



# Our Long Term Plan 2020 – 2024

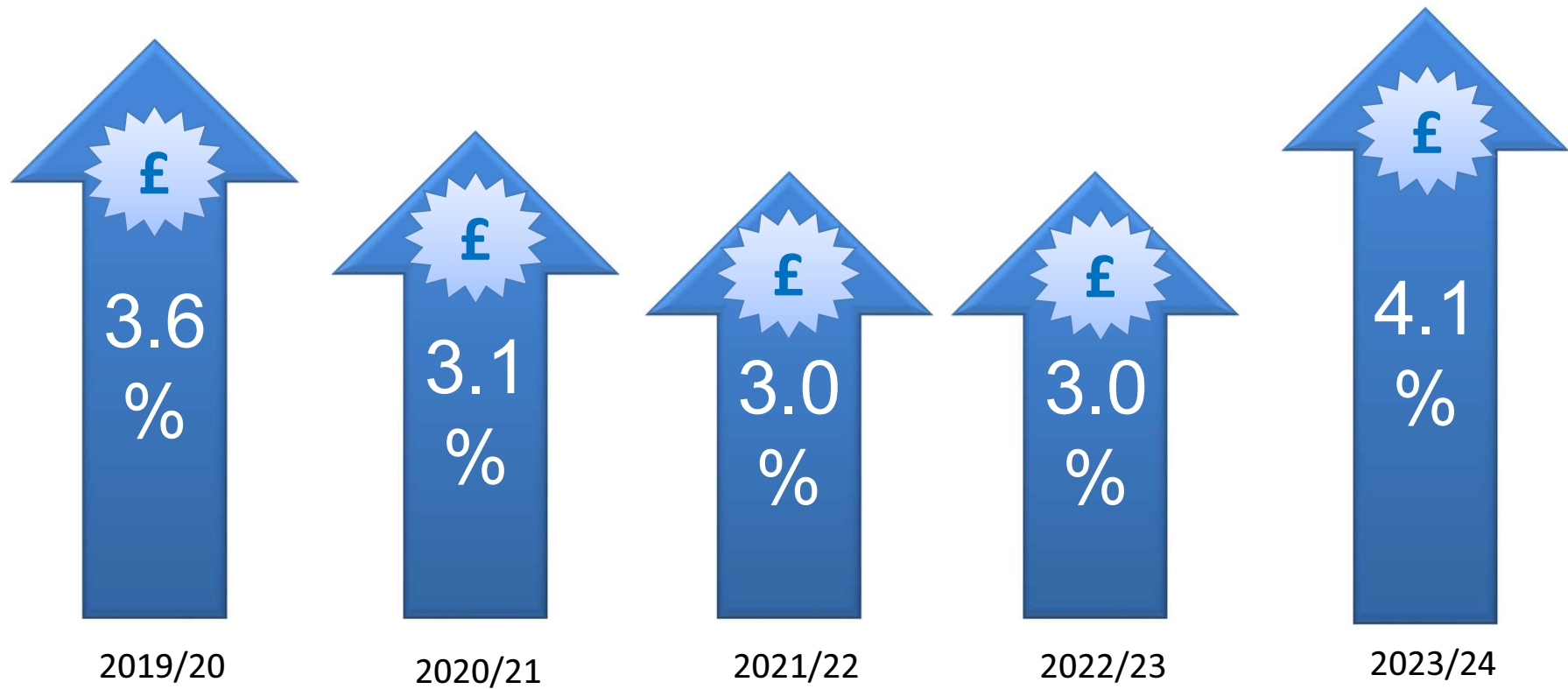
B&NES Health & Wellbeing Board  
– 21.01.20

# The NHS Long Term Plan

- Making sure everyone gets the best start in life
- Delivering world-class care for major health problems
- Supporting people to age well



## NHS funding 2019/20 to 2023/24



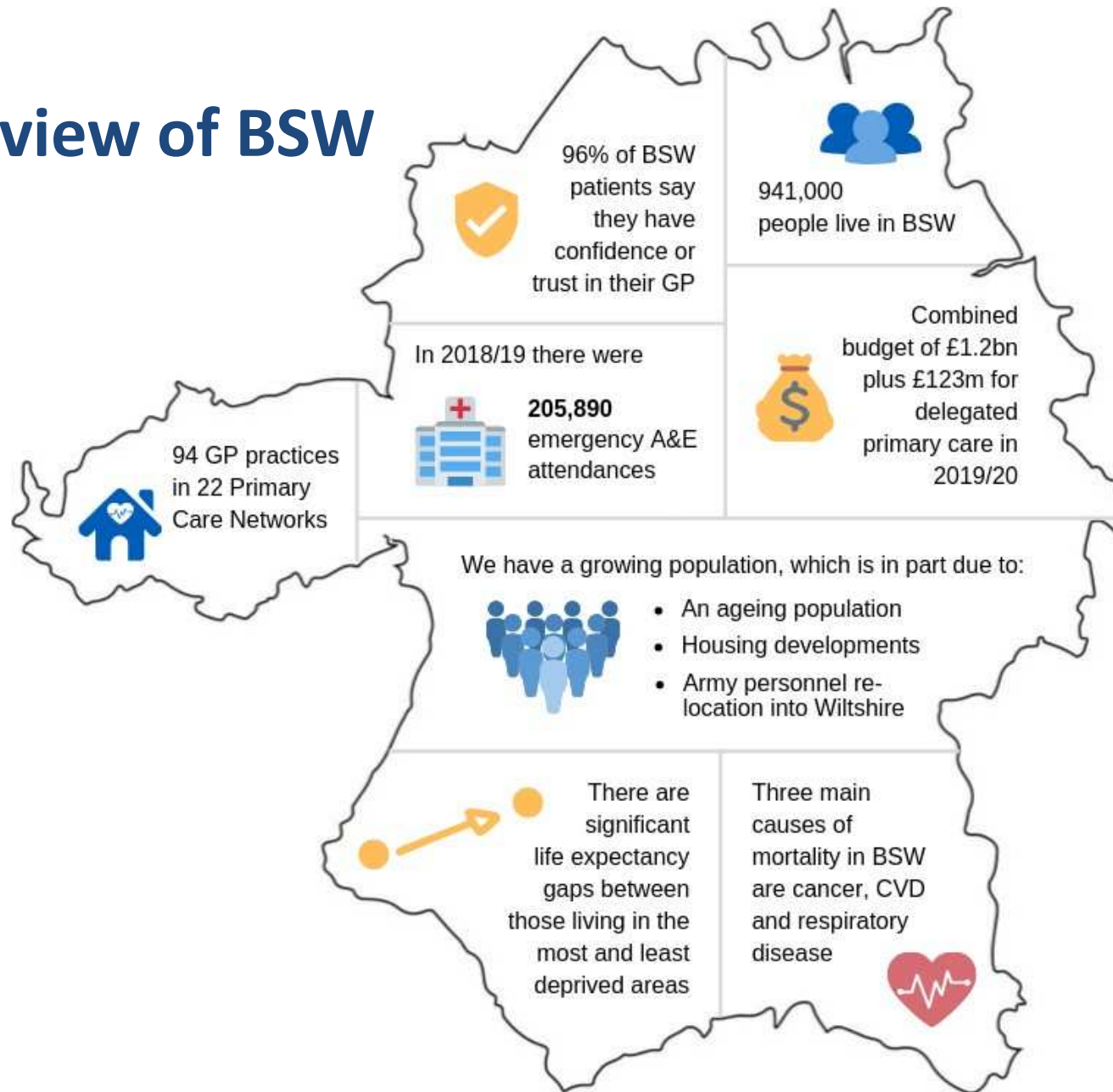
# Key areas of focus

- Primary care and community services
- Clinical priorities – e.g. cancer, respiratory
- Making better use of data and digital technology
- Preventing illness & tackling health inequalities
- Backing our workforce
- Doing things differently
- Getting the most out of taxpayers' investment in the NHS

# Our partnership



# Overview of BSW



# Engaging people in BSW

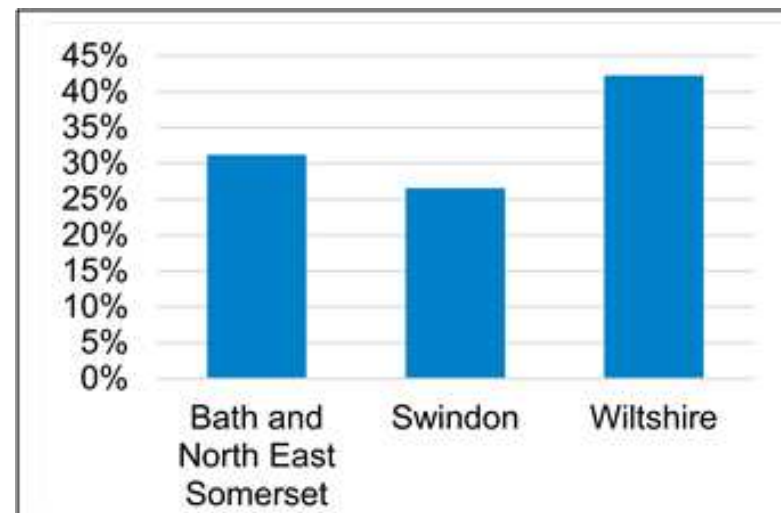
What's the one thing you wish you'd known sooner to help you be as healthy as possible?

What's the one thing that would help you to find and use health and care services more easily?

What's the one thing that would help to make a difference to your health and care in the future?

## We did...

- Campaign ran for **7 weeks**
- **1462** responses to the survey
- Engaged with **1062** people face-to-face
- **25** engagement events: market days, local high streets, colleges, universities, homeless shelters, community groups.
- Social media reach:
  - **58,000** Facebook accounts
  - **47,000** impressions on Twitter
  - **33,000** impressions as an Instagram story





# Engaging people in BSW

## They said...

Top three issues raised in survey responses:

1. Improving access to, and continuity of, primary care services.
2. The role of digital technology/e-health to improve health and care information and services.
3. Perceived impact of lifestyle choices, behaviours and family history on physical and mental health.





## Our Vision

# “Working together to empower people to lead their best life”

The leaders of our system came together to discuss the way forward for our integrating system. We worked on developing this vision and we how to really deliver on our ambitions. This vision represents the values that we agreed we share and the consensus that we are developing together.

3 components  
of our vision



### COLLECTIVE VOICE

Working together as  
a collaboration and  
one whole system



### HEALTHY COMMUNITIES

Empowering people  
to lead on their own  
health with their  
families, their  
communities and  
professionals



### STORIES AND STRENGTHS

Holding people's  
strengths, stories,  
experiences, and  
what matters to  
them at the heart of  
our system

# Our strategic objectives

We are committed to our five strategic objectives

	<b>Objective 1: Improving the Health &amp; Wellbeing of our Population</b>
	<b>Objective 2: Developing Sustainable Communities</b>
	<b>Objective 3: Sustainable Secondary Care Services</b>
	<b>Objective 4: Transforming Care across BSW</b>
	<b>Objective 5: Creating strong Networks of health and care professionals to deliver the NHS Long Term Plan and BSW's operational plan</b>



## Early action:

- Promote a Health in All Policies approach
- Behaviour change training
- Address the links between alcohol and mental health
- Build on the Smokefree NHS BSW STP initiative
- Embed healthy lifestyles into workplace settings
- Aim to increase employment and retention opportunities
- Share good practice around falls prevention
- Identify place-based approaches to social prescribing
- Raise awareness amongst clinical staff of the importance of patients returning to work



## **What we plan to do:**

### **Ageing Well**

- Implement a community strengths based approach
- Emphasis on both physical and mental health
- Improve arrangements for identifying carers and provide support

### **Improving responsiveness of community services:**

- Invest in 2- hour community response services and access to reablement within 2 days
- Developing community services alongside PCNs, providing support into care homes



## Personalised Care

- Involve people in their own care and sharing decision making
- Social prescribing through existing schemes and the PCN link workers as well as high intensity user health coaches
- Use digital tools such as social media and the NHS App

## Primary Care Networks

- Support PCN development in line with their identified needs
- Develop the workforce offer which supports the recruitment and retention of a committed and enthusiastic workforce within primary care



## **What we plan to do:**

### **Urgent Care – reducing emergency pressure on hospitals:**

- Develop integrated care centres in Wiltshire with new builds in Trowbridge and Devizes
- Develop community 2 hour crisis response services and consistent falls pick up services across the geography during 2020/21
- Develop our frailty model
- Improve access to mental health crisis services
- Expand utilisation of Integrated Urgent Care Service
- Improve the estate at GWH with an expanded Emergency Department
- Digital offering



## **What we plan to do:**

### **Learning Disabilities and Autism**

- Focus on children and adults
- Take a lifespan and whole systems approach to people's the health and social care needs, including those with a mental health condition
- Ensure appropriate and timely processes are available to support young people to transition to adult services
- Offer more choice and control, with greater support & independence, within local communities
- Reduce out of area placements





## Objective 2: Developing Sustainable Communities



- Fully comply with the Children's Act 2014 and ensure that education, health and social care services work together to improve support for children and young people with special educational needs or a disability
- Ensure the support and capacity is there to not only support people who live with a disability or autism independently but to have the capacity to work together with partners
- Focus on the workforce to increase the number of people wanting to train in LD nursing
- Have an improved pathway in place to reduce preventable crisis
- Co-creation of ASD post diagnosis pathways
- Improve safeguarding, quality and person experience



## **What we plan to do:**

### **Acute Hospitals Alliance – 3 BSW acute trusts working together to:**

- Create a working environment that explicitly provides permission, encouragement and support to enable our specialty clinical teams to think together and design clinical working arrangements across BSW
- Optimise acute elective care, through improved standardisation of pathways, supported by theatre transformation programmes
- Address variation of service provision and unwarranted clinical variation through peer review of national data across the 3 sites
- Provide mutual aid in specialties with staffing challenges including gastroenterology, oral maxillofacial and endocrinology
- Explore technology that could be used to reduce impact of geography in a range of specialties



## **What we plan to do:**

### **Mental Health**

- Introduction of new single point of access for out of hours for mental health via 111
- Roll out of crisis cafes / places of calm across BSW
- Full public consultation around future AWP bed base options for adults
- Developing the workforce – pilots of peer support workers in place
- Co-creation of personality disorder pathway
- Review of routine referral pathways to improve experience and streamline process
- Review of health based place of safety (HBPoS) provision across BSW
- Review of models to support improved delivery of physical health checks for people with severe mental illness



## Objective 5: Creating strong Networks of health and care professionals to deliver the NHS Long Term Plan and BSW's operational plan



**Overview:** A key feature of our new approach will be the establishment of a BSW wide Academy. The Academy is intended to encourage and cultivate leaders in our health and care system, create a network of innovative, empowered and influential leaders and work across traditional organisational boundaries enabling our people to make changes which have a positive impact for our local populations and constituent organisations.

### What we plan to do: BSW Academy – Quality Improvement College (virtual)

- Provide a central resource for specialist skills to support our major change programmes (e.g. change agents, process engineers, analytics)
- Deliver a range of development programmes:
  - Foundation: to support teams wishing to deliver a local change project
  - Intermediate: to develop change agents who will work on our priority projects and transformation programmes
  - Advanced: to develop champions and leaders for change and innovation across the system.





## Objective 5: Creating strong Networks of health and care professionals to deliver the NHS Long Term Plan and BSW's operational plan



### What we plan to do: Improve Leadership Culture

- Develop a whole system organisational development strategy and implementation plan.
- The plan will have a place-based approach with three integrated care alliances, built on the creation and development of PCNs.
- An external source of support was commissioned to provide a diagnostic assessment of the system.
- The subsequent phases of co-design of the strategy and implementation plan and mobilisation will be driven over the next few months, with specific milestones to be confirmed.



# Next steps

- Public facing summary version published by end January
- Development of a year 1 Operational Plan for 2020/21
- Mobilise Transformational Programmes
  - Ageing well
  - Mental health
  - Learning Disabilities & Autism



# Questions/Discussion