



# SHAPING OUR FUTURE

Cornwall and the Isles of Scilly  
Health and Social Care Plan

## SURVEY

### Have your say on the Cornwall and the Isles of Scilly Health and Social Care Plan 2016 - 2021

In the next five years, we have a once in a generation opportunity to change the way we provide health and social care services for the people of Cornwall and the Isles of Scilly.

The current health and social care system needs reform and we must seize the moment. Lifestyles, communities and technology have changed and our approach has become outdated, fragmented and reactive.

We also cannot ignore the fact that the NHS is spending more money than is allocated and not always in cost effective ways. We believe that we can still be more efficient, take a more joined up approach and move more resources into prevention and early intervention. This will require courage and the need to take some difficult decisions on where we spend the available money. Through our local health and care plan we will work in partnership with citizens to develop the best approach.

### Our vision is that:

- We will work together to ensure the people of Cornwall and the Isles of Scilly stay as healthy as possible for as long as possible.
- We will support people to help themselves and each other so they stay independent and well in their community.
- We will provide services that everyone can be proud of and reduce the cost overall.

We have set out a range of priorities that are based on the best available evidence, clinical expertise and the views of local people following engagement in early 2016. We want to continue the involvement of the local community in developing solutions in the months ahead and we want to hear from as many people as possible on the priorities and approach we are taking.

Please take the time to read our 'plan on a page' at the back of this survey before completing. You can also find more information in our document 'Taking control, shaping our future' on plans for local health and social care services which is available at:

[www.cornwall.gov.uk/shapethefuture](http://www.cornwall.gov.uk/shapethefuture)

**Please let us know your views  
which we will use to help  
refine our plan.**

**The closing date for responses  
is 20 January 2017.**

Community support is vital if we are to succeed in transforming health and social care services and we will listen and respond to the range of views that we receive.

Following a period of engagement from Monday 28th November until Friday 20th January 2017, we will finalise our Outline Business Case. We will then develop detailed plans and consult the local community further on any major service changes from the summer of 2017.

Please post the engagement survey to:

**FREEPOST RTES-UZXK-SHBG  
Louise Moore, NHS Kernow  
Sedgemoor Centre, Priory Road  
St Austell  
Cornwall PL25 5AS**



# Questions

Please take a look at our **‘Plan on a page’** at the back of the survey to provide some background.

## 1) To what extent do you agree with each of our priorities?

Priority	Agree	Neither agree or disagree	Disagree	Don't know
Prevention and improving population health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrated care in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transforming urgent and emergency care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Redesigning pathways of care (best practice treatment for specific conditions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving productivity and efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System reform to achieve better care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please state the reasons for your choices below:

Please let us know if there is a priority you think we have missed and why this is a priority for you:

Health and care services must be delivered within the budget available.

**2) If you had to rank our priorities in order of importance to you which would be your first, second and third choice. Please write number 1, 2 or 3 next to:**

- Prevention and improving population health
- Integrated care in the community
- Transforming urgent and emergency care
- Redesigning pathways of care
- Improving productivity and efficiency
- System reform to achieve better care

**Please let us know the main reason behind your number one priority:**

We recommend investing a minimum of £20 million over 5 years in preventing people getting ill, supporting self-care and targeting citizens who are most likely to have health problems.

We believe that focusing resources on preventing ill health is simple common sense and we can do more to keep people healthy, happy and well. Fundamentally, we must also ask people to do more for themselves and support each other in their community.

**3) To what extent do you agree with our recommended approach and our prevention priorities?**

Agree     Neither agree or disagree     Disagree     Don't know

**Please state the reasons below and let us know if there are any particular groups of people or types of issues you think we need to prioritise:**

We recommend changes to community hospitals so that they become community hubs which offer multiple services to prevent or reduce acute hospital visits.

Community hubs will be linked to GP practices providing co-ordinated care and personalised support to keep people well, help people stay out of hospital or leave hospital quicker.

Better community and home care should mean less need for community hospital beds and sites so we may reduce these over time, particularly if they need major financial investment.

**4) To what extent do you agree with our recommended approach and our community care priorities?**

Agree  Neither agree or disagree  Disagree  Don't know

**Please state the reasons below and let us know if you have any alternative suggestions to reducing community hospital beds and sites:**

We recommend changes to General Practice and grouping more GP practices together so they can better meet rising demand and expand the range of services.

Right now GPs are spending too much time on administration and their work load could be reduced through targeted actions such as more effective self-care, early detection, better use of technology and a more flexible workforce.

**5) To what extent do you agree with our recommended approach and our primary care priorities?**

Agree  Neither agree or disagree  Disagree  Don't know

**Please state the reasons below and let us know if you have any alternative suggestions to improve the sustainability of GPs:**

We recommend an urgent care service that is accessible, reliable and co-ordinated with clinicians at the end of a phone if you need advice. With clinicians visiting you when essential or in Urgent Care Centres so that you only need to visit an Emergency Department in an actual emergency.

Better location of Urgent Care Centres (accessible within 30 minutes from homes in Cornwall, on average) should mean we can provide a better, more reliable service than Minor Injury Units but they would probably need to be on less sites so that we could afford them and resource them.

**6) To what extent do you agree with our recommended approach and our urgent care priorities?**

Agree  Neither agree or disagree  Disagree  Don't know

**Please state the reasons below and let us know how far you would be prepared to travel to access quality urgent care services:**

We recommend changing our approach to caring for people with specific conditions such as diabetes, heart disease, stroke, cancer, joint problems and dementia so that citizens get equitable access to high standards of care regardless of where they live or their individual clinician, within the resources available.

We want to reduce the number of out of county mental health placements. We also want to explore what other services we can provide locally or what makes sense clinically to provide outside of Cornwall and the Isles of Scilly.

**7) To what extent do you agree with our recommended approach and our priorities for redesigning pathways of care?**

Agree  Neither agree or disagree  Disagree  Don't know

**Please state the reasons below and let us know if there are any specific conditions or improvements you think we need to prioritise:**

We recommend that local care providers change the way they work together to enable joined up care, share expertise and information more effectively and use public sector properties efficiently.

A large proportion of the savings we want to make can come from the way we operate and function. Our aim will be to modernise and change organisational form with minimal impact on clinical staff and services.

**8) To what extent do you agree with our recommended approach and our priorities for system reform and improving productivity and efficiency?**

Agree  Neither agree or disagree  Disagree  Don't know

**Please state the reasons below and let us know if there are any alternative suggestions you think we need to prioritise:**

**Could you please provide a bit more information yourself – we will use this data to identify any trends in local areas, age groups, levels of need and background.**

What is your postcode?

What is your age?

Under 11  11 – 18  19 – 35  36 – 50  51 – 65  66 – 80  Over 80

**Do you have a long standing health condition?** i.e. a physical or mental health condition or illness that is lasting, or expected to last, for 12 months or more.

Yes  No  Don't Know

**Do you have a written care plan?** i.e. an agreement between you and your mental health professional or social services to help you manage your day to day health.

Yes  No  Don't Know

**Are you a registered / non-registered carer?**

Yes  No

**Are you a health and care professional or support worker?**

Yes  No

**Data Protection Act**

Any information held by Cornwall Council will be processed in of The Data Protection Act (1998) which places the department under a duty to process information with due consideration for your privacy, and gives you certain rights in relation to the information that we hold. This information will be held in a secure manner and will be retained in accordance with Cornwall Council's record retention guidelines.

# HEALTH AND CARE PLAN ON A PAGE

The current health and social care system needs reform and we must seize the moment. We must put more focus and resources into preventing ill health, keeping people in their homes or communities and adapting services for a growing, ageing and technology enabled population.

We also need to provide services within the resources we have available. In the next five years, based on evidence and local feedback, we recommend focusing on six themes or priorities each with identified priority actions.

## Priority actions on prevention



- Starting young and acting early on the root causes of poor health.
- Better support and opportunities for people with mental health problems and long term conditions.
- More affordable housing and insulated homes to keep people warm and well.
- Supporting active communities to make the most of our environment.
- Targeted lifestyle advice and information for people to self-care and manage their own health.

## Priority actions on redesigning pathways of care



- Review and redesign pathways of care and specialised services focusing on those where we perform poorly or can make the most difference.
- Early and effective intervention on conditions such as diabetes, heart disease, stroke, cancer, joint problems and dementia - including better use of technology.
- Single, joined up therapy service focused on those conditions where we can make the most difference.
- Reduce the number of out of county mental health placements.

## Priority actions on community care



- More focus and resources in primary, community and social care – including the voluntary and carers sector.
- Create community teams and hubs with care professionals working together, co-ordinated by GPs.
- Prioritise care for older people and stop unnecessary visits or stays in hospital.
- Act early to prevent illness or manage conditions using technology whenever possible.
- Provide more housing with care and support to enable independent living.

## Priority actions on productivity and efficiency



- Reduce spend on administrative and support teams with shared teams where possible.
- Buy goods and services in a more efficient way in keeping with national guidelines.
- Join up our approach to developing technology and sharing information.
- Co-ordinate our approach to recruitment and workforce development.
- Rationalise our estate to make best use of the sites we have and releasing money where we can for direct patient care.

## Priority actions on urgent care



- Joined up NHS 111 and out of hours service using clinical expertise more effectively.
- Smartly placed Urgent Care Centres that offer better services on fewer sites.
- Change the way we work at the front door of Emergency Departments with more partnership working and services that either prevent arrival in the first place or enable faster access to the right care professional or location.

## Priority actions on system reform



- Provider reform that will focus on joining up teams to deliver outstanding services.
- Look at commissioner reform and planning services at a local level to meet specific population needs.



## FIND OUT MORE

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Find out more at: [www.cornwall.gov.uk/shapethefuture](http://www.cornwall.gov.uk/shapethefuture)

Make your comments from 28th November 2016 until the second phase of engagement closes on 20th January 2017. You can also complete the online version of the engagement survey at

[www.cornwall.gov.uk/shapethefuture](http://www.cornwall.gov.uk/shapethefuture)



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If you would like this information in another format or language please contact:

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Priory Road, St Austell, Cornwall PL25 5AS**

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