

<b>18 January 2017</b>	<b>ITEM: 6</b>
<b>Thurrock Health and Wellbeing Board</b>	
<b>Thurrock Health and Wellbeing Strategy Goal 4, Quality Care Centred Around the Person Summary Report</b>	
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> To note action plans
<b>Report of:</b> Councillor James Halden, Portfolio Holder for Education and Health and Chair of Thurrock Health and Wellbeing Board	
<b>Accountable Head of Service:</b> N/A	
<b>Accountable Director:</b> Roger Harris, Corporate Director of Adult Housing and Health	
<b>This report is Public</b>	

## **Executive Summary**

The Health and Wellbeing Strategy 2016-2021 was approved by the Health and Wellbeing Board in February 2016 and the CCG Board and Council in March 2016. At its meeting in February, the Health and Wellbeing Board agreed that action plans and an outcomes framework should be developed to support the delivery of the Strategy and to measure its impact.

This paper provides action plans that have been developed to support the achievement of Thurrock's Health and Wellbeing Strategy Goal D, Quality care centred around the person. It follows the previous action plans considered by Health and Wellbeing Board members at their meeting in July for Goal A, Opportunity for all; September for Goal B, A healthier environment; and November for Goal C, Better emotional health and wellbeing.

### **1. Recommendation(s)**

**1.1 The Board is asked to agree action plans developed to support the achievement Thurrock's Health and Wellbeing Strategy Goal D, Quality care centred around the person.**

## **2. Introduction and Background**

- 2.1. There will always be times when people need treatment or care from GPs, hospitals, social care or other services. When they do, we want to ensure that services in Thurrock are joined up and organised around people's needs rather than the needs of organisations. When people are passed from one organisation to another to receive different services they often don't get the best package of care and valuable resources are wasted. That's why we have a vision to create four Integrated Healthy Living Centres in Thurrock which will provide a whole range of health and care services under one roof. This is part of providing holistic solutions, which go beyond treating conditions to supporting people and ensuring that When people use health and care services in Thurrock that they are easy to access and that they provide the best possible treatment.
- 2.2. Thurrock's Health and Wellbeing Strategy comprises five strategic goals which make the most difference to the health and wellbeing of the people of Thurrock. Goal D, Quality care centred around the person focusses on remodelling health and care services so they are more joined up and focus on preventing, reducing and delaying the need for care and support.
- 2.3. Four key objectives have been established as part of clearly defining and determining what needs to be done to provide care that is centred around the person:
  - i. Four new healthy living centres will be built with GPs, nurses, mental health services, wellbeing programmes, community hubs and outpatient clinics under one roof.
  - ii. Care will be organised around the individual
  - iii. People will feel in control of their care
  - iv. High quality GP and hospital care will be available to Thurrock residents when they need it.
- 2.4. Each of the objectives is supported by an action plan containing the deliverables and associated milestones needed to meet the objective. Health and Wellbeing Board members approved the draft outcome framework, containing a number of related performance indicators at your meeting in July. Individual action plans now contain specific indicators that will help to measure the impact of specific actions and the success of the Health and Wellbeing Strategy.

## **3. Issues, Options and Analysis of Options**

- 3.1. Action plans are being presented to the Health and Wellbeing Board that have been subject to consultation. Health and Wellbeing Board members are asked to note the action plans for Goal D, Quality care centred around the person, and invited to provide feedback on the actions and delivery timescales.

#### **4. Reasons for Recommendation**

- 4.1 Health and Wellbeing Board members are responsible for driving forward Thurrock's Health and Wellbeing Strategy. Action plans have been developed for each of the Strategy's five Goals. Health and Wellbeing Board members have agreed to consider action plans for one of the Strategy's Goals at each meeting.

#### **5. Consultation (including Overview and Scrutiny, if applicable)**

- 5.1 Action plans are developed in partnership between Thurrock Council, CCG, VCS and key stakeholders. Community engagement is a key part of the development of action focussed plans to support the achievement of Thurrock's Health and Wellbeing Strategy.

#### **6. Impact on corporate policies, priorities, performance and community impact**

- 6.1 'Improve health and wellbeing' is one of the Council's five corporate priorities. The Health and Wellbeing Strategy is the means through which the priorities for improving the health and wellbeing of Thurrock's population are identified.
- 6.3 Actions identified to create four new healthy living centres includes developing the locality integrated service model and implementation plan which will help to join up health and social care delivered in localities, wrapped around extended primary care services. Actions also include agreeing the scope and configuration of service provision within specific HUBS as well as building some of the premises within which HUBs will operate.
- 6.4 Actions identified to organise care around the individual include rolling out the electronic frailty index in Thurrock which will help facilitate the identification of severely and moderately frail people in Thurrock. All patients identified on the frailty index have a comprehensive care plan, named care co-ordinator and escalation plan. Actions also include developing a service specification for a system that is able to integrate data in Thurrock. The solution will incorporate data from different systems at patient level to give a holistic view of a patient's health and social care pathway.
- 6.5 As part of ensuring that people feel in control of their own care actions developed include engaging service users to inform the Advocacy contract and to participate in interviewing potential service providers. This has helped to ensure that the service continues to provide tailored support for members of the community. Actions also include introducing a personal budget programme to ensure that members of the community accessing personal budgets are fully supported to understand the commissioning and payment processes. This will help to ensure that service users can access care that is tailored specifically to support their needs, when they require support, while providing more choice about who will provide services and when.

- 6.6 To ensure that high quality GP and hospital care will be available to Thurrock residents when they need it actions include supporting GP practices across Thurrock to update their policies and practices to improve effectiveness and performance and the development of Primary Care Strategy, which will include workforce planning and development.

## **7. Implications**

### **7.1 Financial**

Implications verified by: Roger Harris – Director Adults Health and Commissioning

There are no financial implications. The priorities of the Health and Wellbeing Strategy will be delivered through the existing resources of Health and Wellbeing Board partners.

### **7.2 Legal**

Implications verified by: Roger Harris – Director Adults Health and Commissioning

There are no legal implications. The Council and Clinical Commissioning Group have a duty to develop a Health and Wellbeing Strategy as part of the Health and Social Care Act 2012.

### **7.3 Diversity and Equality**

Implications verified by: Roger Harris – Director Adults Health and Commissioning

Action will need to be taken to improve the health and wellbeing of Thurrock's population and reduce inequalities in the health and wellbeing of Thurrock's population. Being successful will include identifying sections of the population whose health and wellbeing outcomes are significantly worse, and taking action that helps to ensure the outcomes of those people can improve. This will be supported by information contained within the Joint Strategic Needs Assessment.

### **7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)**

None identified

## **8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):**

- None

## **9. Appendices to the report**

- Action plans for Goal 4, Quality care centred around the person.
  - Action Plan 4A, Four new healthy living centres will be built with GPs, nurses, mental health services, wellbeing programmes, community hubs and outpatient clinics under one roof.
  - Action Plan 4B, Care will be organised around the individual.
  - Action Plan 4C, People will feel in control of their care
  - Action Plan 4D, High quality GP and hospital care will be available to Thurrock residents when they need it.

### **Report Author:**

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