

9 SEPTEMBER 2008

**REPORT OF THE HEAD OF OVERVIEW AND SCRUTINY – NOTTINGHAM CITY
COUNCIL**

OUR NHS, OUR FUTURE – NOTTINGHAMSHIRE REVIEW

1 SUMMARY

- 1.1 This meeting will be attended by Deborah Matthews, Director of Service Review, Nottinghamshire County Teaching Primary Care Trust. The Joint Committee requested that Ms Matthews return to update Members on the outcomes of the consultation and engagement process of the Our NHS, Our Future review of NHS services, following their consideration of the matter in November 2007, February 2008 and May 2008.
- 1.2 This report outlines the background to the local review and suggests areas which Members may wish to explore further in light of the information provided by Ms Matthews.

2 MATTERS FOR CONSIDERATION

- 2.1 The Committee is requested to consider the information provided within this report, together with that provided by the PCT, and make recommendations as necessary.

3 BACKGROUND INFORMATION

- 3.1 The Our NHS, Our Future review is examining NHS Services across the country, looking at how care, quality and access can be improved throughout the NHS. It has been led nationally by Lord Darzi, Parliamentary Under Secretary at the Department of Health and NHS Surgeon. Local reviews have been led by clinicians on a regional and county basis, examining eight patient pathways to identify how services can be improved:

1. Maternity and Newborn
2. Children's Health
3. Staying Healthy
4. Long Term Conditions
5. Acute Care (urgent and emergency)
6. Planned Care
7. Mental Health
8. End of Life Care

- 3.2 To date Lord Darzi has published a national vision of an NHS, supported by pledges of how this will be achieved and each area of the country has developed visions for the future of health and healthcare. The East Midlands

Strategic Health Authority has been working with the Primary Care Trusts in the region to develop its framework for the delivery of world class healthcare over the next ten years through its vision, titled 'From Evidence to Excellence'. This has included Primary Care Trusts from Nottinghamshire, Derbyshire, Leicestershire and Rutland, Lincolnshire and Northamptonshire.

- 3.3 A Picture of Health is the title of the draft vision for Nottinghamshire, which describes a set of themes for how healthcare in Nottinghamshire needs to change over the next ten years. Nottinghamshire County Teaching PCT has led the review on behalf of the City and Bassetlaw PCTs and representatives attended this Committee in November 2007, February 2008 and May 2008 to outline the vision for Nottinghamshire and to discuss the consultation and engagement process with Members. The closing date for this process was 11th July.
- 3.4 Deborah Matthews, the County PCT's Director of Service Review, will be attending this meeting to give a presentation, updating Members on the outcomes of the work that has been undertaken locally and plans for the next stage of the review.
- 3.5 Members received the full vision document 'A Picture of Health' at their meeting in May. The Executive Summary vision document is attached at Appendix 1, as a reminder of the key changes proposed for Nottinghamshire.
- 3.6 The Committee may wish to consider the following areas of questioning:
- Who was consulted and what were the key themes in the feedback.
 - The changes that have been made as a result of consultation and engagement.
 - How the Committee's views have been fed into the process (extracts from the minutes of the February and May meetings are attached at Appendix 2).
 - How realistic it will be to implement the vision in the ten year timescale.
 - Moving from the vision to delivery - how local plans for implementation will be developed and how local authorities will be involved with these.
 - How collaboration between PCTs will be ensured to commission services.

4 SUPPORTING INFORMATION

Appendix 1 – *A Picture of Health* – Summary, June 2008;
Appendix 2 - Extracts from the minutes of the Joint City and County Health Scrutiny Committee, 12th February and 13th May 2008.

5 LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING EXEMPT OR CONFIDENTIAL INFORMATION

None

6 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

Report of the Head of Overview and Scrutiny – Nottingham City Council: Our NHS, Our Future – Nottinghamshire Review, Joint Health Scrutiny Committee, 13 November 2007;

Minutes of the Joint Health Scrutiny Committee, 13 November 2007;
Report of the Head of Overview and Scrutiny – Nottingham City Council: Our
NHS, Our Future – Nottinghamshire Review, Joint Health Scrutiny Committee,
12 February 2008;
Minutes of the Joint Health Scrutiny Committee, 12 February 2008;
Report of the Head of Overview and Scrutiny – Nottingham City Council: Our
NHS, Our Future – Nottinghamshire Review, Joint Health Scrutiny Committee,
13 May 2008;
Minutes of the Joint Health Scrutiny Committee, 13 May 2008.

Barbara Cast
Head of Overview and Scrutiny
Nottingham City Council

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20 August 2008

We need you to get involved in the Nottinghamshire Service Review



**A PERIOD OF PUBLIC ENGAGEMENT
JUNE/JULY 2008**

**This summary document outlines ways
in which health services in Nottinghamshire
could be improved over the next 10 years
and asks for your views.**

ourNHS
our future

In September 2007 we started a conversation with local people and staff who work in the NHS in Nottinghamshire to help develop a vision for taking forward our NHS in the next decade. We want to develop a service that better meets your needs.

The NHS in Nottinghamshire has improved substantially over the last few years. This has been achieved through the dedication, ability and commitment of our staff, increases in government funding and some excellent work with our local partners such as social care and the voluntary sector. Patients are receiving better treatment more quickly, are living longer and satisfaction rates are generally high.

While there is a lot to be proud of, we know that further improvements can be made. The health of patients living in some areas of Nottinghamshire is not as good as those living in other areas. Rates of healthcare acquired infections, such as MRSA, across our community are higher than they should be. Also patients would still like to access services even more quickly and conveniently.

We need to plan for the fact that our local population is ageing, more people will have long term conditions and advances in technology mean that surgical and pharmaceutical treatments have more to offer.

As we approach the 60th anniversary of the NHS, this is a good time to look to the future, to build on our strong foundations, and to develop a lasting, ambitious vision for health and health care in Nottinghamshire.

Health care in Nottinghamshire needs to develop over the next ten years. This document reflects the views of clinicians, staff, patients and the public based on the initial period of engagement between September 2007 and March 2008.

These groups of local people and staff have told us what improvements they would like to see.

We want to ensure that the local NHS culture continuously improves by building on our centres of excellence and other local examples of best practice.

This is about the way that our staff, clinicians and organisations work together, and about making sure that local people are placed centre-stage and are engaged and taking control of their own health.

It is clear that we need to move away from focusing mainly on treatment and cure to preventing ill health. We need to support patients in the management of their own conditions, encourage healthier lifestyles and treat illness earlier when it develops.

Professional Executive Committee Chairs



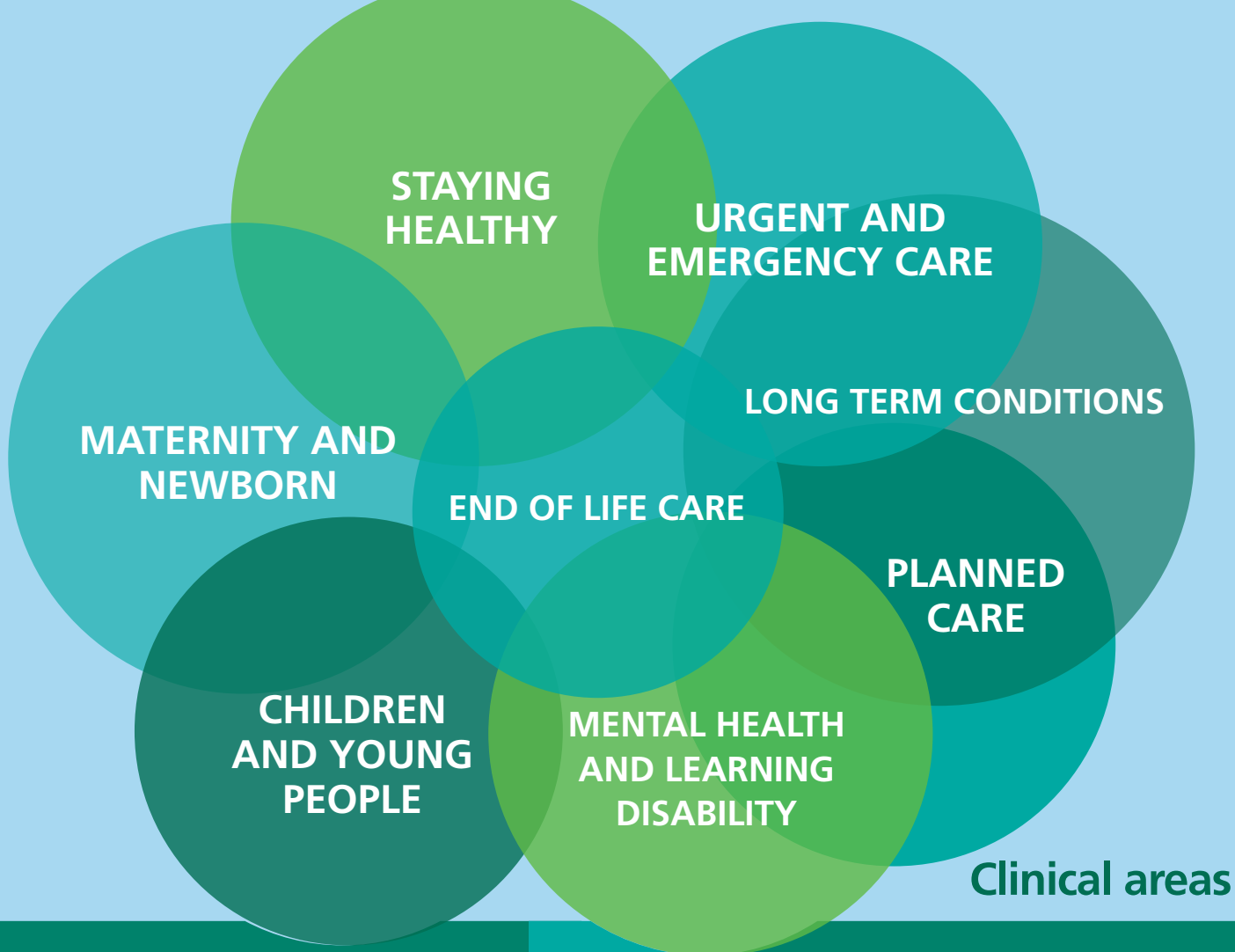
Dr Christopher Stanley
Bassetlaw Primary Care Trust



Dr Ian Trimble
Nottingham City
Primary Care Trust



Dr Stephen Shortt
Nottinghamshire County
Teaching Primary Care Trust



Underpinning themes

Identified from what you have told us so far

Ensure public confidence – get the basics right

Tackle health inequalities

Improve safety, quality and the outcomes of care

Invest in promoting good health and preventing illness


Provide the right care, at the right time, first time

Make care more personal, local and easier to use

Integrate services

Make best use of taxpayers' money

There are some short term priorities that need to be addressed in order to deliver these improvements. These include:

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- Getting the basics right, consistently and across the board. This means improving the **communication and customer care skills of front line staff** and providing accurate and timely **information** about our services. We must also continue to make improvements in patient safety, hospital cleanliness and the quality of food provided
 - Shifting the emphasis away from hospitals by developing a **wider range of services in primary care and community settings** to offer patients more choice and convenience
 - Developing specialist hospital care to provide the best outcomes for seriously ill patients. Key priorities will be to make sure that there is timely access to the appropriate **treatment for stroke, heart attack and major trauma** (for example from a major road traffic accident)
 - Reviewing the provision of **intensive care for newborn babies** and child-specific specialist services including children's surgery. We must make sure we use our specialist trained staff in the best way and continue to meet national quality and safety standards
 - Focusing on end of life care, improving support for carers and families. Make sure that patients are given an opportunity to **plan their end of life care and die in a place of their choice**
 - Bringing **health professionals together** to plan services based on evidence of what works. We must monitor and improve services based on their results and the **views of patients and carers**
 - Targeting resources to the **communities with the greatest health need**
 - Helping patients with long term conditions to manage their own care by putting in place a range of self-care programmes that support **healthy lifestyle changes**

More information about the suggested priorities for each clinical area is set out in the clinical vision reports. To read or download these, please visit our website www.nottspct.nhs.uk

These priorities signal real changes for the NHS in Nottinghamshire, some of which will be challenging.

Do you think we have got the themes right?
Do the priorities feel right for you and your family?

We welcome your views: please turn to the back cover to find out how to have your say.

A Picture of Health is a local review but the debate about our health services is happening up and down the country.

'Our NHS our Future – the next stage review' will identify the way forward for a National Health Service which is clinically driven, patient-centred and responsive to local communities. For more information, please visit www.ournhs.nhs.uk

Have your say

A Picture of Health is an opportunity for everyone (patients, carers, staff, stakeholders and the whole community) to influence how health can be improved and health services delivered.

This document describes a set of themes for how health care in Nottinghamshire needs to change over the next ten years.

It reflects a consensus of views between clinicians, staff, patients and the public based on an initial period of engagement.

To see the full vision for *A Picture of Health*, the clinical vision reports, or a summary report based on over 1,600 questionnaires completed by the public, patients and staff, please visit www.nottspct.nhs.uk

Pictured below: Patients and staff discussing Nottinghamshire's health services at one of the engagement events, December 2007.



This document is published on behalf of all the local NHS organisations: Nottinghamshire County Teaching, Bassetlaw and Nottingham City Primary Care Trusts (PCTs), Nottingham University Hospitals NHS Trust, Sherwood Forest Hospitals NHS Foundation Trust, Doncaster and Bassetlaw Hospitals NHS Foundation Trust, East Midlands Ambulance Service NHS Trust and Nottinghamshire Healthcare NHS Trust. Nottinghamshire County Council and Nottingham City Council are also involved in the work. Within this document, Nottinghamshire refers to Nottingham City and Nottinghamshire County including Bassetlaw. PCTs are responsible for planning and paying for health care in Nottinghamshire.

Making the vision a reality – the next steps

We believe that the people of Nottinghamshire deserve the best health care possible to remain or become a 'Picture of Health'. To support this, we want to develop a health care service that meets your needs. We can only achieve these changes with your support. We need to ensure your early involvement to discuss and agree the benefits to health and wellbeing of what we are proposing.

We look forward to hearing your views. All comments must be received by **11th July 2008**.

There are many ways to have your say including the questionnaire that can be completed online at www.nottspct.nhs.uk or sent Freepost. We will use your feedback to help develop our proposals for how health services should be delivered in the future.

Where there are any plans for major service change when we develop the more detailed proposals, these will be the focus of formal public consultation.

However, there are some things that must happen now and these are subject to separate consultation exercises. To find out more about these proposals, please go to www.nottspct.nhs.uk.

If you would like a copy of the full vision document or to read the clinical vision documents, these are available at www.nottspct.nhs.uk

For a copy of this document in large print or audio format, please contact us at: **Freepost RRXE-ZERS-YGXA, A Picture of Health, Nottinghamshire County Teaching PCT, MANSFIELD NG21 0HJ**
Freephone: 0800 0283693 Email: our.nhs@nottspct.nhs.uk
Please state the title of this booklet ('A Picture of Health'), your name, your address and the format you require.

The following translations are available, though if you do not see your language listed below, please call us on 0800 0283693 to discuss your needs:

如果你希望獲得這份文件的中文版摘要，請致電 0800 0283693 查詢。

“यदि आपको इस दस्तावेज़ का संक्षेप हिन्दी में चाहिए, तो कृपया नम्बर **0800 0283693** पर टैलिफोन करें”

نه گهر بنویستیت به کورتیه به کی نه م به لگه نامه به به زمانی کوردی هه به ، تکایه ته له فون بؤ نه م ژماره به به **0800 0283693**

Jeśli chcesz otrzymać streszczenie tego dokumentu w języku polskim, zadzwoń: 0800 0283693

“नेकर डुगळुं टिम समउद्वेज्ज सा संधेय थंजाशी दिंच चगीसा है, उं विरथा कर के नंघर **0800 0283693** 'उे टैलिफोन करे”

اگر آپ کو اس دستاویز کا خلاصہ اردو میں چاہیے ، مہربانی فرما کر اس نمبر پر فون کریں
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Přejete-li si rezumé tohoto dokumentu v češtině, zavolejte prosím na číslo 0800 0283 693



Nottinghamshire
County Council

EXTRACT FROM

**JOINT CITY AND COUNTY
HEALTH SCRUTINY COMMITTEE**

MINUTES

of meeting held on **12 FEBRUARY 2008** at the
Council House from 10.10 am to 11.35 am

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55 OUR NHS, OUR FUTURE – NOTTINGHAMSHIRE REVIEW

(a) Report of Head of Overview and Scrutiny - Nottingham City Council

RESOLVED that the report of the Head of Overview and Scrutiny, Nottingham City Council, copies of which had been circulated, be noted.

(b) Report of Nottinghamshire County Teaching Primary Care Trust

Further to minute 33(b)(b) dated 13 November 2007, consideration was given to a report of Nottinghamshire County Teaching Primary Care Trust, copies of which had been circulated. The report informed the Committee of the feedback gathered as a result of three engagement events held in November and December to which patient, public and user representatives were invited to contribute.

RESOLVED that the report be noted.

(c) Presentation by the Director of Service Review, Nottinghamshire County Teaching Primary Care Trust

Ms Matthews, Director of Service Review, informed the Committee of the consultation of public, patients and staff in an ongoing process which ran parallel to the three event consultations.

More than 1,000 completed questionnaires had been returned to date as a result of a variety of consultation routes, including street surveys.

In relation to the consultation events, it was acknowledged that there had been some problems with the size of venues and, although involvement was appreciated, there had been a lack of a representative cross-section of public attending.

The Committee was informed that good staff morale was important and, as such, a large investment had been made to inform and include staff in the consultation.

Issues considered within the consultation included the current overall health situation and how services could/would need to change, such as:-

- the impact of deprivation on the health of communities, with particular attention to heart and lung disease and how since 2005 heart disease had been reduced by 14%;
- how health perceptions varied within different communities;
- with 25% of the adult population obese, the need to educate people on the benefits of exercise and healthy diet;
- the percentage rates of treatment outcomes which were 50% lower than other European countries;
- the expectation of more localised healthcare provision, especially in regard to long-term conditions for which home care was preferred;
- the predicted change of focus to more specialised/consultant treatments;
- the need to involve and inform staff in the change process;
- more flexibility in access to primary care was suggested, providing a gateway to understanding what services were available.

Members responded that the refreshing and rewarding presentation deserved thanks and that the following should be considered as routes for consultation:-

- self help groups;
- Council Tax notification;
- people coming out of hospital;
- GP surgeries, especially in the deprived areas where someone could be available to complete the questionnaires if literacy was a barrier;
- Patients' Forum;
- Citizen Panels;
- advocates of the hard to reach/Black Minority Ethnic communities;
- leaflets were often ignored, whereas post addressed to a named person was more likely to be read;
- text messages and posters were a good route to attract consultees;
- parish and/or district magazines/newsletters;
- briefings for elected Members.

RESOLVED

- (1) that Nottinghamshire County Teaching Primary Care Trust be requested to submit to the May meeting of the Committee an update on the Our NHS, Our Future - Nottinghamshire Review, including the draft Vision, and the changes to be made to services that were under consideration;**
- (2) that Nottinghamshire County Teaching Primary Care Trust be requested to consider the following comments of the Committee as contributing to the review:-**

- it was welcomed that the problems identified in facilitating the consultation events had been acknowledged;
- there still appeared not to be a clear pathway identified for some patients on leaving hospital;
- training of all staff across the whole service area was vital and should include doctors' receptionists;
- proactive responses, such as screening for prostate and other cancers, would be welcomed;
- nationally, supermarkets and food producers should be persuaded to include better nutritional information on packaging and discouraged from offering special deals, such as buy-one-get-one-free, on unhealthy foods;
- within the consultation people should be asked what aspects of the service they considered were working well and could be built on;
- it was not surprising that the appointments system had been identified as an issue; this was an area which needed attention;
- in regard to services which should be available at doctors' surgeries, sexual health and contraception clinics for young people were widely held but these should also include counselling and discussions on relationships;
- seldom heard groups, such as those with neurological problems, should be considered;
- patient choice was important;
- concern was expressed that the predicted 10 year timescale for identification and implication of changes was not realistic;

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Meeting	JOINT CITY/COUNTY HEALTH SCRUTINY COMMITTEE
Date	Tuesday, 13 th May 2008 (commencing at 10.00 am)

MINUTE EXTRACT

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OUR NHS OUR FUTURE REVIEW

Deborah Matthews, Director of Service Review, Nottingham City Teaching Primary Care Trust introduced the local response to the Our NHS Our Future review, which was being led nationally by Lord Darzi. This had previously been discussed by the committee in February. She explained that the Nottingham vision would be published in July, following a 30 day public engagement period.

Points raised in discussion included:

- The review had identified issues being raised by the committee and in the community
- How would hard-to-reach parts of the community be helped to respond to the consultation? Neighbourhood groups and voluntary organisations were suggested.
- The committee’s previous comments had been built into the review’s engagement plan. Engagement would be a continuous process, not limited to the 30 days.
- The public were concerned about getting basics right, such as hospital cleaning, feeding and mixed sex wards.
- Consultation should be repeated year on year, to assess progress. This was planned.
- Members offered their support in disseminating information about the consultation. It was agreed that a progress report be submitted to the committee in three months.