

Working Together for a Healthier Rotherham 16th July 2014 - at the New York Stadium

The event was attended by around 150 people from a wide range of organisations, including young and old people, staff and community organisations, and patient representatives.

Keynote speeches

The audience was privileged to hear the nationally acclaimed health commentator, Roy Lilley, share his views on health services, Roy based his talk about the 9 things that 'keep him awake at night':-

- Inspection
- Complaints
- Whistle blowing
- Finance
- Service redesign
- Staff ratio
- Data
- Boards
- Public health



Although on such serious issues, the talk was engaging and described by a member of the audience as 'inspiring'; encouraging people to think very differently about the issues facing health services in the future. Roy has a presence on Twitter for anyone that interested!

This was followed by a series of very short updates from our local health organisations, focusing on celebrations, challenges and how we can work together. All the presentations can be found on the CCG website, <http://www.rotherhamccg.nhs.uk/engagement-events.htm>.

Dr Julie Kitlowski - Chair, NHS Rotherham Clinical Commissioning Group

Julie shared recent success:

- Rotherham CCG feels that it's the best in the country, with a great team of GPs and staff (as evidenced by the recent Investors in Excellence Award)
- The CCG is still investing in services in Rotherham
- The Stag Patient Participation Group (PPG) was recently awarded the National Association for Patient Participation's award for being the best PPG in the country

- Medicines Management Team have received several awards; their aim is to find most cost-effective treatments, and to reduce medicines waste
- National Award for Social Prescribing – the CCG is working with GPs and the voluntary sector through Voluntary Action Rotherham to identify and support people most in risk of hospital admission.

Challenges, and how we can work together to meet these

- Emergency Care Centre to provide 7 day services –it will be a challenge to get the new centre, with a new way of working up and running by September 2016, but the CCG is confident that this will be achieved
- Mental Health Services – the CCG has completed a review and is seeking to improve mental health services as a priority
- Community Transformation – the CCG is looking at how patients can be treated closer to home, and can avoid unnecessary hospital admissions
- Work with other health organisations to look at how services can be provided across the wider area.

In addition, the CCG is committed to listening to patients on how to shape Rotherham health services.

Councillor Ken Wyatt – outgoing chair of Rotherham Health & Wellbeing Board

Ken gave an outline of the Health & Wellbeing Board, and the development of the Joint Strategic Needs Assessment. Current priorities include:

- Working together
- Good integration of Public Health into the Local Authority, Sub-groups lead on Obesity; Fuel Poverty; Smoking Cessation; Tobacco Control; Reducing CVA (heart attacks and strokes)
- Excellent support by public health in bringing partnerships together.



Challenges:

- £70M has been taken out of the Local Authority's budget since 2010
- Adult Social Care pressures, needing more support in the community
- To use the Health & Well Being Strategy to make a real difference in the next 3 years
- Changes from hospital to community care mean additional pressures on Local Authority budgets.

Rebecca Atchinson, Public Health Principal – representing John Radford

Celebrations:

- Quality Health and Social Care Services
- Healthyweight framework
- Rotherham Heart Town – this partnership showcases how to work together across hospital/community/voluntary services
- More de-fibrillators within the community
- Further funding – Rotherham Recovery Hub, Drug & Alcohol Services in the town centre over the next 2 years

Challenges:

- Fewer 20-40 year olds in Rotherham, many young adults leave the area; also a drop in 40-80 years olds
- Morbidity/mortality figures is a focus in the Public Health report; we have to reduce premature deaths in Rotherham
- Key areas: Maternal Health – for future healthier people
NHS Healthcheck – we need to promote this and make sure that people are screened
Mental Health & Wellbeing – improve mental health

Collaboration:

- Healthy ageing is essential to improve life in older people
- Physical activity agenda is incorporated into everything Public Health does.

Lawson Pater – Chair of RDaSH

Lawson shared some key facts about mental health: details are on the presentation slides

Celebrations:

- Pilot with South Yorkshire Police to trial a new way to help people in crisis
- Memory Services recognised as excellent by Royal College of Psychiatrists
- IAPT (Improving access to psychological therapies)– demonstrates 50% recovery rates which is well above the national average
- Robust 5 year plan, with the commitment and passion of the people working within the services to deliver.

Martin Havenhand – Chair of The Rotherham Foundation Trust (Rotherham Hospital)

Celebrations:

- Relationship with CCG
- People in the organisation of TRFT

- People of Rotherham and the potential to work together

Challenges:

- Financial sustainability will mean change – £25M has gone from budget for 2014/15
- Quality and Patient Care – to continue to improve patient experience
- Integration of Acute and Community Care

Collaborations: Work together for a healthier future for Rotherham people.

Vision: Patients at the heart of services, and providing excellent clinical outcomes

Naveen Judah – Healthwatch

Social Care Act 2012 means that the public have a voice in health services, for Healthwatch, service users are central to the design and commissioning of services

Achievements:

- Lots of excellence in Rotherham, and good relationships
- Healthwatch succeeded in raising the Autism pathway as a priority
- Section 117 funding issues resolved
- Rotherham voted best Healthwatch team in the North and national runners up
- Rotherham cited 8 times at two day conference as following good practice

Challenges:

- When services are reconfigured this may cause strains between organisations
- Not always getting feedback from service providers when issues have been raised.
- Need to ensure that the population has access to safe and dignified services with choice, and that people are involved.

Questions, feedback and workshops

A wide variety of questions were raised during the event; not all could be answered on the day. These have all been collated, and will be on the CCG website, alongside the presentations, although it may take some time to get answers to all of the issues raised. Because of this, we are therefore releasing this summary at this stage.

Materials for the afternoon workshops can be found on the CCG website, alongside the question and answer document, here:-

<http://www.rotherhamccg.nhs.uk/engagement-events.htm>



What people thought about the event

People felt they had learnt:-

- About future challenges (8 comments)
'the real pressure on the NHS , and the scale of future challenges'
- That services are working together, but more could be done (17 comments)
'More communication requires we understand each other's services, collaborative working'
'Information sharing is key'
- About mental health services and the issues for people (6 comments)
- Things that are happening in Rotherham, including Healthwatch (30 comments)
'That I am lucky to live in Rotherham and have such a good health service'
'That we ourselves are a stakeholder in health'
'The value of giving input that together we can make a difference'

Most people who responded rated the event very highly, 86% rating the event as 7/10 or higher. It was noted that the mix of people, partners and community members was good to see. People described the workshops as:-

- Emergency care - excellent, interesting or very good
- Mental health – informative, excellent and concerning
- Community services – all descriptions were 'excellent' or similar words
- Great services – Roy Lilley – the words used to describe Roy's session were 'Impossible', 'controversial but productive' and 'unorthodox'
- Employment - 7 people used the word 'excellent' or a similar term
- Public Health – 5 people said this was excellent or interesting.



What could have been better?

- People thought this event was better than previous years.
- Some would have liked longer, more time to get round the stalls and more chance for the audience to feedback.
- People also wanted organisations and titles on name badges in the future.
- People felt that we could improve the flow at lunchtime.

- In addition, people thought we could improve the workshops, making them more cohesive and more interactive.
- Presentations based on best practice so this can be shared with other organisations.



- People would like to see something more “customer” focused not “service” focused.

How do you want to be involved in the future?

People told us that they want to be involved in a wide variety of ways, we need to make sure we are using email and social media as well as we can. The idea of an annual event similar to this one was also popular. Few people want to see paper newsletters and information, but we still need this to be available for those that don't have internet access.

What happens next?

One of the key aims of the event was to bring patients, the public and key organisations together to share information, understand the current challenges, and hear about some of the key work that is being undertaken. We are confident from both formal and informal feedback that this has been achieved. In addition, there were a number of cross-cutting issues that emerged during the day and we will look for opportunities to address these; some of these included:-

- Better use of IT and new technologies – patients telling their story once
- We need to continue to share information both about the challenges that services are facing, but also our achievements
- Communication and working together may have come a long way, but still needs to improve

In addition, there will be direct actions from both the workshops and the questions raised during the event; as these will take longer to collate, we are not reporting them here, but will put this detail on our website.

Should you need any of the materials in hard copy or alternative formats, please contact Rotherham CCG rotherhamccg@rotherhamccg.nhs.uk, or by calling 01709 302042