



# Transforming health and social care

in Kent and Medway





## What's this about?

The NHS, social care and public health in Kent and Medway are working together to plan how we will transform health and social care services to meet the changing needs of local people. It is the first time we have all worked together in this way and it gives us a unique opportunity to bring about positive and genuine improvement in health and social care delivery over the next five years.

We need your help with this. Please see below details of how you can help shape our plan.



## How will our plan benefit you as someone who lives in Kent and Medway?

### You can expect to see:

- **health and social care professionals** coming together to work as a single team for your local area, able to access your records 24 hours a day (with your consent)
- **a modern approach** to health and social care services using the best technology, from booking your appointment online to virtual (but secure) consultations, online assessment and diagnostic systems, and advice on apps to monitor your health
- **timely appointments** with the right professional at the right time
- **care for you as a whole**, for both your physical and mental health
- **regular monitoring** if you have complex health conditions affecting your physical or mental health, or both
- **more support** from voluntary and charitable organisations which already play such an important part in our communities
- **better access** to health improvement advice and services to help you improve and manage your own health and so reduce your risk of serious illness
- **“social prescribing”** - personalised information to help you access support from voluntary, charitable and local community groups or services
- **quality hospital care** when you need it – and more care, treatment and support out of hospital when you don’t
- **outpatient appointments** and urgent care out of hospital
- **joined up services** to treat and care for you at home and leave hospital faster: “your own bed is the best bed.”





## So what is the plan?

The Five Year Forward View sets out the national vision for health and social care in England. We – all the NHS organisations in Kent and Medway, and Kent County Council and Medway Council which plan and pay for public health and social care – have been asked by the Government to produce a Health and Social Care Sustainability and Transformation Plan. This will set out how we think services need to change over the next five years to achieve the right care for people for decades to come and to improve people's health and wellbeing. It will help us deliver the Five Year Forward View in Kent and Medway.

## The plan will provide:



### Better health and wellbeing

We plan to join up health and social care services better so they work together really effectively. At the moment, frail older people and those with complex conditions or disabilities too often end up in hospital because there is no alternative. Services to treat people at home and support them to leave hospital as rapidly as possible once they are medically fit will help them retain their physical strength and independence, so they can stay living at home for longer.

We will also make it easier for people of all ages to get support to be healthier.



### Better standards of care

Wherever you live, you will have access to the same high quality care as anywhere else in Kent and Medway. This will help reduce unfair differences in health and life expectancy that people experience in some parts of the county.



### Better use of staff and funds

The need for health and social care is growing every year, as our population ages and more people move into Kent and Medway.

Already we can't recruit enough doctors, nurses, therapy staff or social care workers to fill all our vacancies. This is not just an issue for us – it's the same across the country. And we are facing a big financial problem – across Kent and Medway, health and social care have £3.4billion in funding but overspent by £141million last year. Without change, we will be looking at a hole of £485million in our budgets by 2020/21.

The more money we can release by being more efficient and by providing higher quality services, the more money we can spend on providing better services at a more affordable cost. And if we start to work in new and different ways we can make more effective use of staff time.

## We have identified key priorities within the plan:

1

**Prevention**

2

**Local care**

3

**Hospital care**



## Prevention

everyone has a part to play

We know that a number of the health problems people face in Kent and Medway are preventable, and sometimes small changes can make a big difference. Public health services will be designed to help you become more physically active, lose weight, reduce alcohol

consumption, stop smoking, and improve your mental wellbeing.

And we will help you take control if you have a long-term health problem, so you are expert at managing your own health.



## Local care

the care you can get out of hospital

GPs, nurses, therapists, social care workers, mental health staff and urgent care staff in Kent and Medway are already looking at how they can work together across towns and rural areas so that you can get the care you need at home and in your community wherever possible, reducing the need for you to go to hospital.

People with long-term health problems and disabilities have told us they want:

- to have all their needs and what works for them taken into account

- co-ordinated support given by professionals who talk and work together
- to tell their story once and have one point of contact

The aim is for you to be supported by a single team, with GP leadership, which treats your physical and mental health needs, seven days a week.

By working together more effectively, this team will free up GPs, nurses, therapists and others to spend more time on frail older patients, people with complex needs including mental health needs, and patients at the end of their lives.



## Hospital care

when you need it

We want to provide hospital care when it is needed. At the moment, around a quarter of the beds in our main hospitals are occupied by people who could be better treated in their homes or local communities. Our hospitals need to be able to focus on specialist medical treatment.

For example, someone who has just had a stroke needs treatment in a highly specialised stroke unit where they get rapid access to first class diagnostics, specialist assessment and intervention, seven days a week. This saves lives and reduces disability.

Reviews of stroke services in Kent and Medway and vascular procedures (for artery and vein

problems) are already underway and will continue as part of our plan.

We are also exploring the idea of creating specialist centres for elective (planned) surgery such as hip and knee replacements. Experience from other parts of the country shows this can significantly improve care for patients, including speeding up how quickly they get the operation they need and reducing the pressure on our hospitals.

Frontline clinical professionals will lead this review – they are best equipped to know what needs to happen to improve care and to develop plans for it.

## Greater efficiency

In addition, we are looking to become more efficient by sharing services. These include a shared pathology service (which tests blood and cells) and looking at how we can make better use of our buildings by sharing space. And we want to develop computer systems that all parts of the health and social care network can use (your consent will be sought if this involves looking at your records).

## Background information

Our plan for Kent and Medway will build on good work already undertaken or underway. To find out more, visit

- [www.eastkent.nhs.uk](http://www.eastkent.nhs.uk) to read Better health and care in east Kent: time to change
- [www.westkentmappingthefuture.nhs.uk](http://www.westkentmappingthefuture.nhs.uk)
- <http://consultations.kent.gov.uk/consult.ti/adultstrategy/consultationHome>

## Have your say

We recognise that people's needs are different across Kent and Medway and our plan will take this into account.

That's why it is so important that you have your say as the plan develops.

Visit the website of your local clinical commissioning group (see below) to take part in our online survey, which runs until Christmas, and for more information about how you can get involved. Many CCGs have health networks which you can join to get a regular update. CCGs will be working in partnership with local authorities, NHS hospitals and other providers of care, including the voluntary and community sector, to find out what local people think, so that information can shape the plan.

- [www.ashfordccg.nhs.uk](http://www.ashfordccg.nhs.uk)  
Ashford, Tenterden and rural area
- [www.canterburycoastalccg.nhs.uk](http://www.canterburycoastalccg.nhs.uk)  
Canterbury, Faversham, Herne Bay, Sandwich and Ash, Whitstable
- [www.dartfordgraveshamswanleyccg.nhs.uk](http://www.dartfordgraveshamswanleyccg.nhs.uk)  
the boroughs of Dartford and Gravesham and the northern part of Sevenoaks district including Swanley town
- [www.medwayccg.nhs.uk](http://www.medwayccg.nhs.uk)  
Medway Council area
- [www.southkentcoastccg.nhs.uk](http://www.southkentcoastccg.nhs.uk)  
Deal, Dover and the district of Shepway, including Folkestone and Romney Marsh
- [www.swaleccg.nhs.uk](http://www.swaleccg.nhs.uk)  
Sittingbourne, Sheppey and surrounding villages
- [www.thanetccg.nhs.uk](http://www.thanetccg.nhs.uk)  
the district of Thanet
- [www.westkentccg.nhs.uk](http://www.westkentccg.nhs.uk)  
the boroughs of Maidstone, Tonbridge and Malling and Tunbridge Wells, and the southern part of Sevenoaks district

