

Update on progress and next steps

Jenny Bowker, Project Lead, Forest of Dean Community Services Review

Where are we now

- Engagement period has now closed
- Pulling together learning to develop options
- Making links with other CCG led initiatives e.g. Urgent Care review, Rehabilitation review
- Exploring where services best located
- Testing affordability to develop viable options
- Developing timeline for 'assurance' checks and for launch of consultation

What next

- Finalising assurance timeline and our financial modelling
- Writing the business case
- Share options with you, District Council and Locality practices before consultation goes live
- Provisional consultation start from October, launched at HCOSC
- 12 weeks public consultation

What next

- Outcome of consultation to HCOSC in new year
- CCG and GCS Governing Body decide preferred option by March 2017

Outcome of engagement

Caroline Smith

Local engagement

- FOD Locality Reference Group
- FOD Full GP Locality Group
- Wider stakeholder engagement including:
 - Local councillors
 - Carers
 - Students
 - Children's Centre
 - Voluntary Sector
 - Village Agents
- Staff engagement
- On-line/questionnaire feedback

The conversation

- What is particularly good about your local health & care services?
- What could we do better?
- Thinking about what you, your family and local community, what do you need:
 - To keep you well at home?
 - From services in your community?
 - From specialist hospital services?
- What opportunities exist to work more closely with the voluntary sector/community organisations?

Key themes

- Access to services
- Community hospitals
- Urgent care, including “out-of-hours”
- Outpatient services
- Community nursing
- Mental health services
- Education & information
- Integration/Partnership working

Other considerations

- Palliative Care/end of life
- Access to GP appointments
- Maternity services
- Domiciliary/social care
- Self-help/support at home

Developing Urgent Care for the future

Jenny Bowker and Magda Davis

CCG Review of Urgent Care

Aim:

For those people who need clinical advice, or treatment now, on the same day, the aim of the project is to design and agree a service model to deliver integrated primary and community based urgent care services seven days per week across Gloucestershire by October 2016, so that agreed plans can be commissioned and implemented from the Spring of 2017 onwards

Format & drivers of the review

- 3 workshops held to develop a model for urgent care for the county and in each locality
- Workshops with GP, GDOC, GCS, SWAST, mental health, PPG representatives
- National guidance issued on urgent care, need to consider future of Choice Plus, some contracts are up for renewal, importance of urgent care in the Sustainability and Transformation Plan

Principles for the Forest

- Practices want to see their patients where possible
- Some practices feel there is a need for additional capacity to meet the demand for urgent same day appointments and this could be provided within a hub
- The review of community services gives us an opportunity to design and co-locate services
- We need to develop an integrated service for people in the Forest of Dean

Principles for the Forest

- We need to develop a model that we can staff and which makes more efficient use of our professionals
- We need to look at skill mix and how we can create a team that works together to provide minor illness, minor injury and investigation and observation service for people who walk in or who are referred/booked in by their practice
- We need to consider hours of operation and how the model works with Out of Hours

Next steps for the urgent care review

- CCG developing a conceptual model over the summer, identifying common themes and differences in localities from the workshop outputs
- Wider engagement is needed
- Specifications for models to be developed by October

Question

- What's important to you if you need an urgent same day appointment for minor illness or injury?
- What do you think about a hub that can provide a walk-in sit and wait service and some appointments if you can't be seen at your practice?