

Acute and maternity reconfiguration

VCS Workshop – 25 August 2020

About this Workshop

- Outline the communications and engagement activities for the public consultation about proposed £450 million improvements to transform acute and maternity services at Leicester's hospitals
- Discuss the key considerations to ensure the inclusion of all patients and communities across Leicester, Leicestershire and Rutland (LLR)
- Discuss how with your specialist knowledge you can help us to best deliver this
- Discuss a project around new models of care that we would value you're your support in

What this session won't do....

- Discuss the proposal with you – the proposal has been engaged on for a few years now – the three month consultation, which will start when we have the formal national sign-off, will provide essential time for people and organisations to express their views and opinions of the plan for the hospitals

Consultation environment

The approach to consultation has been modified taking into account a number of key factors. Since our original plan for the consultation was put together, the world has changed due to Covid-19, for everyone, not just the NHS.

- We believe we have stronger relationships that will help communicate and deliver the consultation directly and indirectly through key partnerships
- There is less reliance on face-to-face communications and more opportunity for innovative methods to engage using our partnerships and digital capabilities, which will help us to reach more people
- Reviews, feedback and advice so far have given us guidance and assurance of achieving an inclusive and accessible consultation

Delivering an inclusive consultation

A twelve week consultation would include:

- Online focus groups with existing patient groups and the voluntary and community sector
- Virtual public events with presentations and question and answer sessions (minimum of 2 each week during consultation)
- Virtual outreach
- Displays in NHS and public venues
- Online briefings – including with local authorities, councillors (county, city, district and parish), MPs and GPs.
- Articles in e-newsletters, magazines and community
- Mail drop to all households across Leicester, Leicestershire and Rutland
- Distribution of summary document and questionnaire to public venues
- Information provided in different formats including video, easyread etc.

Delivering an inclusive consultation

A twelve week consultation will include: contd....

- Email communications to networks and contacts
- Digital and social media (e.g. Facebook, Twitter, You Tube, Whatapp, Instagram) SMS messaging and websites particularly looking at broadening the reach across different communities and socio-demographic groups raising awareness
- Offline advertising to profile to people the consultation, the proposal and ways to get involved including community radio and regional digital television
- Engagement of broadcast media including newspapers, TV and radio including press launch
- Potential telephone interviews targeting specific communities

Continuous monitoring of progress

- Monitor and evaluate consistently during consultation
- Independent analysis and evaluation
- Regular reports to ensure that we know what communities we are penetrating and those that we need to do more to reach
- Final independent report post consultation to inform CCG Board decision making

Your expertise

- You have invaluable insight into the overall needs of the community you represent and have built up strong links over time.
- This reach into your community and the deep insight into the preferences and needs of service users you are able to gain means that we would like your **assistance** in kind
- Where you feel able, we would like to work in **partnership** (through a simple paid service level agreement) with key organisations to help us deliver a consultation that is more personalised to your community
- You **will not** be expected to promote support for the proposal itself, but rather support the consultation process by encouraging as many people as possible to give their feedback and have their say

Discussion

- Considering the current pandemic and the increased reliance on digital technologies, **what key considerations do you think need to be taken to ensure the inclusion of all patients and communities across Leicester, Leicestershire and Rutland (LLR)?**
- How can you help us to best deliver this?

Next Step

- If you feel you are best placed and able to partner the CCGs to help deliver the consultation supporting your community - then after this meeting contact:
 - Hannah Govind, LLR Patient Engagement and Experience Officer –Hannah.Govind@LeicesterCityCCG.nhs.uk or ring 0791 7722 708
 - Jo Ryder, Head of Engagment and Experience, Joanne.Ryder@LeicesterCityCCG.nhs.uk or ring 07795 452827

New Models of Care

► Our Model of Care

Individuals empowered to live a healthy life in resilient communities

- Supported to stay and age well via preventative interventions
- Supported self-management
- Active social prescribing and signposting
- Communities supported to develop a vibrant third sector volunteer opportunities supporting health and care

Primary Care

Where the majority of patient care takes place working as Individual practices or in networks (Primary Care Networks) using digital and total triage first, including:

- Advice, information, diagnosis, treatment and prescribing
- Active Long Term Condition management
- Signposting and referral to other services including specialist services
- Screening and immunisation

Integrated Neighbourhood Teams

Multi-disciplinary teams of general practice staff, community nurses and therapists, social care staff and the voluntary sector providing:

- Enhanced Long Term Condition Management
- Active case management of at risk patients including specialist treatment in the community
- Rapid assessment and support in crisis including step down in care setting when patient is ready
- Community rehabilitation and discharge support
- Nursing and care home support
- End of life care

Care for acutely unwell people

- Care will be provided using digital and total triage approaches in local care settings wherever possible and in an acute setting when not
- Discharged when medically fit
- Teaching, research and innovation at the heart of acute care
- Growing our specialist care sector where it makes sense to do so



Pathways of care

Population Health Management

Wellness ←

Our 10 Expectations

Acute illness

- | | |
|------------------------------------|--|
| 1. Safety first | 6. Provide excellent care |
| 2. Equitable care for all | 7. Enhanced care in the community |
| 3. Involve our patients and public | 8. Enabling culture |
| 4. A virtual by default approach | 9. Drive technology, innovation and sustainability |
| 5. Care in local settings | 10. Work as one system with a system workforce |



A virtual by default approach

- We want to gather insight from patients, carers and health professionals on the use of virtual consultations – either on the telephone or as a video call.
- We need to speak to people who can and cannot access telephone/video calling for consultations and find out all of the reasons why including;
 - Those who are digitally enabled
 - Those who are not digitally enabled
 - Those who are digitally enabled but would choose not to use this software in a healthcare setting.
- We would like your help to gather these views
- If you can help, please contact Jo on joanne.ryder@leicestercityccg.nhs.uk

THANK YOU

