



North Somerset

Transforming Community Services

What are Community Services?

They are specialist services run in the community for example

- Physiotherapists
- Community Matrons
- Health Visitors
- Occupational Therapists

Some of these Community Services are provided by NHS North Somerset alone, sometimes in partnership with North Somerset Council, and others are delivered by the Independent and Voluntary sectors.

In the past, emphasis has been placed on what happens to patients during their stay in hospital. We now need to focus on services provided in the community, where 90% of our healthcare actually takes place.

What are the main changes we might make to Community Services?

The Government has consulted with patients and many other people, as a result of which it wants us to:

- Improve the quality of community services – especially patient safety, the patient experience and the effectiveness of the care provided
- Provide more joined-up services-moving away from single profession, stand-alone services (for example District Nursing) to care pathways involving a wider range of skilled professionals
- Move more services away from major hospitals into community settings
- Focus on people's health and well-being as well as treating people who are sick
- Support people to manage their own health and care better
- Have a clear commissioning strategy that will improve health outcomes for people and reduce health inequalities

Are there any priorities for this work?

Yes, the following:

- Health Improvement and Health Inequalities
- Children and Families
- Long Term Conditions
- Acute Care Services Closer to Home
- Rehabilitation
- End of Life Care

How might we Transform Community Services in North Somerset?

- Patients might only be seen in secondary care for certain emergencies, complex surgery and those outpatient services which cannot be delivered in the community
- All other care could be managed in a patient's home or a community setting, although that community setting could be within Weston General Hospital for patients in the south of North Somerset and Clevedon Community Hospital for patients in the north
- We could re-design a number of services and introduce care pathways that encourage closer working with partners such as North Somerset Council
- We could set up "Health Shops" where we could provide a wide range of information and support about services that affect your health such as care services, housing options, benefits advice and leisure activities
- We could provide special key workers to help people with complex health needs find their way through the system better
- We could use the skills better of a wider range of staff, including GPs and Practitioners with Special interests
- We could commission services from a wider range of providers

What are the benefits for patients?

- Quicker, easier access to services
- More joined-up care and support
- Help in navigating the system
- Greater support to be well and keep well
- Greater support to manage own medical condition better
- More services provided in a community setting
- Better use of NHS skills, buildings and money

How are we consulting people about our ideas?

We are talking to many different groups, attending events and meetings to raise awareness of our ideas and encourage people to let us have their views. We also designed a questionnaire which can be completed on line or on paper. This can be accessed via our website.

What happens next?

By October 2009 we will have agreed a strategy for transforming community services, identifying priorities for service improvement and development. This plan will go to the Strategic Health Authority for approval.

At about the same time, the Government will be consulting on how we can best measure the quality of Community Services provided. We already have a number of measures in place but we will be reviewing these to check they are the best ones for North Somerset.

For further information or a copy of the draft Strategy; Please contact Debbie Clark/Jane Impey on: 01275 546678 or email jane.impey@nsomerset-pct.nhs.uk.