

## According to...

Members Newsletter, Winter 2016

# Urgent Care and You Right Care, Right Place, Right Time

Over the coming months, we will be talking to Accord members about Urgent Care Services. Urgent means when it's not an emergency but you can't wait for an appointment, you think you might need an urgent service or you need urgent advice but don't know who to call. We want to make sure everyone gets the care they need in the most appropriate place for them, avoiding unplanned or emergency admissions to hospital wherever possible.



Anne Hames, Community Lead on the Urgent and Emergency Care triangle is working with Dr Rakesh Pathak and Andy Ombler to develop these plans. Andy and Rakesh will be working on the clinical and service model and Anne's role will be to ensure the views of patients are taken into account.

The **four** key areas we want to engage with people about are:

- ◆ Phone First for Access to Advice and Services will see us develop our popular Single Point of Access (SPA) with more callers being put straight through to health and care professionals
- ◆ Community Urgent Care Response for people (particularly elderly or frail) in urgent need of care to enable them to stay at home and avoid a hospital stay.
- ◆ Discharge Planning and Onward Care so people will be able to go home after a stay in hospital sooner, with less chance of being admitted again.
- ◆ An Urgent Care Centre close to the A and E department of Grimsby Hospital to enable most people to see a clinician for urgent health needs and let A&E focus on major injury, trauma and resuscitation, and illnesses that need an emergency acute response

'We want to talk to people about all aspects of urgent care to make sure we design a service that works for patients and families in North East Lincolnshire and makes the best use of our precious NHS resources' said Anne. 'A survey will be sent to Accord members in the New Year to look at the first of these areas 'Phone First'. We look forward to finding out what people need from this local service to enable them to obtain the Right Care in the Right Place at the Right Time'.

**See back page for more information about the Single Point of Access (SPA)**

# Accord members have their say about GP Services

Over the summer we asked people to complete the survey 'Good Practice – quality services from the moment you step through the door'. The CCG wants to make sure every patient has the best possible experience when they visit their local practice or medical centre. We asked people to tell us about their experiences so we can work with local GP practices to understand what makes a good visit to the GP or nurse and make improvements to ensure patients and their families or carers have the best experience possible.

We received a total of **752** completed surveys. Thank you to everyone who took the time to complete the survey and encouraged others to do so. The illustration below sets out some of the key themes



## What creates the ideal patient experience?





### Communication

People clearly think that communication is a key area that North East Lincolnshire need to get right. Key themes include *listening to patients, communicating with patients in the right way, treating patients with compassion, dignity and respect and providing useful, relevant and up to date information.*



### Staff

Patients emphasize the importance of staff aiding the patient experience at the surgery. It is also clear that many of the other themes and factors mentioned above are ultimately dependent on staff. Patients want to see staff who are helpful and respectful, who communicate well, listen and can understand and reassure vulnerable audiences.



### Access

Patients express concern about not being able to make an appointment at an appropriate time for them. On the occasion where they may not be seen on time they can be kept waiting without being informed of how long they need to wait. Patients would like to be able to make an appointment which suits them and be well informed as to when they can be seen when kept waiting.

## What happens next?

Each practice has received their survey results to review and discuss with their Patient Participation Groups (PPGs). Together they will agree actions for improvement and consider which areas are feasible for development within the practice and if not why not.

We will carry out the same survey again in January and send the results to practices. Each practice will then be required to submit a report which sets out what improvements have been made and where further action is needed. This may include work with the PPG on agreeing expectations for patients. There will be more information about this in the next edition of 'According to...'

## Keeping the Door Open: Easier-to-access family health services

Recently we asked Accord members for your views about how best we can make Primary Care services more accessible as we move to a 7 day NHS. The Primary Care team is in the process of analysing the findings and preparing a report which will be shared with Accord members in due course and inform the CCG's Primary Care strategy.

### What did you tell us?

- 70% said they can see a health professional for routine appointments within current opening times.
- 87% said they would be willing to see a suitably qualified professional rather than their GP such as physiotherapist or pharmacist.
- 70% said they were satisfied with the ways in which they can get advice from their practice at the moment, and there was significant interest in using technology such as phone consultations, Skype and instant messaging if it was available



## Doing the Right Thing

The refresh of a CCG policy was used as an opportunity to discuss how the CCG spends the money available locally to meet care and support needs. Members of the public, including Accord members, were engaged via online survey and face to face via community groups and events.

**What did you tell us?** Some participants were positive “we are lucky in the UK, we do still provide a lot of support for those in need”, but others were more sceptical “the CCG is being asked to work with a budget that’s impossible. The NHS is under-funded and ‘wants’ are being expanded which can’t be met”. Overall, participants indicated that in the current context, the approach proposed by the policy had merit, namely: securing value for money, focusing on an individual’s assets and strengths before considering an allocation of resources, the relevance of wellbeing and the whole family approach, and balancing outcomes and best value. However, this endorsement did not remove concern that decisions taken in the context of limited budgets could result in unpalatable results for some individuals.

**What happened to participants’ comments?** Comments received from participants feature in an engagement report and were also shared with key committees at the CCG and Council, before they took decisions in respect of the policy refresh (both committees endorsed it). To view the engagement report in full click [HERE](#)



## Dave and Paul – Ambassadors in Action

Dave McGuire and Paul Hill have two things in common; they are Accord members and both have diabetes. They are very active Ambassadors and members of the Accord Steering Group however their journeys to get to this point are very different.

Dave joined Accord in 2009 after reading in the newspaper that the local NHS wanted the public to get involved in how NHS money is spent. Dave is passionate about helping his local community and believes that “The best way to engage people is face to face”. He is an active and valued volunteer with the CCG, Care Plus Board, both the Older Peoples and Diabetes Collaboratives and Shoreline Housing.

In Paul’s case, it was a poster on the wall of his GP practice asking people to help develop a diabetes self-help guide. Paul became involved in a steering group with the CCG to improve the information available for diabetes patients in all GP Practices, and he found this to be rewarding and worthwhile. Paul wanted to continue his involvement after this project ended and in 2014 he joined Accord and became one of the first trained Ambassadors and a founder member of the Steering Group.

Paul also teamed up with Dave In 2015, who has been the driving force behind the establishment and growth of the NEL Diabetes Support group. The twice monthly meetings (daytime and evening), are open to all and benefit from education and advice from the Community Nurse Specialist for diabetes, Kerrie Pasquill-Johnson, as well as fun activities like tai-chi and new age kurling. The group is now self-funded and is going from strength to strength due to the hard work and commitment of Dave, Paul and the team.

For more information click [HERE](#) or call Dave on 07941847602



Dave and Paul promoting Accord at Franklin College Fresher’s Fair

# Sustainable Transformation Plan (STP) published

North East Lincolnshire CCG is part of the Humber, Coast and Vale Sustainability and Transformation Plan. The Humber Coast and Vale Sustainability and Transformation Plan (STP) is the first stage in a programme of work that was started in April 2016 by a partnership of local authorities, NHS commissioners and providers and other community based organisations. These organisations are working to create the plan which will set out the proposals for the future direction of health and social care services across the region.



STPs are about making practical changes in the way we deliver services for people and communities. Our vision is for everyone in Humber Coast and Vale to start well, live well and age well and to do that, we must support everyone to manage their own care better, reduce dependence on hospitals and use our resources more efficiently so that we can all rely upon access to good, safe services into the future. The areas of focus are:

- ◆ Helping people stay well
- ◆ Place-based care
- ◆ Supporting people with mental health problems
- ◆ Creating the best hospital care
- ◆ Strategic Commissioning
- ◆ Helping people through cancer

Over the coming months we will build on the engagement we have carried out over the past two years, talking to local people and our staff about the plan. Working with Healthwatch and other voluntary sector partners to make sure that we have sought and heard views from a wide range of communities and the ideas from those groups will be built into our plans. To view the full plan Click [HERE](#)

I'm not well and can't wait until the doctor's opens

How can I help my mum to stay independent?

I want to take the first step and talk about my mental health

Getting the help and advice you need just got easier

single point of access  
01472 256 256

Just one number to talk to us about your health and wellbeing needs 24/7.

## The Way Forward 2017

Save the Date!

Join us to discuss health and social care service plans for North East Lincolnshire.

**When: Wednesday March 8th, 2017— 1pm to 4pm**

**Where: Humber Royal Hotel, Littlecoates Road, Grimsby DN34 4LX**

A chance to speak to health and social care commissioners about the **Sustainable Transformation Plan (STP)** and what this means for North East Lincolnshire

Can't make the daytime meeting? Come along to the 'Bite-size' Twilight session instead!

**Wednesday March 15th, 2017 from 6pm to 8pm at Centre 4 Wootton Road, Grimsby DN33 1HE**