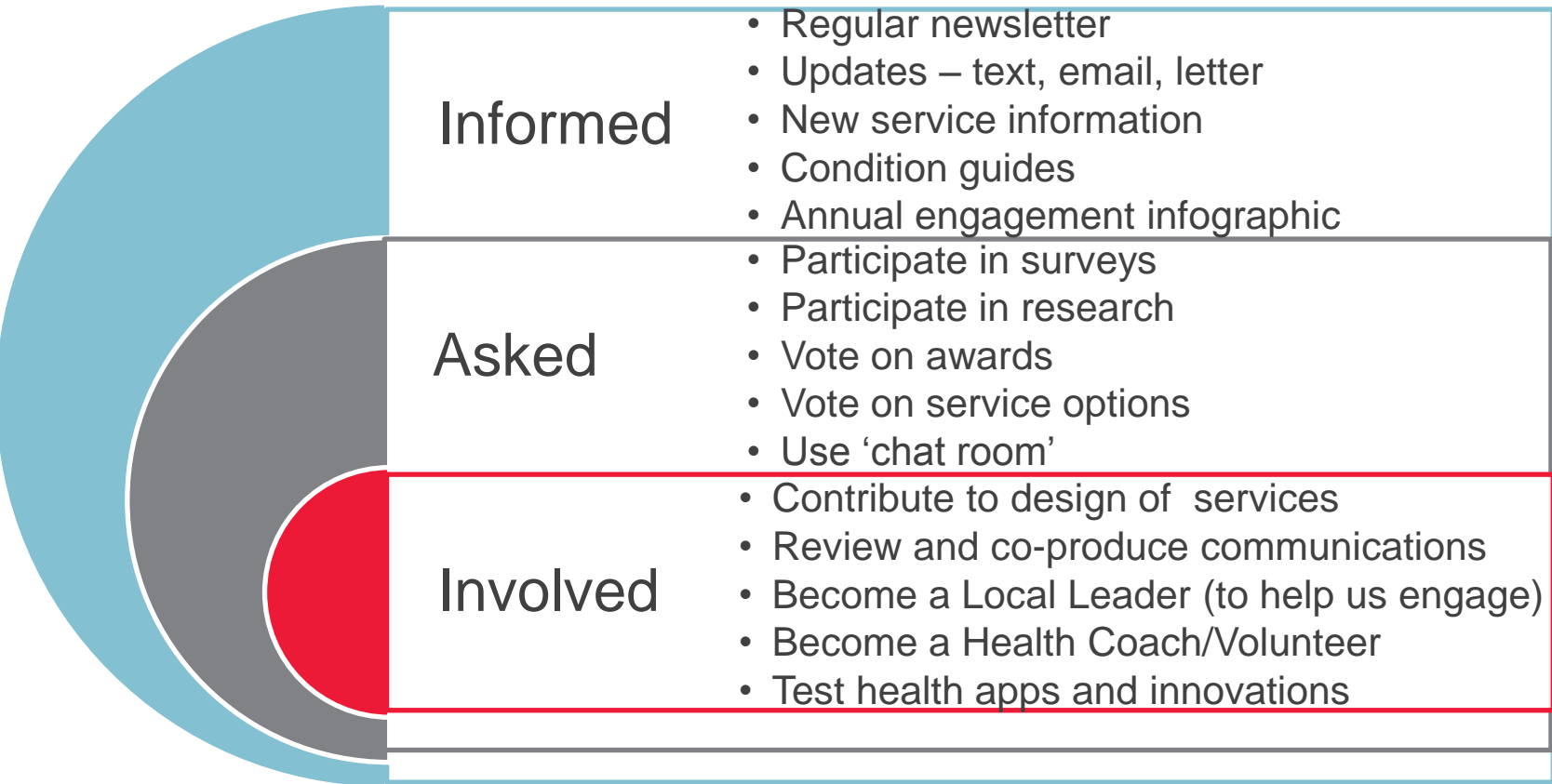


Being actively involved



# Citizens' Panel levels

Examples of what this could mean



# How can I be involved?

- Signing up members now
  - Founder members will be asked to help develop Citizens' Panel
  - First newsletter due out in December
  - Opportunities to help shape coordination centres and future services
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# What happens next?

Contract starts April 2016

We will continue to:

- Work with the hospital, community trust, and local GPs
  - Develop plans for services taking into account everything you, patients and carers have told us is important
  - Develop an integrated view of patient records
  - Agree contracts with organisations
  - Make sure there is safe transfer of services in April
  - Listen through the Citizens' Panel
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# **Your Questions and Comments**

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# Finally

- Slides and a summary of questions will be added to the CCG's website [www.eaststaffsccg.nhs.uk](http://www.eaststaffsccg.nhs.uk)
- Our next public events will be held early in 2016
- Next CCG Governing Body Meeting held in public: 26 November, 2.30pm: Heath Community Centre, Uttoxeter