

# HEALTH AND CARE INSIGHTS

Issue 9 – March 2018

## Looking forward to spring

Our Chairman, Sir Richard Ibbotson, and Interim Chief Executive, Liz Davenport, would like to thank those people who came forward from our local communities to help keep NHS services running during the recent bouts of severe weather. You are our heroes – thank you! It has been an exceptionally challenging winter, with unrelenting pressures on our emergency services. We are organising ‘thank you’ events in each of our localities for our staff and volunteers.



We are still working to see all those people whose operations or appointments were recently postponed, and are sincerely sorry for the delay and inconvenience this has caused. As most routine services close over Easter, we are gearing up to see more people in our emergency services. Please **only use emergency services in a real emergency**. You can help us to help you by:

- Making sure you have **enough medication for the long weekend**
- Choosing **the most appropriate service** for your needs – pharmacists are a good source of advice for lots of minor ailments and conditions
- If you're in doubt use the **NHSquicker** app (see [here](#)) or call **NHS 111**.

## Award for innovation

Torbay and South Devon NHS Foundation Trust and Torbay Council and partners, won the Health and Social Care category in the 2018 national Local Government Chronicle (LGC)



Awards. These are the biggest and most prestigious awards for local government, and seek to recognise the sector's greatest innovators, whose achievements are often under-reported. Since the integration of acute and community health and adult social care services in Torbay and South Devon in 2015, we have been working with our partners to deliver integrated services in new ways. One of our key aims is for people, with the right support, to be able to live as independently as possible in their own homes and communities. To do this we have invested millions of pounds in additional community staff

and services and support from voluntary sector organisations. Together, we are focussing on what is important to people and, wherever possible, supporting them at home or in their community - unless the care they need can only be provided in hospital. These changes have reduced the need for hospital beds, releasing funds to sustain the provision of high quality care in to the future.

Liz Davenport, Interim Chief Executive of Torbay and South Devon Foundation Trust said: “So much work goes on behind the scenes every day to drive forward our agenda for improving care and health outcomes, and enabling people to lead the best life possible. This award is dedicated to every single individual who keeps the wheels turning and helps to drive transformation and innovation in our local area.”

Details of all the awards and winners can be found at [www.awards.lgcplus.com](http://www.awards.lgcplus.com)

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## Integration myth buster!

Through the Devon STP, local authorities and the NHS are working very closely together to improve the health and wellbeing of local people – this is an integrated care system in action. In Torbay, we have been at the forefront of integration, since we set up the first ever integrated NHS health and care trust in 2005, paving the way for the creation of today's integrated care organisation. By working collaboratively, integrated care systems work to help people stay healthy, tackling causes of illness and wider factors that can affect health, such as education and housing. Patients and service users will see a more joined-up health and social care system that works for them. Their care – however simple or complex – is planned, with the council, CCGs, hospitals and GPs all working together to that same plan. There are, though, no plans to form a new organisation from 1 April 2018, without consultation, as has been claimed. Dr Nick Roberts, Chief Officer at Devon's two Clinical Commissioning Groups, is keen to reassure people that this is a fully open process in line with national policy. He said: "Simply put, an integrated care system means working together and that is quite clearly what we have been doing for some time. There is no question of secrecy or privatisation. Working together to provide a more seamless health and care system, so that patients are not caught up between different organisations, is the best way to deliver modern, sustainable healthcare."

## New contract for sexual health services

A new contract awarded by Devon County Council and Torbay Council will improve access to advice and support around sexual health, relationships and contraception, and ensure closer integration and consistency of services across the two areas. Northern Devon Healthcare NHS Trust has successfully bid to deliver sexual and reproductive health services across Devon and Torbay. Through a subcontracting arrangement, we at Torbay and South Devon NHS Foundation Trust will continue to deliver services in the South Devon and Torbay area, ensuring continuity of care and continuity of staff delivering these services. The contract, which is worth around £6m per year, and could potentially run for up to seven years, will launch on 1 July 2018. Further information can be found at: <http://thecentresexualhealth.org>

## Procurement for children's services

The re-procurement of services for children and young people in Devon, Plymouth and Torbay is underway. Details about how people's feedback has influenced the process so far is [here](#). Parents are involved in the process and Living Options Devon is facilitating the involvement of children and young people.



## Health and Wellbeing Centres round-up

We are continuing to engage with our partners and wider public about the development of local services. New partnership meetings set up in Teignmouth and Dartmouth will give renewed direction to create Health and Wellbeing Centres for those communities. We are planning partner and public engagement sessions in Dartmouth in the coming weeks, and will let local people know once a date is set. The GPs in Ashburton have decided not to relocate to the Health and Wellbeing Centre in Ashburton, but have confirmed their ongoing commitment to partnership working. Ashburton and Buckfastleigh communities are involved in considering options for using their local health and wellbeing centre to best serve local people. Healthwatch have received over 200 responses to their survey about people's experience of the existing Health and Wellbeing Centre for Paignton and are reporting a high level of user satisfaction.

We hope you find this update useful and that you can see we are making real progress towards our aim of supporting more people to be well and independent. If you would like to receive future issues by email contact [tsdft.communications@nhs.net](mailto:tsdft.communications@nhs.net)

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