

HEALTH AND WELLBEING BOARD

25 JANUARY 2018

DELAYED TRANSFERS OF CARE CHALLENGE

Key Themes

- Leadership to communicate the 'single system / single process' message
- Importance of sustainable relationships and collaboration at all levels, and across a wide range of agencies (including primary care, community services, local health and wellbeing partnerships, district councils, VCFS)

Key Themes

- Implement the Stranded Patient / DTOC solutions identified by Newtons Europe across whole Lancashire South Cumbria (L&SC) system
- Identify a group of highly skilled officers with sufficient capacity to take this work forward, their sole focus on implementation (i.e. no other 'day' job), working across organisational and health economy boundaries

Key Themes

- Standardise language, metrics, data sharing, processes and offer across whole L&SC system
- Standardise and implement a small number of key pathways across L&SC, to include the VCFS, care sector, community based non-medical 'offers' e.g. frail elderly pathway
- What can we do differently and at scale? innovate / 'new age' solutions / digital

Key Themes

- Utilise other networks including STP workstreams, A&E DBs and Urgent & Emergency Care Network appropriately, as part of 'whole system' approach
- Adopt and implement learning about what's working elsewhere

Key Themes

- Link up more effectively at neighbourhood level, engaging wider primary care workforce such as GPs, pharmacists, dentists, community services E.g. GP & pharmacy support to care homes

Discussion

Thank-you