

# LET'S TALK CARE, SUPPORT AND SERVICES

Your Health, Your Care.  
**Fit for the Future.**

# FOREWORD

Dear reader

This booklet looks at some of the themes from 'Your Health, Your Care,' our draft five year Care Strategy for Gloucestershire.

It links very closely with our vision for Health and Wellbeing (covered separately in a booklet called Health and Wellbeing in Gloucestershire), with an emphasis on preventing ill-health and promoting self care.

Like our approach proposed in Health and Wellbeing in Gloucestershire, it's about helping people to look after their own health, helping them to stay independent for as long as possible, but making sure that services respond quickly when they need them.

It also takes into account many of the same challenges such as an ageing population, the support needed for a growing number of carers and the wider economic pressures.

Looking forward, it is clearly more important than ever that we work together, focus on prevention and make sure that support and services are efficient and joined up.

## PRINCIPLES

We have developed the following principles, which we think will help guide what we focus on going forward:

- **Supporting communities** to take an active role in improving health
- **Encouraging people** to adopt healthy lifestyles to stop problems from developing
- **Taking early action** to tackle symptoms or risks
- **Helping people to take more responsibility** for their health
- **Helping people to recover more quickly** from illness and return home
- **Supporting individuals or communities** where life expectancy is lower than average or where quality of life is poor.

## LISTENING TO YOUR VIEWS

We want to hear your views about how health and social care services could change in the next five years to support local people.

So that you can tell us what you think, there is a short questionnaire at the end of this booklet for you to give us your views. Feedback forms are also available to complete online at [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) or [www.gloucestershire.gov.uk/healthandwellbeing](http://www.gloucestershire.gov.uk/healthandwellbeing)

Before giving your feedback, you may want to read some more detailed information about Care and Services in Gloucestershire. You can find this by visiting the websites above or you can request this information in a paper format by calling: **0845 658 3888**.

### HEALTH AND WELLBEING

We are also currently seeking your views about how individuals, communities and organisations can work together to improve health and wellbeing in Gloucestershire. There is a separate booklet called **Health and Wellbeing in Gloucestershire**, which covers this in detail.

This booklet also includes a form for you to give us your views to help shape what our priorities should be. Please look out for these booklets.

Both topics are of great importance and we value your feedback on both of them. We will use your views to improve our strategies before finalising them at the end of the year.

Gloucestershire Strategic Forum -

Gloucestershire County Council  
NHS Gloucestershire  
Gloucestershire Care Services  
Gloucestershire Clinical Commissioning Group  
Gloucestershire Hospitals NHS Foundation Trust  
Together NHS Foundation Trust

## **YOUR HEALTH, YOUR CARE**

### **WHAT YOU HAVE TOLD US ALREADY**

**Here are some of the things that local people have already told us we should be thinking about to improve health and social care support and services:**

- Providing better advice and support to help individuals know how, when and from whom they can access services
- You want to avoid being passed from one professional to another, delays and not being referred to the right person in the first place. You want a service that coordinates these things for you
- You would like to be supported to take more responsibility for your own health and you think it is important that early action is taken to tackle symptoms or risks
- You think that mainstream services, including prevention and screening programmes, should be accessible to everyone, including vulnerable groups such as people with learning disabilities.

## **SO WHAT ARE WE PLANNING TO DO?**

In response to what you have said, as well as our own findings, we are looking at how we can improve a person's experience in four key areas:

- 1 Self Care and wider support**
- 2 Supporting people in their communities**
- 3 Community access to specialist help**
- 4 Maintaining high quality, specialist services.**

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### **1 Self Care and wider support**

There are a lot of things that contribute to people's health and wellbeing and this is often more than just exercising and eating the right food.

To help make sure people have better health, we also need to look towards the wider community to build up networks and resources to care for the needs of the local population.

That's why we want to introduce Local Area Co-ordinators across the county to help build these networks. This will help reduce social isolation, co-ordinate community support and advice for people and support carers to have more time for themselves.

## 2 Supporting people in their communities

We have 85 GP practices in Gloucestershire. Practices differ in size and services can vary according to where patients live.

We want to reduce variation by developing community teams and improving their skills.

The team would include the GP as well as different professional groups such as social care, nursing and physiotherapy.

The team would work with local people and provide a single point of contact for advice and guidance when people need it.

We are also looking at how we can speed up diagnosis (finding out what condition or illness someone has). As part of this, we are considering a proposal to develop community 'one-stop clinics' based on a person's symptoms. People would access the service after being referred by their GP.

Under our proposals, if a person is diagnosed with a long term condition, such as diabetes or heart failure, they may have a care co-ordinator who takes responsibility for management of their care and ensures that they get the advice and support they need.

This might include supporting them to use their personal care budgets to best use. Together, the person, care co-ordinator and community team will be able to get support when needed from expert nurses and other specialists to help support people at home. This includes mental health professionals.

However, the work of the care co-ordinator could also include supporting an individual to attend a lunch club or other social support, as people do not always need traditional services, but the ability to be part of the community.

We also know there are opportunities to monitor and treat people in their own homes to avoid travel or having to go into hospital - for example, through effective drug therapy and by using new technology such as telehealth.

The community team would be able to make arrangements for people to receive a higher level of care for a short period of time if needed e.g. in a community hospital or nursing home.

## 3 Community access to specialist help

To ensure that community teams have access to specialist support when they need it, we are proposing to establish links with named consultants based in the hospital or the mental health trust.

They would provide support to the GP or care co-ordinator to decide whether or not somebody needs more specialist care and treatment e.g. at one of the larger hospitals.

If the person needs to be referred, the team would be able to do this quickly and simply. They would send them to the correct specialist first time as they will have had advice on how to make the best referral. This will mean that people will receive care from the right specialist in the right location at the right time.

If the person already known to the community team has to go into hospital, hospital staff will know who to contact to put the relevant support in place so they can leave hospital as soon as possible, with the right care in place.

## 4 Maintaining high quality, specialist services

We want to maintain or even extend the availability of high quality specialist services in Gloucestershire e.g. services in the larger hospitals. We also want to provide as much care.

We think the most important things to consider are the medical benefits for the patient and patient safety. We also need to ensure that specialist staff see enough patients to maintain their skills and that the right number of specialist staff are available 24 hours a day, 7 days a week.

As an example, Cheltenham General Hospital and Gloucestershire Royal Hospital will continue to play a key role in providing important services to local people, but we think that the distribution of some services between these two sites may need to change in the future.

Also, as we continue to develop more community based services and support, we will be helping patients to safely leave hospital sooner and receive on-going care at home or in the community.

### how will we know if we have been successful



We will know that the steps we have taken have been successful if:

- An **increased number of patients with long term conditions remain healthier for longer** and are able to live at home independently
- There are **less people admitted to hospital due to a long term condition**
- **More older people return home faster after a stay in hospital**
- There is **equal access to information, advice and support in the community**
- We have a **culture of support and recovery for mental health**

## TELL US YOUR VIEWS

The following questionnaire is your opportunity to give us your views about our proposals to improve health and wellbeing in Gloucestershire.

Please only complete one questionnaire per person.

### OUR PRINCIPLES

Before we ask for your feedback about the specific questions relating to care, support and services, we would like your views on our six principles.

These are the same principles that are guiding our thinking about improving health and wellbeing. Therefore, **if you have already given us your views on these by completing the feedback form in Health and Wellbeing in Gloucestershire, please indicate this by ticking the box on the next page and go straight to question 1 (over the page).**

To be returned  
no later than  
**12 December 2012.**

I have already given you my views on these principles by completing the questionnaire in Health and Wellbeing in Gloucestershire.

Yes (go straight to question 1)

No (please complete question A below)

but what do you think...



To what extent do you agree with the following?

Please complete the following questionnaire, ticking the circle you feel is closest to how you feel...

a. The focus should be on	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Supporting communities to take an active role in improving health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encouraging people to adopt healthy lifestyles to stop problems from developing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking early action to tackle symptoms or risks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping people to take more responsibility for their health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping people to recover more quickly from illness and return home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for individuals or communities where life expectancy is lower than average or where quality of life is poor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SHAPING OUR PRIORITIES

We have been looking at how health and social care support and services could change or develop over the next five years.

We have developed a vision which we think will help guide what we focus on going forward.

but what do you think...



To what extent do you agree with the vision described on pages 5, 6 and 7?

Please complete the following questionnaire, ticking the circle you feel is closest to how you feel...

1.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Self care and wider support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting people in their communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community access to specialist help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining high quality, specialist services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. If you think there is anything missing from this vision, what else do you think needs to be included?

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3. On Page 7 we have described how we could measure success.

To what extent do you think that the following measures would indicate success?

Strongly agree    Agree    Neither agree nor disagree    Disagree    Strongly disagree

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
An increased number of patients with long term conditions remain healthier for longer and are able to live at home independently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are fewer people admitted to hospital due to a long term condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More older people return home faster after a stay in hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is equal access to information, advice and support across Gloucestershire's communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a culture of support and recovery for mental health service users.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Do you have any other comments/suggestions to make about how we might measure the success of our vision for health and social care support and services in Gloucestershire?

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5. **Final comments.** Do you have any other comments or suggestions to make about any of the information we have provided and/or how we might improve care, support and services in Gloucestershire?

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Additional comments.

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# ABOUT YOU

Please can you give us some details about yourself so we can check we have a good response from across the whole community **(these questions are voluntary, you do not have to answer them but your help will be appreciated).**

Any information that you do give us will be treated with the strictest confidence.

**1** Please write the first part of your postcode (e.g. GL1, GL52)

**2** Which of the following age groups do you personally fall into? Tick box  
 Under 16   16-19   20-24   24-44   45-59   60-74   75 plus   Rather not say

**3** Are you? Tick box  
 Male   Female

**4** Do you have dependent children living at home? Tick box  
 Yes   No   Rather not say

**5** If yes - in which age groups are your children? Tick box(es)  
 0-4   5-10   11-16   17 and over

**6** Do you look after, or give special help to an adult who is sick, has a disability, or is an older person other than in a professional capacity?  
 Yes, I care for a person in my own household   Yes, I care for a person in another household   No   Rather not say

**7** Are you: Tick box  
 Working full-time (30hrs or more per week)   Working part-time (less than 30hrs per week)   In full-time education   Full-time caring for family  
     
 Retired   Unemployed/not working   Rather not say   Other (please state)

**8** Do you consider yourself to have a disability? Please select all that apply  
 No   Visual impairment   Hearing impairment   Physical disability  
     
 Mental health problems   Learning difficulties   Long-term condition   Rather not say

**9** To which of the following ethnic groups do you consider yourself to belong? Tick box  
 White British   Mixed Other   White Irish   Asian British   White Other   Bangladeshi   Indian   Chinese   Pakistani   Black British   Asian Other   African   Mixed: White & Asian   Caribbean   Mixed: White & Black African   Rather not say   Mixed: White & Black Caribbean   Other (please state)

**10** Do you identify yourself as: Tick box  
 Bisexual   Transgender   Gay man   Rather not say   Gay woman/lesbian   Other   Heterosexual/straight

**11** What is your religion or belief: Tick box  
 None   Jewish   Buddhist   Muslim   Christian   Sikh   Rather not say   Other

**12** Are you completing this questionnaire on behalf of yourself or an organisation?  
 Self   Organisation

**13** If you are completing this questionnaire on behalf of an organisation, please write the name of it here

## Returning your form

You can return your form to us by sending to the following freepost address

**FREEPOST RRYY-KSGT-AGBR**

**GUIDE & PALS, Sanger House, 5220 Valiant Court,  
Gloucester Business Park, Gloucester GL3 4FE**

Completed questionnaires must be returned by  
**12 December 2012.**

**To discuss receiving this information in large print or  
Braille please ring 0845 658 3888.**

To discuss receiving this information in other formats please contact:

এই তথ্য অন্য ফর্মাটে পেতে আলোচনার জন্য দয়া করে যোগাযোগ করুন

如需以其他格式接收此信息，请联系

V případě, že potřebujete obdržet tuto informaci v jiném formátu, kontaktujte

আ মাহীতী বীজা ড়োরমেটসমাং মণাবানী খর্যা করবামাটে কৃপাকরী সংপর্ক করে

Aby uzyskać te informacje w innych formatach, prosimy o kontakt

По вопросам получения информации в других форматах просим обращаться

Ak si želáte získať túto informáciu v inom formáte, kontaktujte prosím

**0845 658 3888**

To be returned  
no later than  
**12 December 2012.**