

# Local Care

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Faversham and District Engagement  
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# Challenges in Kent and Medway

## Our population is growing

About 1.8 million people live in Kent and Medway. By 2031 this number will increase by almost a quarter, compared to 2011



**More people have long-term conditions** like diabetes, lung and heart disease



The number of people **over the age of 70 will rise** by 20% in the next 5 years



1 in 4 people in Kent and Medway have a mental health problem



# Challenges in Kent and Medway

As many as four in 10 emergency admissions to hospital could be avoided if the right care was available in the community



We have real challenges recruiting enough GPs and practice nurses



Find out more about the challenges we face in our case for change booklet: [www.kentandmedway.nhs.uk](http://www.kentandmedway.nhs.uk)



# You say you want...

- More **end of life care** and dementia care
- More support with **healthy lifestyles**
- Health and social care **working together**
- More **services alongside GPs**
- More services near or **in people's homes**
- More support for **family carers**
- To **see the same person** regularly
- Faster and easier **appointments**

1,925 people  
responded to  
survey

300 people came to  
listening events in  
east Kent



# Your main concerns are...

- Having to **travel** further for some care
- Are there enough **staff**?
- **Mental health** services
- **Social care** services
- **Funding**

Headlines from STP survey Oct-Dec 2017 and listening events analysis



# What's the plan?

**Helping you stay well**

Doing much more to help you stay well so you don't develop some of the illnesses we know can be caused by unhealthy lifestyles

**Doing more out of hospital**

Redirecting more of our resources into local care services so we can offer more care out of hospital

**Making acute services more effective**

Organising acute hospital services in the most efficient and effective way



# Local care (care not in a main hospital)

We aim to:

- **prevent ill health** by helping people stay well
- **deliver excellent care, closer to home**, by connecting the care you get from the NHS, social care, community and voluntary organisations
- give local people the right support to **look after themselves** when diagnosed with a condition
- **intervene earlier** before people need to go to hospital.



# An example: meet Dorothy



## Dorothy's care now

- Inconsistent and overlapped
- Decided without her involvement
- Difficult to access
- Focused only on her health needs
- Only assessed by a specialist when she visits hospital

## In the future

- Consistent and well-organised
- Decided with her
- Simple to access
- Focussed on her
- Assessed by an expert without going to hospital





# Local Care in Faversham - now

- Working with partners has made real changes – 4% reduction in emergency admissions
- MIU sees about 25 patients a day
- Faversham CHOC looking after patients identified as high risk

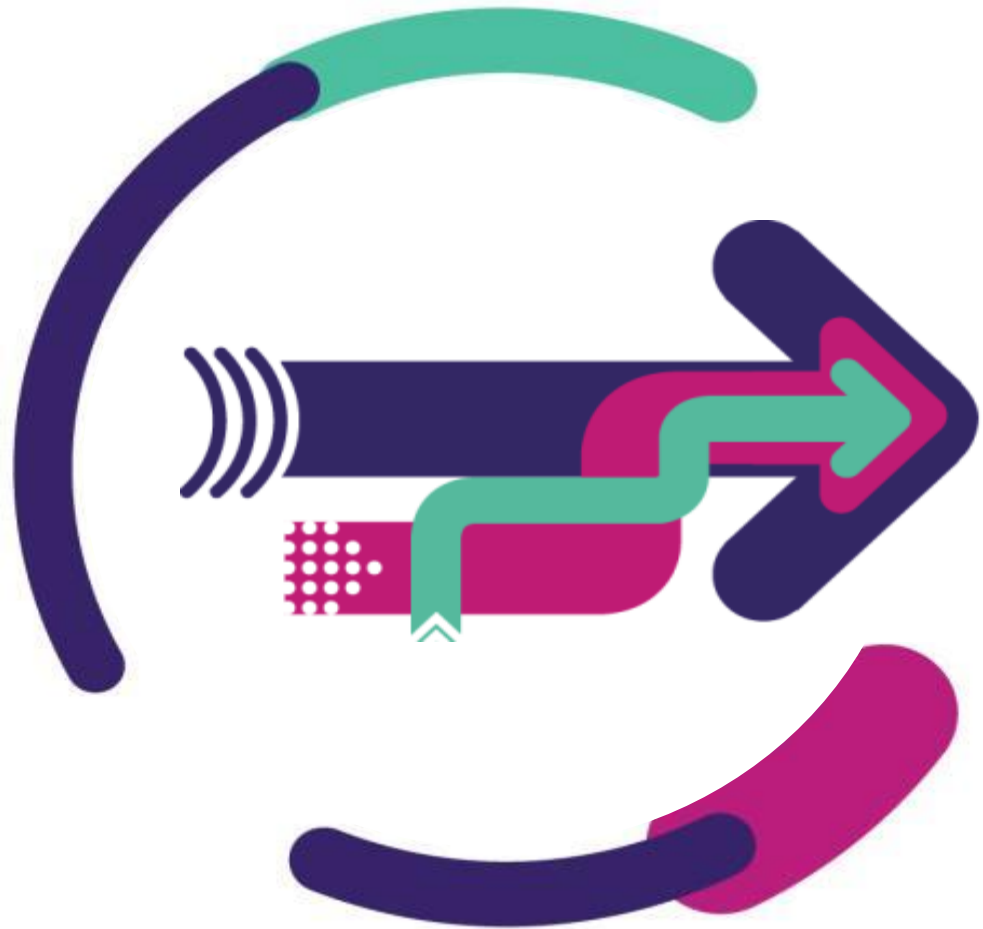


# Local Care in Faversham (2)

- 85-90 people receiving Home Care via KCC in Faversham & surrounding area
- Around 30 community services provided by KCHFT



# What can you expect in the future?



# Developments for 2017-18

- Development of the Encompass Alliance
- Dramatic increase in the numbers of patients with integrated care plans
- Community Geriatrician support for care homes
- Group support sessions for people with long-term problems
- Introduction of a health trainer to support GP practices
- More community pharmacy support within CHOC
- Expanding the Home First scheme to help hospital discharges



# Kent & Canterbury Hospital

## EMERGENCY CHANGE

- Urgent medical care for some conditions e.g. stroke, heart attack and pneumonia
- Affect up to 50 of the 900 people who use the hospital every day

## NOT CHANGED

- ✓ Planned operations
- ✓ Outpatient appointments
- ✓ X-ray
- ✓ Blood test
- ✓ Therapy
- ✓ Minor injury and illness service



# Improving hospital care

## Our early thinking



### Supported by:

- Doing more to help people stay well
- More care in the community or at home



**Thank you**

