



Healthier Lancashire and South Cumbria

Second Floor
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XX August 2017

Dear Councillor Councillor Britcliffe,

I would like to update you on the partnership work taking place in the health and care system across Lancashire and South Cumbria to improve services, reduce pressures on services and make the best use of financial resources.

As I'm sure you are aware, Healthier Lancashire and South Cumbria is one of the 44 Sustainability and Transformation Partnerships across England, where we are working across NHS organisations, local authorities and the third sector to improve health and care for local people and address some of the challenges faced by our population.

Since the publishing of the Sustainability and Transformation Plan in November, a lot of work has since been carried out across Lancashire and South Cumbria as the plan has developed into a partnership.

With this in mind, our key deliverables are:

- A strong focus on population health, mobilising community assets to enable people to stay well for longer and have greater control over their health and wellbeing
- Mobilising technologies to reduce demand on services and support the self-care/prevention agenda
- A clear focus on improving health and wellbeing outcomes for the Lancashire and South Cumbria population
- Making best use of resources to ensure we deliver quality outcomes and value for money
- Improving and extending community and primary care services
- Facilitate and support local health systems to progress to Accountable Care Systems – with a focus on the Fylde Coast initially, quickly spreading to the whole STP patch
- A focus on holding the system to account for delivery of national clinical priorities
- Developing and implementing an integrated health and care strategic commissioning function

As a local Councillor and [INSERT ROLE] we want you to be involved as plans are discussed and developed and I would be more than willing to meet with you to discuss this programme of work.

We have published a guide to explain to members of the public our shared challenges in the region and how organisations are working together to tackle them. This document, which is enclosed with this letter, has been awarded a Crystal Mark from the Plain English Campaign.

The document has been created by working with groups across Lancashire and South Cumbria to make sure that the messages are clear and understandable. We have enclosed a copy for you to use when talking to your constituents as we increase engagement across the partnership over the coming months.

Work is being carried out across five local areas within our partnership, below is an update from each programme:

Better Care Together programme

As you will be aware this is being co-ordinated by ten health and care partners across Morecambe Bay and there has been great progress since it was awarded Vanguard status in 2015.

It has overseen a number of successes, including the following:

- Advice and Guidance is a system in Morecambe Bay which allows GPs to seek advice from a hospital specialist on patients where they are unsure of the approach to adopt. In the 11 months to the end of February 2017, there were 1,439 avoided new outpatient referrals, which means people were treated closer to home.
- In Ophthalmology a new scheme began in September 2016 where people with minor eye conditions and people requiring follow up appointments were seen by optometrists in the community rather than having to travel to hospital. In the first 18 weeks, 1,639 people were seen.
- A new Patient Initiated Follow Up system has been trialled in the rheumatology service, which means that patients who previously were seen at a regular review are discharged – but can access advice and help if they suffer deterioration in their condition when they need it. Almost 300 patients have transferred onto this new system.
- A series of films has been created and published on common conditions that people visit their GPs with, giving advice so people can care for themselves at home. To date these films have been seen more than 4,000 times.
- Telehealth links in Millom have helped some people gain expert advice and avoid travelling to Furness General Hospital's Accident and Emergency Department.
- Children across the area are being encouraged to run-a-mile a day in schools – improving their fitness and concentration.
- More than 1,000 children in the area have watched the 'Big Sick, Little Sick' play which teaches them to use NHS services appropriately.

You can find out more about the work of Better Care Together from their website www.bettercaretogether.co.uk, by email at Bettercaretogether@mbht.nhs.uk or by phone on 01524 518638, on Facebook at www.facebook.com/bettercaretogether or on twitter: @BCTMorecambeBay.

Blackpool and the Fylde Coast Local Delivery Partnership

Over the last year, the programme has been engaging with residents, clinicians, staff and other stakeholders in a variety of ways to develop local plans.

Led by the Fylde coast's NHS and local authority partners, this five-year plan seeks to transform health and healthcare for local residents. Specific work programmes include integrated community care, urgent and emergency care, and planned care.

In addition to this, over the coming months, health and care organisations on the Fylde coast will be progressing plans to introduce 'accountable care' locally. The Fylde coast is one of eight 'accountable

care system' forerunners, as announced by NHS England's chief executive Simon Stevens earlier this month, to progress new ways of working in order to benefit patients, staff and organisations. The learning will be spread to other parts of Lancashire and South Cumbria.

Central Lancashire, the Our Health Our Care programme

Our Health Our Care brings together health and social care organisations working in Chorley, South Ribble and Greater Preston to improve the care that local people receive. The programme is a partnership between NHS Chorley and South Ribble CCG, NHS Greater Preston CCG, Lancashire Teaching Hospitals NHS Foundation Trust, Lancashire Care NHS Foundation Trust, local councils, NHS England and specialist commissioners. Jan Ledward, Chief Officer of the two CCGs, is the Senior Responsible Officer for the programme.

The Our Health Our Care programme provides the process through which we will develop new models of care that are clinically and financially sustainable for the future and work will towards a more integrated health and care system for the population of central Lancashire.

Discussions have been taking place with local health and social care staff across organisational boundaries, as well as with members of the public and other stakeholders to develop ideas. There have been a number of successes that have been identified, including the following:

- A new process regarding urgent surgical assessments has been successfully trialled, which means that primary and secondary care are communicating more effectively, reducing delays and improving patient experience as patients are getting advice and guidance more quickly.
- A pilot is underway within diabetes services, where people are being cared for more closely to their homes in a GP setting through regular follow up, rather than having to travel to hospital. The pilot has been so successful it will be more widely adopted across the central Lancashire area.
- A virtual orthopaedic fracture clinic began in February 2017 and has streamlined patient pathways to avoid delays in care. It has seen excellent patient feedback, improved discharge rates and the right consultant caring for people at the right time.

You can find out more about the work of Our Health Our Care from their website <https://www.ourhealthourcarecl.nhs.uk>, by email at ohoc.enquiries@nhs.net or by phone on 01772 214323. You can also follow on Facebook at www.facebook.com/OurHealthOurCareCL/ or on twitter: @_OHOC.

We'll be working closely with Healthier Lancashire and South Cumbria to capture your perspective on the work being undertaken to redesign health and care services for your constituents, and to discuss how we can involve you in the process.

West Lancashire

As you will know, a number of areas are currently being developed:

- Out of hospital strategy is well underway with the CCG's vision for joined up care, Building for the Future. The recent transfer of adult community health services and urgent care services to Virgin Care is part of this vision and is integral to the move towards full integration and new models of care
- Well Skelmerdale programme continues to build momentum helping to encourage a happy healthier community, while minimising existing health inequalities
- Musculoskeletal service improvements remains an area of focus and one of West Lancashire CCG's Right Care priorities
- Tackling medicine waste through a Being A Hoarder is Out of Order campaign, which highlights the change in repeat prescriptions which as of November 2016 are now ordered by patients and carers
- Primary care transformation, which has been further supported by a recent move to level three co-commissioning

- Sustainability of Southport & Ormskirk Hospital NHS Trust
- Mental health, allowing the CCG to ensure the needs of local patients are being met

Together A Healthier Future programme in Pennine Lancashire

Over the last year, the programme Together A Healthier Future has been engaging with residents, clinicians, staff and other stakeholders in a variety of ways to develop local plans.

The team have started upon a series of summer public engagement events to get vital feedback from people on our proposals and advise them of the next steps. The dates of all the programme's events can be found on the programme's website (www.togethераhealthierfuture.org.uk).

The programme also has a Twitter feed @ahealthyfuture_ and a Facebook page.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Amanda Doyle', written in a cursive style.

Dr Amanda Doyle OBE
GP and STP Lead - Lancashire and South Cumbria