

Healthwatch Staffordshire Sustainability and Transformation Plan update

11th January 2017



UNCLASSIFIED



What is Healthwatch?

Healthwatch Staffordshire acts as an independent voice of local people, championing quality health and social care.

It is our job to argue for consumer interest for all those who use health and social care services in the county.

Through effective engagement to gain service user feedback, we can raise awareness of key issues affecting our local health and social care services and recommend improvements.



What is the Sustainability and Transformation Plan (STP)?

- 5 Year Plan
- Transforming Health and Care Services
- 44 footprints nationally
- Staffordshire and Stoke-on-Trent STP



Workstreams



Why?



Our society faces big challenges when it comes to people's health and the services that support them.



The growing demand for support from services comes at a time when the cost of care is increasing.



Health and care organisations have been asked to work together to look at possible solutions





WE NEED YOU!



We want the public to help us to develop plans for the future



Think about some of the difficult decisions that may have to be made



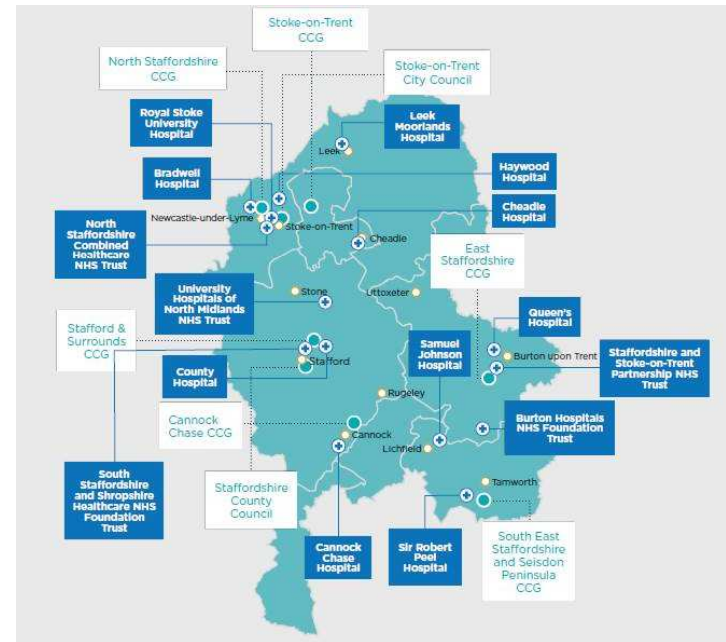
Get your views, feedback and ideas and communicate them to the programme

UNCLASSIFIED





We need to work together to help bring about long-lasting, positive improvements for everyone, working in partnership with you the public and partner organisations



UNCLASSIFIED



Challenges



- Too much money is being spent without seeing enough improvement



- Major hospitals are struggling to meet quality standards and demand



- Care is not always provided at the right time and/or in the right way





- We live within an ageing population; which can mean living with complex or long term conditions.



- Too many people end up in hospital, particularly A&E, when there are other, more appropriate and far less expensive alternatives





Cancer



Mental
Health



Frail and
Elderly



Smoking



Obesity

UNCLASSIFIED





We all need to think and act differently if we are to improve our health and well being





Readmissions



A & E



Access and
Waiting
Times

UNCLASSIFIED



Considerations



- We want you to give us your views, feedback and ideas
- What have you seen that could be done better?
- Where do you think money could be better spent?
- What services mean the most to you and how can we improve them?
- If most of the care you need is closer to home, how far is acceptable to travel for specialist care?



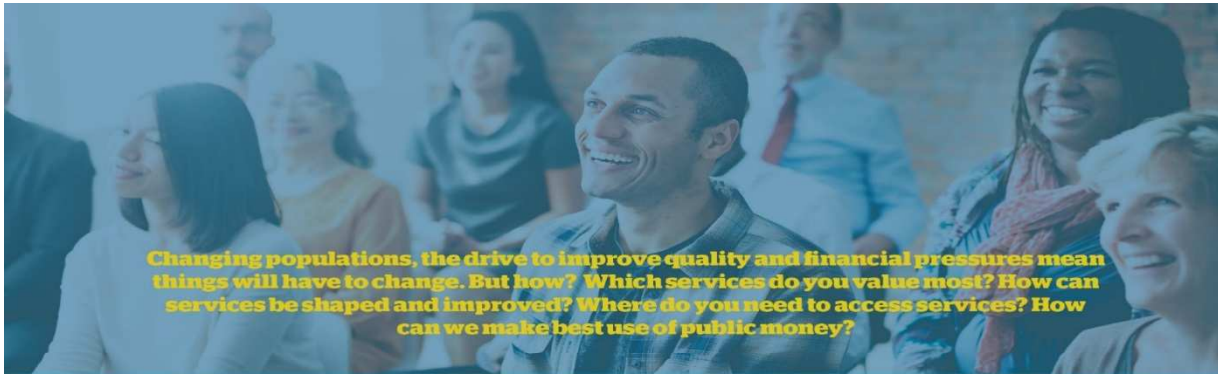
Conversation Staffordshire
and Stoke-on-Trent



Working collaboratively to deliver 10 public engagement events across Staffordshire and Stoke-on-Trent throughout November and December to provide an opportunity for open discussions about your health services and the way they are delivered.

250 people attended the 8 events in Staffordshire with a further reach of 80,000 and 1,810 people directly engaging with the events and discussions via social media.





Changing populations, the drive to improve quality and financial pressures mean things will have to change. But how? Which services do you value most? How can services be shaped and improved? Where do you need to access services? How can we make best use of public money?

Conversation Staffordshire & Stoke-on-Trent Events

- **Staffordshire Moorlands:** Wednesday 2nd November 4-7.30pm- Biddulph Town Hall, High Street, Biddulph, Staffordshire ST8 6AR
- **South Staffs:** Wednesday 9th November 4-7.30pm - Council Chamber, South Staffs Council Offices, Wolverhampton Road, Codsall WV8 1PX
- **Stafford:** Monday 14th November 4-7.30pm - Chartley Room, Northfields Centre Stafford, Magnolia Avenue, Stafford, ST16 3DU
- **Newcastle:** Monday 21st November 4-7.30pm - Red Street Community Centre, 62 Talke Road, Red Street, Newcastle ST5 7AH
- **Lichfield:** Tuesday 22nd November 4-7.30pm - Main Hall, Lichfield Guildhall, Bore St, Lichfield WS13 6LU
- **Tamworth:** Monday 28th November 4-7.30pm- SnowDome, Leisure Island, Riverdrive, Tamworth B79 7ND
- **Cannock:** Wednesday 30th November 4-7.30pm - Aquarius Ballroom, Victoria Shopping Park, Victoria St, Hednesford, Cannock WS12 1BT
- **East Staffordshire:** Wednesday 7th December 4-7.30pm - The Dove & Lingen Room, Burton Town Hall, Burton upon Trent, DE14 2EB
- **Stoke-on-Trent:** Thursday 10th November, 4-7.30pm, Jubilee Hall, Kingsway, Stoke-on-Trent ST4 1JH
- **Stoke-on-Trent:** Thursday 8th December, 4-7.30pm, Bridge Centre, Birches Head Road, Stoke - on - Trent, ST2 8DD

Join the Conversation and Have Your Say

To book a place, get more information or join the conversation, please contact, **Staffordshire events: 01785 224819** or **Stoke-on-Trent events: 01782 683080**

#ConversationStaffs
 **01785 224819**

 healthwatch
 Staffordshire

 **@ConvoStaffs**
 **ConversationStaffordshire**

#ConversationStoke
 **01782 683080**

 healthwatch
 Stoke-on-Trent

Book Online: www.healthwatchstaffordshire.co.uk/convostaffs-stoke
Book Online: www.healthwatchstokeon-trent.co.uk/consultation/convo

UNCLASSIFIED



Ambassadors



We are seeking to recruit 200 Ambassadors across Staffordshire and Stoke-on-Trent

Training, dedicated support and Ambassador Toolkit provided

Share information about the work the Together We're Better programme is doing, gather feedback and explain how people can get involved

Local training sessions available

173 Ambassador expressions of interest received to date

77 Ambassadors have completed the training since October 2016



UNCLASSIFIED



Ambassador's Programme Vision

- Aiming to recruit 200 Ambassadors across Staffordshire and Stoke-on-Trent
- Dedicated support and training for Ambassadors to facilitate engagement with the public, community groups, patients and service users, staff, and wider stakeholders
- Ambassadors to undertake a wide range of engagement sessions (with a commitment of at least two engagements) to facilitate conversations and gather feedback in a structured way to inform the future development of the transformation plans
- Co-ordinated schedule of engagement activities across Staffordshire and Stoke-on-Trent



Ambassador Training Sessions



Date	Time	Location
11 th January 2017	10.30am – 12.30pm 2pm – 4pm	Healthwatch Staffordshire Offices, Stafford.
23 rd January 2017	10.30am – 12.30pm 2pm – 4pm	South Staffordshire – venue tbc.
8 th February 2017	2pm – 4pm	Newcastle Community Fire Station
17 th February 2017	10.30am – 12.30pm 2pm – 4pm	Healthwatch Staffordshire Offices, Stafford.
28 th February 2017	10.30am – 12.30pm 2pm – 4pm	Lichfield – venue tbc.
16 th March 2017	10.30am – 12.30pm 2pm – 4pm	Staffordshire Moorlands – venue tbc
27 th March 2017	10.30am – 12.30pm 2pm – 4pm	Rugeley/Cannock – venue tbc.



UNCLASSIFIED



Sustainability and Transformation Plan and Next Steps

- STP published on 15th December 2016
- Public facing summary document of the STP now available on Together We're Better website and Healthwatch Staffordshire website

<http://www.twbstaffsandstoke.org.uk/index.php/document-library>

<http://www.healthwatchstaffordshire.co.uk/stp/>

- Summary report produced by Healthwatch Staffordshire following Conversation Staffordshire events, highlighting key themes.



Engagement Overview

- The work stream engagement leads have been asked to set out clear plans for their engagement and be able to demonstrate how the engagement is being used to inform the development of the plans going forward
- Each work stream is also tasked with setting up a reference group with representation from patients and the public
- A document called Together We're Better: Guide to Engagement and Consultation has been produced which sets out the standards and methodology for engagement and consultation and it is expected that all consequent public engagement and consultation for the STP will comply with this guidance



Opportunity to Shape Engagement Plans

- As part of the programme's commitment to ongoing engagement, it is seeking a number of volunteers to ensure there is a robust patient voice in the process going forward.
- Each group has committed to setting up a patient reference group, made up of people with direct or indirect experience of services.
- The programme is therefore looking for people living in Staffordshire and Stoke-on-Trent with an interest in one of five areas:
 - Focussed prevention (promoting healthy lifestyles)
 - Improving primary and community care (GPs and services delivered in the community rather than big hospitals)
 - Effective and efficient planned care (treatment and tests usually carried out in big hospitals)
 - Simplifying urgent and emergency care (alternatives to accident and emergency departments)
 - Mental Health services



Opportunity to Shape Engagement Plans



Contacts for the workstream reference groups are:

- Focussed prevention: Cristian Marcucci
cristian.marcucci@staffordshire.gov.uk Tel: 01785 895531
- Improving primary and community care: Clare Neill
clare.neill@ssotp.nhs.uk Tel: 0300 123 1161 ext 6519
- Effective and efficient planned care: Naomi Duggan
naomi.duggan@uhnm.nhs.uk Tel: 01782 676621
- Simplifying urgent and emergency care: Louise Thompson
Louise.Thompson@burtonft.nhs.uk Tel: 01283 593288
- Mental Health services: Joe McCrea
Joe.Mccrea@northstaffs.nhs.uk



How to get in touch...



Marie Wardle - marie.wardle@ecstaffs.co.uk

Tel: 01785 221706

Sue Baknak - sue.baknak@ecstaffs.co.uk

Tel: 01785 221703

Freephone: 0800 051 8371

Twitter: @HWStaffordshire

Facebook: Healthwatch Staffordshire

UNCLASSIFIED

