



Table materials for NHS Long Term Plan events

September 2019

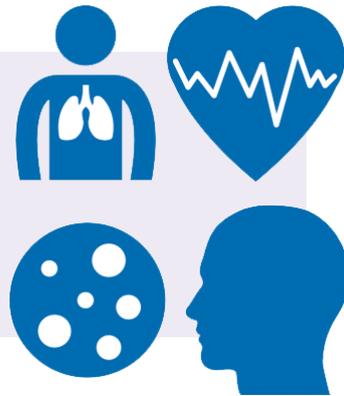
Transforming health and social care in Kent and Medway is a partnership of all the NHS organisations in Kent and Medway, Kent County Council and Medway Council. We are working together to develop and deliver the Sustainability and Transformation Plan for our area.



The NHS Long Term Plan:

Published in January 2019 – sets key priorities for the NHS for the next 10 years

Focus on **preventing** the ‘**big killers**’ – cancer, stroke and heart disease



Improving support for children’s health, young people with mental health needs, autism and learning disabilities

An integrated care systems (ICS) to support better and **more joined up care** closer to home, out of big hospitals by making it easier for different **NHS services** and organisations, and **social care**, to **work together** for the benefit of local people

Your best life



Find out more at www.longtermplan.nhs.uk



Developing our response

– a five year plan for Kent and Medway

- **Developed in partnership**
 - people from across health, social care and local authorities in Kent and Medway working together to develop our response
- **Locally owned**
 - reflecting previous and ongoing engagement with local people, patients, staff and stakeholders
- **Clinically led**
 - clinicians are driving the change
- **Realistic and sustainable**
 - realistic workforce and finance assumptions and projections

Transforming health and social care in Kent and Medway

Kent County Council

Medway Serving You

NHS

Kent and Medway Strategy Delivery Plan 2019/20 to 2023/24

Our response to the NHS Long Term Plan published in January 2019

Bringing the NHS Long Term Plan to life in Kent and Medway

Our vision for Kent and Medway:
Quality of life, quality of care

Our vision is for everyone in Kent and Medway to have a great quality of life by giving them high-quality care.



Our priorities for preventing ill health



Our priorities for preventing ill health

Over the five years we will:

- Embed and integrate **prevention in everything we do**, so all patients get information and support to help them stay as well as possible and avoid preventable illness
- Make every contact count so regardless of the reason a patient is accessing care, we **take the time to discuss ways to live a healthier lifestyle**
- Help individuals and communities take care of their health and wellbeing and live their best lives
- Tackle the wider social and environmental factors that can lead to **obesity**.
- **Reduce smoking** in Kent and Medway to an all time low
- Tackle the underlying causes of **alcohol abuse and addition.**



Questions

1. What more can we do we to **motivate people** to stop smoking, eat healthy food, reduce alcohol consumption or take more physical exercise?
2. What in your view **prevents people living a healthy lifestyle?**
3. How can we **encourage more mothers**, especially younger mothers, to breastfeed for longer?



Our priorities for local and primary care



Our priorities for local and primary care

Over the five years we will:

- Help GPs develop new, collaborative ways of working to provide more proactive, personalised, and joined up health and social care
- Improve early cancer diagnosis, provide enhanced care to people in care homes, and work collaboratively to develop care plans for people with existing conditions that anticipate their future needs
- Have a locally-based health crisis service that can respond within two hours of being contacted by doctors, and offer care at home after a hospital stay within two days



Our priorities for local and primary care

Over the five years we will:

- Make sure people living with, or at risk of developing, complex health needs have a broad and connected team of health and care professionals helping them to stay as well as possible
- Improve access to primary care, including helping patients see the right professional for their care who may not always be a GP, and improving online access to appointments and care records
- Reduce social isolation of frail older people and those with complex needs
- Have pharmacy professionals providing more support to local communities



Helping people take more control over their health and giving more personalised care

We will:

- Make sure there is a single source of information for 'social prescribing' so everyone has the same access to services across Kent and Medway
- Review how many people are using personal budgets are in Kent and Medway, how effective they are and how we could make more of them in the future
- Support people with self-care, healthy living and managing existing conditions so they can live their best lives



Questions

1. How do we build **vibrant communities** to provide support for those issues which impact on people's health and wellbeing?
2. The NHS is complex. How can we **help local people access care in the right place, quickly?**
3. How do you might feel about **seeing someone other than your family doctor** to help you with the health and care issues that matter to you?



Our priorities for digital



Our priorities for using digital technology

Over the five years we will:

- Work towards offering more GP appointments by phone and online
- Increase the number of virtual outpatient appointments, to prevent people needing to come to hospital for consultations
- Develop and deliver a electronic shared care record that contains all of a patient's care information from different hospitals and care providers
- Extend the use of remote observation and wearable health monitors across the NHS in Kent and Medway
- Provide more opportunities for doctors and patients to manage care digitally, including self-care
- Develop ways of working to use data to better plan health services
- Explore the possible adoption of forms of artificial intelligence in supporting the delivery of care



Questions for you

- Can we use **technology more to help you get the information and access to health and care advice** and support? What sort of things would you use?
 - What services would you like to be **able to book online?** What are the highest priority?
 - There are an increasing number of online tools that allow people to answer questions about your symptoms, do you use these tools? If so, are they useful, what could be done to make them more effective for you?



Our priorities for mental wellbeing and mental illness



Better care for major health conditions: **Mental health**

Over the next five years we will:

Promote mental wellbeing

- set up a local mental well being social movement to change individual behaviour and improve mental health literacy, amplifying the national *Every Mind Matters* campaign
- mental wellbeing will be embedded into all physical health care pathways

Integrate physical and mental health care

- no wrong door - people at risk of mental illness will be recognised and supported whichever pathway they are on
- see an improvement in the physical health factors that contribute to the early death of people with severe mental illness
- embed specialist mental health teams in general hospitals with an emergency department

Improve mental health services – access, quality and outcomes

- more people with a diagnosable mental illness will get advice and help from mental health services, and our services will meet national standards for access and waiting times
- every mental health service will offer a range of evidence based interventions
- more people will report improvement or recovery
- fewer people will die by suicide



Questions

- How can we ensure signs or symptoms of mental health problems or illness are recognised by staff who will know how to respond no matter where they work, be it a GP surgery or a housing department?
- We know that certain experiences during the first 18 years of life can have harmful effects on our health and wellbeing. Who do you think children and young people would want to talk to and how can that be made possible?
- How should the care of a person with a physical health condition such as diabetes AND a common mental illness such as depression be offered and what should happen if that person is admitted to a general hospital ward?
- How would you like to use modern technology to improve your experience of getting help and where?



Our priorities for cancer and other major health conditions



Better care for major health conditions: **Cancer**

Over the five years we will:

- Focus on outcomes so we:
 - improve cancer survival rates in Kent and Medway
 - diagnose cancer faster and at an earlier stage
 - offer more personalised care and improve patients' quality of life.
- Encourage more people to have bowel, breast and cervical cancer screening
- Roll-out new types of screening that are easier, more convenient and more accurate, such as faecal immunochemical test (FIT) for bowel cancer and HPV screening for cervical cancer
- Support GPs to spot the signs and symptoms of cancer and make sure people with suspected cancer are referred to right service first time
- Speed up diagnosis by making more facilities available for tests and scans and, where appropriate, enabling people to be tested before they see a consultant
- Offer more personalised care for people with cancer, including information and support around practical, emotional and financial issues and better support for loved ones and carers
- Tailor aftercare to better meet the needs of each individual, with a focus on health and well-being so they are supported to take back control of their lives as soon as they are able



Better care for major health conditions

Cardiovascular (heart) disease

- Focus on prevention of heart disease and identification of people with heart disease as early as possible so they can get appropriate treatment

Stroke

- Implement three new hyper acute stroke units for Kent and Medway to improve urgent stroke care
- Ensure we can provide 'mechanical thrombectomy' (physical removal of blood clots from the brain) in Kent and Medway, in line with national priorities

Diabetes

- Focus on three priority areas:
 - Reducing the variation in how people with diabetes are cared for
 - Increase the use of online self management tools
 - Implement multidisciplinary footcare teams.

Respiratory (lung) disease

- Work to better identify and diagnose people with lung disease
- Increase referrals to pulmonary rehabilitation services - treatment that helps to improve lung function for people with lung disease



Questions for you – cancer services

1. Getting help early saves lives. **What stops people getting help sooner** and attending screening appointments?
2. What can the NHS in Kent and Medway do to **better look after people affected by cancer?**
3. As more people survive cancer, **how can we make follow up care easier?** What do you think about patients receiving fewer face-to-face follow-up appointments at the hospital if test results show that people are well? For example, people may receive their results by phone or letter instead.



Our priorities for children's services

**including maternity, neonatal care, autism and
learning disabilities**



Better care for major health conditions

Maternity and neonatal care:

- More women getting care from the same person throughout their pregnancy and after giving birth, with targeted funding for our most deprived communities
- Reduce stillbirth by implementing the 'Saving Babies Lives Care Bundle', a set of actions and interventions
- Targeted funding for expanding and improving neonatal critical care.

Children and young people:

- Health, social care and education working jointly to develop a new Kent and Medway Children's Plan
- Deliver national priorities to improve the uptake of childhood health screening and vaccinations
- Improve the process and support for patients to transition from children's services to adult services
- Improve care for children with long term conditions and complex needs
- Expand our mental health services for children and young people
- Improve outcomes for children and young people with cancer
- Do more to tackle childhood obesity



Better care for major health conditions

Learning difficulties and autism:

- Reduce our reliance on inpatient services and provide more care and support in local communities
- Provide more physical health checks for people with learning difficulties and/or autism
- Improve and expand local services for young people and adults with learning difficulties and/or autism



Your questions

- How can we improve the **uptake of childhood screening and vaccinations?**
- How can we support **children young people and their families with their mental health?**



Our priorities for our workforce

- Giving our staff the backing they need



Key messages for our five year plan

- Our workforce transformation plan sets out our aims for our:
 - **Workforce** to work together across health and social care, enjoy their work, learn in their jobs and be empowered, engaged and developed to be good at what they do
 - **Employers** to work together to attract and retain the right supply of health and social care workforce through talented and capable leadership and the offer of attractive, flexible and interesting careers
 - **Population** to have the skills and support to help them manage their own health and care with confidence and, where needed, with the right support to achieve their health, social and community outcomes and goals
- We recognise there are key workforce challenges, including shortage of GP and primary care workforce, not enough stroke workforce to provide hyper acute stroke services on current sites, and shortages in skilled social care and mental health professionals.



Key messages for our five year plan – Giving our staff the backing they need

- We will develop a **Kent and Medway Academy for Health and Social Care** working collectively to:
 - **Promote Kent and Medway** as a great place to work
 - **Maximise supply** of health and social care workforce
 - Create **lifelong careers** in health and social care
 - **Develop our system leaders** and encourage culture change
 - **Improve workforce wellbeing, inclusion and address workload** to increase retention

