



Herefordshire and Worcestershire's Long Term Plan



Our aims

Our Vision:

“Local people will live well in a supportive community with joined up care underpinned by specialist expertise and delivered in the best place by the most appropriate people.”



1. Improve health and well-being outcomes



2. Reduce health and care inequalities



3. Improve quality and performance enhancing the experience of care



4. Improve productivity and efficiency returning the system to financial sustainability



5. Sustain, develop and engage our workforce

Our core priority areas

As well as specific service developments within these 5 priority areas, we also need to think about how we work to keep people well (prevention), how we ensure care is personalised to each individual's needs, and our individual responsibilities around self-care. Our approach to prevention and personalised care is on the next slide.



Integrated primary and community services



Mental Health



Urgent Care



Elective Care



Cancer Care

Prevention and personalised care



Supporting people to maintain **good health and wellbeing**, as well as helping others to change some aspects of their lifestyle to improve how they feel and reduce the likelihood of becoming ill.

- Social prescribing within our GP practices
- Improving access to advice and information to support people to self-care
- New personalised approach to care so people can make decisions on their own health and care of their long term conditions
- End of life care planning

Integrated primary and community services

We have invested in 'out of hospital' teams to ensure hospital stays are as short as possible, and that admissions to a bed are a last resort

For the first time we have developed teams across our communities which bring together District Nurses, Therapists, Social Workers and GPs – **Neighbourhood Teams**

These teams work together in a more joined up way to provide more proactive and responsive care to people in their own homes.

- Reductions in repeat GP appointments
- Reductions in regular avoidable hospital admissions for this group of patients



Improvements in mental health and learning disability services



The Now We're Talking campaign has had a significant impact increasing awareness of Worcestershire Healthy Minds which is a self-referral service for people experiencing stress, anxiety or depression.



- Identify and manage mental health conditions at an early stage to help prevent crises;
- Parity of esteem, especially for people with long term conditions;
- Improving access to urgent mental health services
- Recovery focused mental health approach
- Reduce health inequalities, such as those experienced by people with a Learning Disability or Autism



Urgent Care

- Improving access to out of hospital care
- More GP appointments
- Proactive care planning for people living with frailty
- Reducing the reliance on bedded care.

Elective care

- Joined up services across primary and secondary care.
- Providing 'virtual' outpatient appointments
- Personalised approach to elective care services and better support to self-manage their own conditions.

Cancer

- Smoking cessation support
- Early detection through screening
- Access to health and wellbeing events for a more holistic approach to recovery.

Our key enablers

Workforce – our biggest asset

Key to a sustainable and resilient service is our ability to retain our existing workforce and then recruit and train new staff.

We are developing a range of new roles including Registered Nursing Associates and Social Prescribers.

Co-ordinated approach to recruitment to ensure organisations are managing our workforce as effectively as possible.

The role of digital

- Increased sharing of information between GPs, hospital colleagues and paramedics
- Digital First Primary Care for example the NHS App or Video Consultations.
- Clearer signposting to Health and Care systems we would recommend.

How we are organising ourselves

We recognise the importance of all local health and care providers and commissioners **working together to provide the best services we can.**

- In Herefordshire and Worcestershire local healthcare organisations have been working together in partnership (**STP**) for some time
- Now these relationships are in place we are developing even closer ways of working at a system level (**ICS**) to ensure patients get the safest, most effective and efficient services when they are needed.



How to get involved

To keep up-to-date with the latest engagement events and news visit

www.yourconversationhw.nhs.uk

