



Lewisham

Clinical Commissioning Group

Working together for better health, better care, and stronger communities

A summary of our joint commissioning intentions

for integrated care in Lewisham 2015 to 2017

Introduction

Lewisham Council and NHS Lewisham Clinical Commissioning Group (CCG) are working together to bring about a transformation in the way that health and social care services are provided in Lewisham, but we need your help to get it right.

Together, we have developed a joint plan which proposes how we will pool our resources and transform our systems and organisations to deliver co-ordinated and person centred care in Lewisham. By working together we aim to support you to be active participants in managing your health and well being.

We will commission (plan, buy and monitor) the right health and social care services from a wide range of providers to meet the needs of Lewisham residents. We believe that doing this together with the help of local people, will help us to deliver the proposed priorities and plans in our Joint Commissioning Intentions for Integrated Care.

However, we face big challenges. Our population is growing and people are living longer, often with one or more long term conditions. The money we receive for services is not keeping pace with the demand. Therefore we have to prioritise what we do and make sure we use our resources wisely so they have the greatest impact for as many people as possible and help to remove health inequalities in Lewisham.

Please give your views on our proposed plans. By working together we can find real solutions to the challenges we face by making sure our health and care systems are delivering the right care in the right place and at the right time to meet local needs.

This summary explains our shared plans. By answering the questions on page 11, what you tell us will help us get this right for Lewisham people.

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Who we are

NHS Lewisham Clinical Commissioning Group (CCG) and Lewisham Council are responsible for commissioning (planning, buying and monitoring) the majority of health and care services in Lewisham. We are members of the Lewisham Health and Wellbeing Board, which brings together organisations across Lewisham to share expertise and local knowledge to create better health and wellbeing for Lewisham residents.

Our vision is to deliver joined up and co-ordinated health and social care to all residents in the borough by working together to support 'better health, better care and stronger communities'.

Local challenges

People in Lewisham are living longer because of our success in managing particular conditions such as stroke, heart disease and respiratory disease, however often they are living with more than one long term condition.

The money we have to deliver services is not keeping pace with demand and we have big financial savings to make. This means we have to use the resources we have in the very best way possible. We must prioritise what we do to improve the performance of health and care services and meet the following challenges.

Our challenges

Population issues

- Older people are higher users of health and social care services.
- Our residents aged over 65 have high rates of emergency admissions to hospital.
- Over 50% of people aged 75 are likely to have two or more long term conditions.
- 50% of our adult social care budget is spent on services for people aged 75 and over.
- 70% of the health service budget is spent on supporting and caring for people with long term conditions.
- People in deprived areas have poorer health outcomes.

Lifestyle challenges

- Too many people in Lewisham die early from illnesses that could be prevented through healthier lifestyles.
- 21% of Lewisham population smoke, which is more than the national average.
- About a third of adults in the borough are overweight or obese.
- Over 25% of reception age and 37% of Year 6 children are overweight or obese.
- Alcohol related harm is significant and increasing in Lewisham.



Lewisham residents have told us they would like:

- To be treated with dignity and respect.
- Better information to support people to have greater confidence to make choices and manage their own care.
- Better co-ordination and joined up health and care services including with the voluntary sector.
- Personalised and holistic care – where the user of the service is in control, whilst supported with individual care planning and shared decision-making.
- Caring, competent and compassionate staff who keep service users and their families informed about their care and treatment.
- More information about how to access services and activities that support healthy living.



Improving local services

Over the last year we have seen improvements in services due to closer working between hospital, community health, and social care teams.

There are many examples of excellent services in Lewisham but we need to make sure that high quality care is provided by all services all of the time.

We also know that people have different experiences of how long they have to wait for treatment, getting appointments with their GP and getting vaccinations for their children. This variation in the quality of care is not acceptable.

Priorities and plans

Our proposed commissioning priorities and action plans for 2015-2017

We are proposing six commissioning priorities for the next two years which will deliver integrated care across Lewisham. This will be centred around the individual, their family and their carers. These six priorities build on the work of previous health and care plans, including Lewisham's Health and Wellbeing Strategy and previous commissioning plans from the CCG.

1

Prevention and early intervention

Help people use services across Lewisham which promote wellbeing; where people recognise their personal strength and abilities as well as those of their families, friends and communities.

To encourage people to manage and improve their health and wellbeing, live independently longer and help them to engage in building stronger, resilient and self-directing communities.

We will do this by:

- Establishing one main place where health and social care information and advice is co-ordinated and provided from within the borough.

- Providing a straight forward way for carers to get specialist advice and signposting to the right services.
- Better integration of healthy lifestyle initiatives such as smoking reduction, promoting healthy eating and exercise, support for alcohol and drug misuse, increasing childhood vaccinations and promoting mental and emotional wellbeing.
- Extending the Lewisham Community Connections project; which connects people to local support and activities, often provided by the voluntary sector, which reduces isolation and improves wellbeing.



2 GP practices and primary care

Provide strong GP practices and primary care services that are focused on delivering continuity of care which is proactive, co-ordinated and with better access, working in collaboration with other practices and neighbourhood community teams. This will help people to stay well and when they are ill to get better more quickly.

We will do this by:

- Supporting GP practices to improve early identification, diagnosis and intervention for people with diabetes, cardiovascular-disease (CVD), chronic-obstructive pulmonary-disease (COPD), dementia and cancer.
- Helping people to take charge of their own complex healthcare needs through self management of their long term conditions.
- Supporting GP practices to reduce the variation in care between GP practices and improving urgent care.
- Improving access to specialist advice for people with mental health or drug and alcohol issues in primary care.

3

Neighbourhood community care for adults

Provide co-ordinated support and care for people with long term conditions and vulnerable people, with their carers, families and communities, to effectively manage their own care, where possible, and maintain their independence.

We will do this by:

- Establishing Neighbourhood Community Teams which integrate health and care multi-disciplinary teams and are aligned to clusters of general practices.

- Having shared care plans in place which help to identify people at risk of ill health early enough to prevent them becoming seriously unwell and having to be admitted to hospital.
- Giving equal status to mental and physical health, by enhancing the range of community mental health services and interventions.
- Supporting the development of plans to enable more mothers to have a straightforward delivery and improved care after having their baby.



4 Enhanced care and support for adults

Redesign community based intermediate services so that more people are able to continue to live at home and not be admitted into hospitals. To support people who have been admitted to return home as soon as possible after being in hospital and reduce the risk of them being re-admitted.

We will do this by:

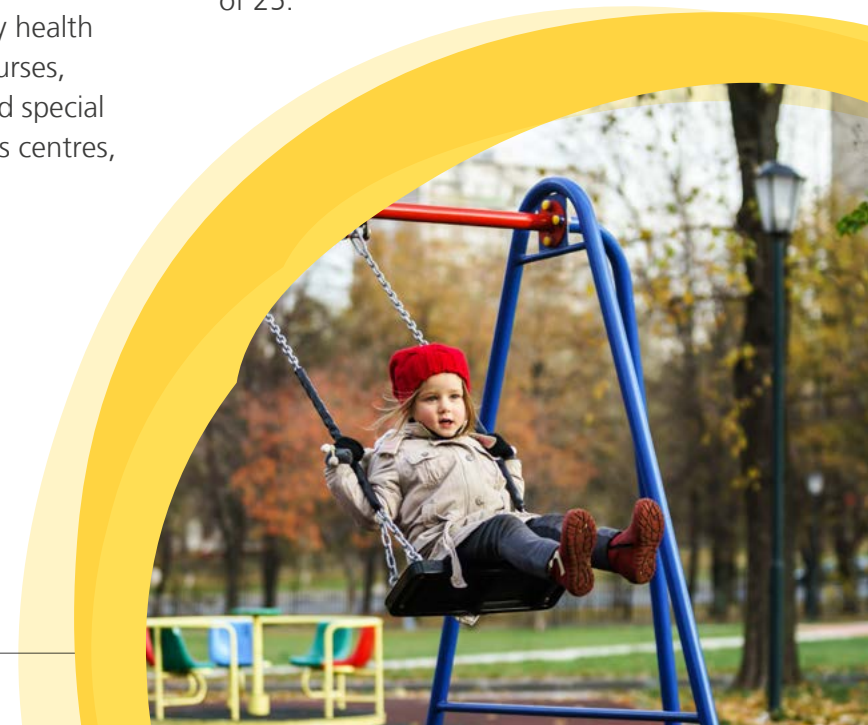
- Providing additional community based support and reshaping existing community based services to provide alternatives to having to go into hospital.
- Working in partnership with the housing department to support people to live in the community for longer.
- Improving the experience of patients when being discharged by making it more effective and timely.
- Enhancing the care, support and choice in care homes.
- Reviewing the provision of specialist continuing care services for older adults with severe mental health problems to ensure that these specialist services are commissioned in the most clinically appropriate and cost effective way.

5 Children and young people's care

Provide integrated pathways that provide high quality support – with choice and control for children, young people and their families which meet their needs and deliver care at the right time and in the right place

We will do this by:

- Promoting the emotional wellbeing of young people through the Headstart programme and the submission to The Big Lottery. This awards lottery money to community groups and projects that improve health, education and the environment.
- Ensuring that all community health services, including school nurses, health visitors, therapies and special needs nursing and children's centres, are effectively delivered.
- Further developing the process and mechanisms which deliver personal health budgets to children, including those with education, health and care plans.
- Commissioning a new drug and alcohol treatment service for children and young people up to the age of 25.



6

Making this happen

Ensure that the necessary tools and infra-structure is in place to support our transformation plans for integrated care.

We will do this by:

- Improving communication and engagement with the public to promote and improve the way advice, support and care is provided.
- Implementing a joint workforce development plan so that our teams are really integrated and seamless in the way care is delivered. This will be underpinned by a cultural change in the relationship with service users so that they are in the centre and in control.
- Using the most effective commissioning approach and tools to get the best possible value from our commissioning budget for the benefit of our residents.
- Better use of combined premises by statutory and voluntary organisations.



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Measuring the benefits

We need to know what Lewisham residents consider to be the most important benefits of us providing joined up, integrated care. Some of the key areas highlighted to us already and which we will use to measure our progress are:

- 1 People want to know and understand what is in their care plan.
- 2 People want to be informed so they can make decisions and have choices about their care and support.
- 3 People want to be able to manage their own conditions as much as possible.
- 4 People want health and social care professionals to better communicate with each other so, as a patient, they only have to tell their story once.
- 5 People want to be involved in any discussions and decisions taken about them in relation to their care, support and treatment.
- 6 People want to know who their main point of contact is in relation to their care.
- 7 People want to know where they are supposed to go when accessing health and social care services.
- 8 People, with the appropriate care and support, want to live their life to the best of their ability.



What do you think?

Please give us your views on our joint commissioning intentions to deliver integrated care for people in Lewisham.

If you would like more detail before giving your views, please read the full joint commissioning intentions plan which is on our websites: www.lewisham.gov.uk (search for *Improving public health*) or www.lewishamccg.nhs.uk

Your views will help us develop a really integrated system that meets the needs of our most vulnerable residents and which is effective, efficient and affordable over the long term. It will also help us to remove health inequalities in the borough.

You can help by completing our short survey which is available on the Council website www.lewisham.gov.uk/healthandcareconsult until Friday 23 January 2015 or by calling us on 020 7206 3200.

If you are part of a local community group and would like us to come and talk to you about our plans please email lewccg.enquiry@nhs.net

What we want to know

- 1 Are there any other commissioning priorities that you would wish us to consider in addition to those on pages 6 to 9?
- 2 If yes, what are they?
- 3 Do you have any other ideas around how we can meet the health and care needs of people living in Lewisham (bearing in mind our limited resources and increasing demands for care?)
- 4 If yes, what are they?