

East Sussex Health and Wellbeing Board

Healthy Lives, Healthy People



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EXECUTIVE SUMMARY

This is the second Health and Wellbeing Strategy for East Sussex from the East Sussex Health and Wellbeing Board. It will enable the Health and Wellbeing Board to continue to identify and address the health and wellbeing needs of East Sussex residents now and in the future.

Our NHS and social care system was established as part of the post-war reforms of the 1940s, making health and some social care free to all. Today, people working in these services save lives and help us stay healthy and live independently. Improvements in care over the years have been remarkable. People are living longer than ever before. Indeed, East Sussex has one of the oldest populations in England, with the over 65s set to make up a third of the county by 2026.

The world has changed and so have the demands on health and social services. As we get older, more people have conditions such as heart disease, dementia or diabetes that need long-term support. As a consequence services designed in the 1940s no longer fit the way we live our lives today. Continuing with the way things are in East Sussex will lead to a £200million funding gap by 2018. Doing nothing is not an option. We need to make big changes to ensure we can provide safe, high quality and affordable services into the future.

Our local approach to meeting these challenges is shared programmes of work between the four main commissioning bodies across the county. That's the three NHS Clinical Commissioning Groups (CCGs) for healthcare, and East Sussex County Council for social care, with the contribution of District and Borough Councils recognised and valued within this work. This strategy builds on the work of the established East Sussex Better Together programme agreed through the Health and Wellbeing Board and will also inform and reflect the work of the Connecting 4 You programme. We are working with partners and the public to redesign and transform the way health and social care is provided, making the best use of our combined £935m annual budgets.

The Health and Wellbeing Board will oversee how we improve the health and wellbeing of the people of East Sussex and this document is vital to how we will work together to make it happen. We would expect everyone to use the Health and Wellbeing Strategy when making decisions about spending money and planning services over the next few years.

The strategy will make the most of opportunities where a more joined up approach will help to improve outcomes, reduce inequalities and deliver efficiency savings that can be re-invested in service improvements. The strategy is therefore not a long list of all the health and wellbeing issues in East Sussex, but focuses on a small number of priority issues where the Board can make a real difference and sets out how those needs will be met through the commissioning of services, joint working and collective action.



Cllr Keith Glazier, Chair of Health and Wellbeing Board

HEALTH AND WELLBEING STRATEGY VISION

The vision of the Health and Wellbeing Board is to protect and improve health and wellbeing and reduce health inequalities in East Sussex, so that everyone has the opportunity to have as safe, and healthy and fulfilling a life as possible.

The Health and Wellbeing Board's decision to focus its second strategy in this way enables the Board to keep track of the health and wellbeing needs of East Sussex residents now and in the future.

The aim is to deliver a fully integrated health and social care system by 2018. It will ensure people receive high quality and coordinated care, supporting them to live independently and achieving the best possible outcomes. The East Sussex Better Together programme established in August 2014 is a key delivery vehicle for the Health and Wellbeing Strategy. The emerging Connecting 4 You programme for the High Weald Lewes Havens area will also contribute to achieving the Strategy outcome of improving health benefits for the population.

ULTIMATE AIM

A fully integrated health and social care economy in East Sussex that promotes health and wellbeing and makes sure people receive proactive, joined up care, supporting them to live as independently as possible.

What will this look like?

- Health and wellbeing will be improved and health inequalities reduced
- Personal and community resilience will be supported and prevention and early intervention will be at the heart of health and social care
- People's experience of using services will be better. Our staff will be working in a way that really makes the most of their dedication, skills and professionalism
- The cost of care will have been made affordable and sustainable

The NHS and social care will be secured for the next generation.

DELIVERING THE VISION AND THE PRIORITIES

Our local approach to meeting these challenges is through East Sussex Better Together (ESBT), which is a shared programme between East Sussex County Council, Hastings and Rother CCG, Eastbourne Hailsham Seaford CCG, East Sussex Healthcare Trust and Sussex Partnership Foundation Trust; and through Connecting 4 You, the emerging programme between East Sussex County Council, High Weald Lewes Havens CCG and a range of NHS providers



In delivering the vision and our priorities we will:

- Take a whole life approach from conception to death and enable links to be made along the life course and at key life stages
- Develop an integrated whole system so that people get the right care, at the right time and in the best place, whether they are in the community, primary care, secondary care or specialist care
- Increase prevention and early intervention to improve people's chances of a healthy life and to help us to manage demand for health and care services in the future
- Reduce the inequalities in health outcomes that exist within and between different parts of the county and different groups of people, and improve access to information, advice and support
- Work with public, private and voluntary, community and social enterprise sector partners to join up health and care with wider services that affect people's health and wellbeing
- Value and build on the strengths, skills, knowledge and networks that individuals, families and communities have and can use, to overcome challenges and build positive and healthy futures

DELIVERING THE VISION AND THE PRIORITIES

Outside of the commissioning bodies we will be dependent on the contribution of a wide range of partners to deliver this strategy, including the District and Borough Councils and Healthwatch East Sussex.

In delivering the vision and our priorities we recognise:

- The impact of preventative actions delivered at a local level. These include the outcomes of measures dealing with leisure and physical activity, adequate housing, safe and healthy workplaces, tackling pollution, community safety, planning and regulating the built and natural environment and the payment of benefits
- We recognise that District and Borough Council actions have a positive effect on public health and that they have an enabling role in the health of their populations and communities and innovate in services and in their delivery
- Healthwatch East Sussex will continue to play a role at both a national and local level, ensuring that the views of the public and people who use our services are taken into account
- Locality working involving these and other key partners will give a strong platform for the delivery of initiatives impacting on the wider determinants of health and supporting people to make better health choices

FOCUS

The priorities we will focus on over the next three years are:

- Integrating health and care provision through accountable care
- Improving access to services
- Improving emergency and urgent care
- Improving health and wellbeing
- Improving mental health care
- Improving primary care
- Better use of medicines
- Better community services
- And ensuring that tackling health inequality is embedded throughout this work

This strategy is a framework for the commissioning of health and wellbeing services in the county. It will not replace existing commissioning plans, which will set out in much more detail the kinds of services being commissioned and where and how they will be delivered.

The Health and Wellbeing Board will consider relevant commissioning strategies to ensure that they have taken into account the priorities and approaches set out in the Health and Wellbeing Strategy.

The strategy focuses on a small number of priority issues where a more joined up approach will help to improve outcomes, reduce inequalities and deliver efficiency savings that could be reinvested in service improvements. The strategy is therefore not a long list of all the health and wellbeing issues in East Sussex but focuses on a small number of priority issues where the Board can make a real difference and sets out how those needs will be met through the commissioning of services, joint working and collective action.

We are delivering major projects that will support us tackling health inequalities across the county, focussed on improving access to services and tackling lifestyle factors such as obesity, and the health of older people, as well as end of life care for all ages.

We are working with partners and the public to redesign and transform the way health and social care is provided, making the best use of our combined £935m annual budgets.

WHAT WE WILL CONTINUE TO ACHIEVE THROUGH THE HEALTH AND WELLBEING STRATEGY?

Improving access

We have and are continuing to improve the way people with health and social care needs can contact local services.

Health and Social Care Connect is a new phone service that will help professionals get people care and support faster, and ensure they are referred to the right services at the right time.

Improving health and wellbeing

We're doing more to prevent illness, promote healthy living and enable people to take more control of their health and wellbeing.

We are bringing in new technologies to help people be more active and manage their own health conditions in, or as close as possible to, their own homes.

Better Community Services

We rely too much on people having to travel to hospitals to receive services that could be provided just as well or better at home or in the community.

We have established integrated locality teams within ESBT, developed frailty practitioners and are investing in improving the range of services available in the community, in GP practices or in other places outside of hospitals.

Local people will have choice about hospital care, and when it's time to leave hospital, we'll ensure they have personal packages of care to support their recovery.

Emergency care

We all know there are huge pressures on A&E. Often it is not the best place to go when you are ill, but we know people sometimes don't know where else to go.

We're developing new models for GP led urgent care that will help people access appropriate treatment at the right time.

Bringing together health and social care

We're developing new teams made up of both health and social care professionals, to support people with long-term conditions.

For the first time, the health and social care needs of local people will be provided together, by one team and in one place.

Medicines

Research shows half of all medicines are not taken as they are meant to be.

That amounts to £45 million worth of drugs potentially wasted or not giving their full benefit in East Sussex every year.

We're bringing together clinicians and pharmacists to work with local patients and ensure they get effective medicines when they need them.

WHAT DOES THIS MEAN FOR PATIENTS AND SERVICE USERS?

- For patients and service users, some services are likely to be provided in a different way or different place or by different organisations, but there will also be new services available. Overall, services should be better and more convenient.
- More services will be available closer to home – at a GP surgery, in a community clinic or in a person's own home. And it will be easier to get to see a GP at more convenient times when needed.
- There will be more convenient and appropriate alternatives to accident and emergency when you need urgent help and advice.
- High quality hospital services will continue to be available if needed. If someone needs very specialist care it may mean traveling further so that they can be treated by highly-skilled experts with access to the very best equipment.
- If someone has a long term condition, or are old or frail, there will be more help and support to help people manage their condition or needs at home, maintaining independence and quality of life.
- There will be more services and support to help people lead healthy lives and avoid illness.
- Health and care services will be more joined-up. Mental health will also be more integrated with other services.

For everyone in East Sussex, it will mean that you can be confident of having high quality, safe, affordable health services for the future

CHALLENGES

There are huge challenges. And we can't meet them alone

Some big decisions will need to be made about radically changing local services. We are committed to developing solutions in equal partnership with the public, local patients, users of social care, staff and all others.

We need to work together to realise our ambition of achieving joined-up, high quality services that we all deserve.

The strategy recognises the challenges we are facing:

- New technology means earlier diagnosis and better treatment, but it costs more and we are not reaching everyone we need to.
- There are avoidable differences in health status between people, this is called health inequality, which need more of a focus to tackle.
- There is too much demand on emergency care, and our services are struggling to cope.
- Some people have to wait too long for treatment.
- Society and changing lifestyles have intensified problems and pressures, such as obesity, smoking, drinking and lack of exercise.
- And as we all know, there are huge financial pressures. Demand on all health and care services is increasing rapidly, but our funding is not.

HOW WILL WE MEASURE PROGRESS?

As the East Sussex Better Together programme moves towards the final stages of its 150 week programme and the Connecting 4 You programme becomes established, subsequent action plans will be developed. These plans will take into account the implementation of NHS Sustainability and Transformation Plans, as well as District and Borough contributions to health and wellbeing.

The Health and Wellbeing Board will receive monitoring reports on these action plans.

Every Comment Counts

A Comment's Journey with... **healthwatch** East Sussex

1 Healthwatch East Sussex receives comments from the public (anonymously if you want).

An example of a comment we have received: “My elderly aunt is in a care home and has a fortnightly chiropody appointment. The patient transport often turns up late. It's making her very worried about missing her appointments and not getting the treatment she needs”

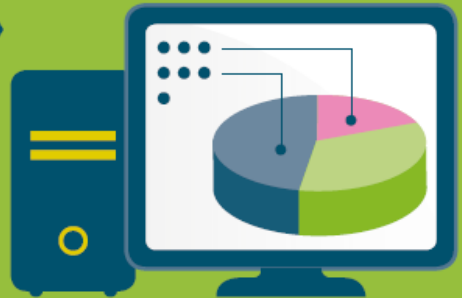


We may signpost you to other organisations where appropriate (e.g. complaints department)



We will take immediate action over comments causing serious concern (e.g. safeguarding)

2 The comments are put onto our database and reports of all comments are sent to health and care service managers.



We check the comments on the database and look for areas with common themes, and of people who are experiencing a good or poor service.



If you wish to make a complaint about a health service you have received, you can access the Independent NHS health complaints advocacy service by calling 0333 101 4007.



For some big issues, we publish reports with findings and recommendations. This helps health and care service managers to understand what works best from the public's point of view.

5



You can sign up for our regular newsletters, with news from around East Sussex

4



You can read our reports on our website and find out more about current projects.

3



Using our legal powers we can ensure that health and care managers respond, saying what action they will take.

To find out more about Healthwatch East Sussex or submit your comments, please contact us:

Telephone: **0333 101 4007** Email: **enquiries@healthwatcheastsex.co.uk**