

## FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire



## Understanding the need for change

- Ageing population, rising demand, increased expectation
- Advances in technology and medicine, growing awareness of self care and lifestyle choice
- Workforce, estates and financial constraints

In response we need to review our model of care focussing on streamlining access to advice, assessment, diagnostics and specialist services when they are needed. There are opportunities to improve the ways in which we deliver healthcare – for example, our two acute hospital sites, whilst once viewed as a challenge, can play their full part in providing outstanding care which we set out in our vision for creating centres of excellence.

We are also looking at what services would be delivered through new technology, pharmacies, GPs and from community hospitals, including the new hospital being developed for the Forest of Dean.



## What you've told us so far

Over the last few years, we have been asking patients and staff about what matters to them about local health and care services.

- **72% of respondents agreed** that greater amount of the budget should be spent on supporting people to take more control of their own health
- **88% of respondents agreed** there should be a greater focus on prevention and self-care
- **95% of respondents agreed** that we should develop joined up community health and care services
- **69% of respondents agreed** that we should bring some specialist hospital services together in one place
- **70% of respondents agreed** we should focus on caring for people with the greatest health and care needs



## Involving the public in developing ideas



## Involving the public in developing solutions

To make care even better, we need to listen and understand what matters to you about local services and what you think the best solutions are to tackle the problems we face together.

People can play their part by responding to the survey questions in the *Fit for the future discussion* booklet and attending events across the county. Public engagement activities to include: information, surveys, public drop-ins, awareness raising, presentations.

- Workshops (public/staff) with representatives from protected characteristic groups and Healthwatch Gloucestershire volunteers
- Engagement Hearing – in public and live-streamed
- Citizens' Jury
- Options Appraisal process in public



## Independently facilitated engagement activities: 1


### Local Solutions Development Workshops

A series of Workshops (public/staff) with invited representatives from protected characteristic groups and Healthwatch Gloucestershire Volunteers to develop potential solutions to achieve our shared priorities and meet the challenges we face.

### Engagement Hearing

An opportunity for members of the public to share their thoughts and ideas about what should be taken into account, what is essential in arriving at the best solution, plus any new ideas or alternative proposals they may have. Hearings are live events held in public, live streamed to the internet, and recorded.





## Independently facilitated engagement activities: 2

**Citizens' Jury**


The Citizens' Jury will consider the outcome of engagement, together with evidence regarding the need for change and local priorities. The Jury will focus on the subject of improving specialist hospital services and developing *centres of excellence* and make recommendations for the best potential solutions to take forward and evaluation criteria.


**Locality Workshops**


Locality Workshops, made up of local people and clinicians, will consider the subject of ensuring everyone can access high quality community urgent care services in the future


**Solutions Appraisal Exercise in public**

Solutions Appraisal Exercise will be completed by clinicians, other health professionals, together with representatives of the members of the public involved in developing the proposed solutions




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## Consideration of all the elements of engagement

- The Citizens' Jury and Localities' recommendations, together with the Outcome of Engagement and the outcome of the Solutions Appraisal Exercise, will be considered by NHS Boards and GCCG Governing Body.
- OSC/ HOSC members will be regularly updated and views sought.
- The public would be consulted about any possible changes as required.



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## Developing urgent and hospital care in Gloucestershire

**Focus of engagement 2019/20**

- Urgent advice, assessment and treatment services
- Improving specialist hospital services and sharing our thoughts on *centres of excellence*:
  - Accident, Emergency and Assessment Services (including A&E)
  - General Surgery (Emergency and Planned)
  - Image guided interventional surgery hub
- A new hospital for the Forest of Dean



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## Urgent advice, assessment and treatment services



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## Defining Urgent and Emergency Care


**Urgent care** – an illness or injury that requires urgent attention i.e. generally needs to be assessed and dealt with on the day, but it not a life threatening situation.


**Emergency care** – is when you have a life or limb threatening illness or injury which requires rapid and intensive treatment.

Moving to a more planned approach to accessing and delivering urgent and emergency care would ensure the right advice and treatment is more consistently available in future. We believe we can make it easier, faster and more convenient to get urgent advice, support and services, 7 days a week and ensure care is co-ordinated from the moment that patients first make contact with the NHS. When looking at how services can be organised we have to take into account things (criteria) such as quality, achievability, affordability and sustainability.



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## Accessing urgent care services wherever you live


We have been working on how to improve the way you get advice, assessment and treatment when you have urgent, but not life threatening needs. Our aim is to offer care in, or as close to your home, as possible. We call this a **New Model of Care for Urgent & Emergency Care**.

You would be able to get advice and your needs assessed in several ways:

- Going online (e.g. [www.nhs.uk](http://www.nhs.uk) or the NHS App)
- For minor illness advice call your GP surgery during work hours; call NHS 111 out of hours
- For non-life or limb threatening injury advice call NHS111 24/7
- For life or limb threatening emergency call 999



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## Improving urgent care in local communities - what we need to consider

Around 1 in 3 visits to the Emergency Departments (A&E) at Cheltenham and Gloucester are for injuries and problems that could be treated safely by a different NHS service. We need to look at why this is and how we can help people use other, more appropriate services.

- How we can best work together to develop a network of strong, joined up services and provision which meets people's same day urgent care needs
- How we develop community hospitals, working alongside other community services, such as GPs, pharmacies and integrated community teams
- How we provide access to the right type of diagnostics e.g. X-rays
- What, and from where, these services are provided - in our two big urban centres and in other places across the county. In terms of 'where', we need to think about how many places will deliver minor injury and illness services to support joined up care.



## The idea of creating two centres of excellence

**A centre of excellence for Emergency care:** This would ensure that, if someone has a life or limb or sight threatening emergency, the right facilities and staff would always be available to give them the best possible chance of survival and recovery.

**A centre of excellence for Planned care:** This would reduce the number of operations that are cancelled when beds or operating theatres are needed for the most unwell patients who arrive in the Emergency Department (A&E) and need urgent operations or treatment.

Outpatient and day case appointments would continue to be available at both sites and in community hospitals, as well as 24-hour access to urgent care services.



## Improving specialist hospital services

- Where we continue to provide specialist services at both hospitals, such as emergency general surgery, this duplication is leading to challenges.
- For example, it means we have to spread scarce staff and other specialist resources across two sites.

### The next few years

- The overall centres of excellence vision described previously could take up to ten years to achieve. It is dependent on a number of 'building blocks' such as having the right buildings, equipment, technology, staff and money in place.
- First we would like to hear people's views on potential solutions for accident, emergency and assessment services (including A&E), general surgery and image-guided interventional surgery.



## Accident, Emergency and Assessment Services (including A&E)

### Current services

- Full Emergency Department (A&E) at Gloucestershire Royal Hospital 24/7
- Full Emergency Department (A&E) at Cheltenham General Hospital 8am-8pm and a Nurse led walk-in service 8pm-8am, both 7 days a week
- GP referral to hospital doctor assessment unit at CGH and GRH 24/7
- Paramedic assessment service, treatment at home if not life or limb threatening or referral to hospital doctor assessment unit



## What we need to consider

- We need to ensure the best use is made of staffing, facilities and other resources
- Around 1 in 3 visits to the Emergency Departments (A&E) at Cheltenham and Gloucester are for injuries and problems that could be treated safely by a different NHS service. We need to look at why this is and how we can help people use other, more appropriate services.
- Best outcomes for life and limb threatening illness and injury with the right staff and expertise, facilities and equipment
- On average just under 100 people each day need very specialist life and limb saving services in Gloucestershire.
- Local access - committed to 24/7 walk in urgent care services at Cheltenham General and Gloucestershire Royal Hospitals
- No decisions made on the level of care or range of services to be provided at CGH or GRH in the future
- An opportunity for people to have their say on how to deliver outstanding care, including the nature of local A&E services



## Ways to get involved



There are a number of ways to get involved and share your views over the summer:

- Complete the FREEPOST survey in the discussion booklet or go to the online survey
- Come to an NHS Information Bus Public Drop-In Event/Stand at local venues
- Participate in or observe an independently facilitated participation event (workshops, Engagement Hearing, *centres of excellence* Citizens Jury)
- Follow us on Twitter: @One\_Glos
- All the details, including events information can be found at [www.onegloucestershire.net](http://www.onegloucestershire.net)



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## Appendices



- Current schedule of independently facilitated engagement activities
- Current schedule of public events: NHS Information Bus and Stands



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## Current schedule of independently facilitated engagement activities

Local Solutions Development Workshops (countywide)

- 1 August: *Urgent advice, assessment and treatment services*
- 21 August: *General Surgery*
- 2 October: Image-guided Interventional Surgery
- Tbc: Acute and Emergency Medicine

Locality Workshops (Local urgent advice, assessment and treatment services)

- 3 October (am) – North Cotswolds
- 3 October (pm) – South Cotswolds
- 8 October (am/pm) – Gloucester City (confirmed)
- 8 October (pm) – Cheltenham (confirmed)
- 9 October (am/pm) – Tewkesbury
- 10 October (am) – Cheltenham
- 15 October (am/pm) – South Cotswolds
- 15 October (pm) – North Cotswolds
- 16 October (am) Forest of Dean (confirmed)
- 16 October (pm) – Tewkesbury
- 17 October (am) Stroud and Berkley Vale (confirmed)
- 17 October (pm) Cotswolds South (confirmed)

## Current schedule of independently facilitated engagement activities



### Engagement Hearing

- 24 October

### Centres of excellence Citizens' Jury – 5 days

- w/c 9 December

### Solutions Appraisal – 2 days

- 17/18 December



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## Current schedule of public events: NHS Information Bus and Stands (1)

- Thursday 22nd August: Information Bus Gloucester Cross
- Friday 23rd August: Information Bus Clock Tower roundabout, Coleford
- Monday 26th August: Winchcombe country Show – Information bus Winchcombe School
- Tuesday 27th August: Information Bus Outside M&S, Cheltenham town Centre
- Thursday 29th August: Information Bus Tesco, Stroud
- Saturday 31<sup>st</sup>: August Information Bus Co-op, Cinderford
- Monday 2nd September: Information Bus Gloucester Cross
- Wednesday 4th September: Information Bus Newent Market Place
- Wednesday 4<sup>th</sup> September, Imjin Barracks Freshers Fayre
- Friday 6th September: Information Bus Lydney, Newerne St Carpark
- Saturday 7th September: Information Bus Cheltenham, outside M&S
- Sunday 8th September: Information Bus Frampton Country Show

## Current schedule of public events: NHS Information Bus and Displays (2)

- Monday 9th September: Information Bus Tewkesbury Morrisons
- Wednesday 11th September: Information Bus Cirencester Market Place
- Wednesday 11th September: Stand The Main Place, Coleford
- Thursday 12th September: Information Bus Moreton-in-Marsh town centre
- Saturday 14th September: Information Bus (Pride in the Park) Gloucester Park
- Saturday 14 September: Tetbury Hospital Open Day Stand
- Monday 16th September: Information Bus Dursley town centre
- Wednesday 18th September: Stand Coop, Cinderford
- Friday 20th September: Information Bus Stow-on-the-Wold, Market Square
- Saturday 21st September: Information Bus Cheltenham, outside M&S
- Saturday 21st September: Stand Tesco, Lydney
- Friday 27th September: Information Bus (Dementia Alliance) Berry Hill Rugby Club, Coleford
- Saturday 27th September: Stand Library, Newent